

Service Animals

A service animal has been trained to perform an active task to assist the customer traveling.

How to book your service animal

Please add your animal to your reservation when booking online or notify us at 1-800-JETBLUE (538-2583) (voice) or 711 (TTY). There's never a fee to add a Special Service Request.

- If you are traveling with a large animal or more than one 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 service 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

JetBlue may request documentation of your animal's status.

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](#).
- It is the customer's responsibility to have all the required documentation regardless of the declared status of the animal.