

Support animals

What is a support animal?

A support animal is an animal needed to assist an individual with a mental or emotional disability recognized in the DSM IV/V, in accordance with [14 CFR Part 382.117](#).

Do I need to provide advance notice?

Yes, at least 48 hours advance notice is required for all support animals. Please call our Reservations Department at 800-367-5320.

What documents are needed?

- Please complete the [Hawaiian Airlines Emotional Support Animal form](#) and have it ready when you check in at the airport. If you wish to provide your own documentation instead, [click here](#).

Additional documentation will also be required in the following cases.

- **North America-to-Hawaii flights:** Like pets, support 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:** Plan to check in at the airport with one of our airport agents. Please allow up to 1 hour more than our [recommended check-in times](#).

Website, mobile, and kiosk check-in are not available when traveling with a support animal.

- **Animal behavior:** Support animals need to be well-behaved and may not be able to travel if they become disruptive. They must remain on a leash or in a kennel at all times. You will also need to sign an animal behavior and liability waiver when you check in.
- **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 that 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 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 support animals in training count as support animals?

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

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

Can I travel with multiple support animals?

No, there is a limit of one support animal per person.