



Warning: Use this form for from/to US NH flight only, and only for psychiatric/emotional support dogs

Psychiatric/Emotional Support Dog Application

<General information>

According to the Department of Transportation (DOT) guidance for the carriage of service animals, ANA requires a passenger with a qualified disability who is accompanied by a Psychiatric/ Emotional Support Dog to provide documentation from their mental health professional.

- This form is **effective for one year** from the date on which the licensed mental health professional signed this form.
- Other documentation may be government-required for embarking or disembarking at international locations; passengers are responsible for checking and complying with these requirements.
- The dog should be under the passenger's control for the duration of flight, and a small dog may remain on the passenger's lap or behind passenger's heels during the flight. Should a carrier or crate be used, it must fit under the aircraft seat in front of the passenger or on the passenger's lap. For a large dog, a passenger may be required to purchase extra seat to accommodate the dog if it can't be accommodated at the available seat.
- In Japanese airports it's prohibited for the passenger to walk the dog in the terminal complex due to government order. A passenger must provide a hard, leak proof container for transferring the dog through the terminal area from the airplane exit. (A small dog can be fitted in soft carrier.)
- Dogs should not be fed during flight except for water.
- The dog must be in good sanitary condition in cabin. Dogs must not need to relieve themselves during the flight, or must be able to relieve themselves in a way that does not create a health or sanitation issue on the flight.
- This form is only for flights marketed and operated by ANA, and does not apply to code-share flights operated by other airlines except United Airline. For code-share flights, the other airline(s) must be contacted directly.

<Instructions>

- Mental Health Professional Please fill in this form thoroughly, or provide the passenger with a written statement containing the same information required by this form on your practice letterhead.
- Passenger Send a copy of the form or written statement to
 - ANA Disability Desk(ADD)/Japan or Customer Service Center, the Americas/US
 - E-mail via https://contact-en.ana.co.jp/app/ask_ana_disability_pcen
 - at least 48 hours prior to the departure of your ANA flight (ANA may contact the passenger's mental health professional). Please keep the original form or statement in your possession while traveling and be prepared to submit it to ANA's representative at the airport.
- ANA Disability Desk /Call center, US Verify documentation. Enter "Approved" or "Not approved" status for the dog in passenger's Reservation Record, then provide it to Airport Agent.
- ANA Airport Agent Verify the passengers' documentation and reservation record, and verify the dog fits generally-applicable requirements (i.e., behavior, etc.) to travel in the passenger cabin.

Notes: Consistent with DOT guidance, to assist an individual with a disability, a dog must be trained to behave appropriately in a public setting. If the dog's behavior indicates that it has not been trained (i.e., running freely, barking and growling, jumping or biting, urinating or defecating), the dog will only be accepted in accordance with ANA pet policy (i.e., carried in cargo hold with crate), and subject to other applicable ANA rules; see http://www.ana.co.jp/www/us/e/asw_common/serviceinfo/support/pets/ for more information.

(Must be completed by Mental Health Professional)

(Professional's initial)

- I certify that the passenger has a mental health-related disability listed in Diagnostic and Statistical Manual Of Mental Disorders(DSM IVor V) _____
- The passenger requires the dog as an accommodation for air travel and/or activity at the passenger's destination. _____
- I am a licensed mental health professional treating the passenger's mental or emotional disability. _____
- The passenger is under my professional care. _____
- Passenger's name (print): _____
- Dog breed and weight (print): _____, _____ LBS(_____ kg)
Notes: Please attach a copy of the Dog Training Certificate (if applicable).
- Mental health professional's license information:
 - Date of the license issued: _____ / _____ / _____ Type of license: _____
 - License number: _____
 - State, Country or other jurisdiction in which license was issued: _____
 - Signature and date: _____ / _____ / _____
 - (Print name) _____ (Contact Ph) _____

<Flight reservation record>

*Date, Flight No., Reference code (if applicable)

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<Customer's declaration>

I, declare the above statement are correct, and agree to the above conditions proposed by ANA.

(Signature) _____