

# Service animals

## What is a service animal?

A service animal is an animal that has been trained to assist an individual with a disability, in accordance with [14 CFR Part 382.117](#).

## Do I need to provide advance notice?

Generally, no. However, at least 48 hours advance notice is recommended. Please call our Reservations Department at 800-367-5320. (For flights longer than 8 hours, at least 48 hours advance notice is required.)

## What documents are needed?

- We will accept credible your verbal assurance that your animal is a service animal that has been trained to perform specific tasks. In the absence of a credible verbal assurance, we will accept identification cards, written documentation, or other credible evidence that your animal is a service animal.

Additional documentation will also be required in the following cases.

- **North America-to-Hawaii flights:** Like pets, service animals will need an animal health certificate and any documents required by the [Hawaii Department of Agriculture](#). See our [Pets page](#) for more information.
- **International flights:** Please note that not all countries accept animals. You are responsible for any documents and requirements necessary for traveling with animals to your destination country.
- **Flights longer than 8 hours:** We require documentation stating that your animal will not need to relieve itself on the flight or that the animal can relieve itself in a way that does not create a health or sanitation issue on the flight.

## What to expect during travel

- **Check-in:** Please allow up to 1 hour more our [recommended check-in times](#). You can use website, mobile, or kiosk check-in, except when traveling to Hawaii on a North America or International flight.
- **Animal behavior:** Service animals need to be well-behaved and may not be able to travel if they become disruptive.
- **Animal relief areas:** See our [Animal relief areas](#) page
- **Seating on the aircraft:** Animals will need to remain on the floor and may not obstruct aisles or exit rows. We may reseat you if your animal obstructs an area which needs to remain unobstructed. Animals that cannot be transported safely will not be able fly.
- **Food and water:** Please note that we cannot provide food, water, pillows or blankets for animals.
- **Arrival in Hawaii (if arriving in Hawaii from North America or International airports):** A Hawaiian Airlines agent must escort you from the aircraft door to the animal quarantine facility. Please do not leave the aircraft without a Hawaiian Airlines agent. Passengers traveling with animals may be fined by the Department of Agriculture if they are not escorted directly to the animal quarantine facility upon landing.

## Do therapy animals and service animals in training count as service animals?

Some animals considered 'therapy animals' may not meet the definition of a service animal (see above) or a [support animal](#). If they do not, they will be considered pets and accepted subject to our [pets policies](#).

Service animals in training will be considered pets and accepted subject to our [pet policies](#).