

Emotional Support Animals

An emotional support animal provides comfort to support a customer's diagnosed mental or emotional disorder. Emotional support animals must be trained to behave appropriately in a public setting. Acceptable emotional support animals are limited to dogs, cats, and miniature horses. **We must be notified of emotional support animal travel and receive the required documentation, as noted below, no later than 48 hours prior to departure.**

How to book your emotional support animal

- Please add your animal to your reservation when booking online or notify us at 1-800-JETBLUE (538-2583) of the animal's travel.
- We must be notified of emotional support animal travel and receive documentation no later than 48 hours prior to departure.
- JetBlue accepts only dogs, cats, and miniature horses as emotional support animals.
- Customers are limited to one emotional support animal.
- If you are traveling with a large animal or more than one service animal your animal(s) must fit within the footprint of the seat(s) you have purchased. If your animal(s) is too large to fit in the seat(s) foot space you have purchased, you may purchase additional seat(s) to guarantee travel or wait for a flight that has sufficient empty seats available. JetBlue will make reasonable effort to accommodate the space needed.
- Service animals in training are not accepted for travel on JetBlue.

Traveling with your emotional support animal

- All animals must remain on the floor, unless the animal is small enough to fit fully on the customer's lap without touching any part of the seat or adjacent customers.
- No animal is ever allowed to occupy a seat.
- Upon request, assistance will be provided by a JetBlue crewmember to and from the animal relief area. Please ask an airport crewmember for assistance.

The behavior of the animal will be assessed at the airport to ensure safety requirements are met before approving the animal for travel.

Required documentation

Customers traveling with emotional support animals are required to provide no less than 48 hours' notice of their intention to travel with an emotional support animal.

The following documentation is required and can be downloaded [here](#).

- Medical/Mental Health Professional Form
- Veterinary Health Form
- Customer Confirmation of Animal Behavior

Additional documentation required:

- Puerto Rico and the U.S. Virgin Islands require vaccination documentation for the animal to be admitted into the destination.

- International destinations have vaccination and documentation requirements. View [here](#) .
- It is the customer's responsibility to have all the required documentation regardless of the declared status of the animal.

Upon completion of the documentation, you must submit the forms for review through [this link](#)

no less than 48 hours prior to departure. These documents must be submitted for each reservation you are traveling on. Documents are not kept on file.

Please note: Required documentation for emotional support animals must always accompany the animal when traveling and is to be presented upon request to a JetBlue Complaints Resolution Official for review.