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# ASSISTANCE ANIMALS

## Carriage of Assistance Animals

In Australia, dogs are the only type of animal that can be certified as an assistance animal. Assistance dogs, trained to assist passengers with vision, hearing or mobility impairments are permitted in the aircraft cabin provided the dog is registered as a service animal with a relevant association.

Airnorth accepts all certified / registered Guide Dogs accompanying a passenger who is vision or hearing impaired. Airnorth also accepts assistance animals from any of the registered organisations listed below:

- Animal Assisted Therapy Australia Inc
- Assistance Dogs Australia
- Association of Australian Assistance Dogs (NQ) Inc
- Australia Support Dogs Incorporated

The assistance animal must be fully trained, or if in training, it must be harnessed and accompanied by a trainer.

## Reservations

Passengers must advise Reservations Consultant and complete a Disability Access Facilitation Information Form for approval to carry an assistance animal on board Airnorth services. This advice should be received at least 96 hours prior to the scheduled flight. Airnorth may request evidence of your disability and how the assistance animal assists in alleviating the effect of the disability.

Reservations Consultant will convey the following points to passengers travelling with an assistance animal.

The passenger must:

- Avoid sedating the dog as drug reactions may differ at high altitudes and can lead to illness;
- Not feed the dog just before departure, especially on long journeys;
- Relieve the dog prior to boarding; and
- Be aware that quarantine regulations will apply if travelling overseas (with the exception of New Zealand).

## Fares

Airnorth do not provide special concessions for passengers travelling with an assistance animal, however the assistance animal will be carried free of charge. Airnorth will provide the adjacent seat to the passenger free of charge for the assistance animal.

## Documentation

Guide Dogs must be trained and accredited by their applicable Guide Dog Association under the banner of Guide Dogs Australia. The Guide Dog must have a medallion on their collar with their Guide Dog registration number. Passengers travelling with an assistance animal other than Guide Dog accredited animals, will be required to produce evidence of the assistance animal's accreditation during check in.

The Guide, Hearing and Assistance Dogs Act 2009 provide identification for certified dogs and approved handlers.



### **Embarkation and Disembarkation Processes**

Passengers with assistance animals will be provided with the opportunity to embark prior to other passengers. On arrival at their destination, passengers with assistance animals will be disembarked after all other passengers have left the aircraft.

Passengers transiting through other ports to their final destination will be required to disembark the aircraft. The passenger should take this opportunity to relieve the animal during the turnaround period. The passenger will be required to be available to board prior to other passengers.

### **On board the Aircraft**

Once on board the aircraft passengers with assistance animals are required to keep the animal restrained at all times and placed on the absorbent mat while on the aircraft. Passengers travelling with an assistance animal will not be allocated an exit row seat in accordance with aviation safety regulations. .

**Note:** The Company will provide an absorbent mat for service dogs to sit on for the duration of the flight provided notice of travel is given 96 hours prior to the scheduled flight.

### **Assistance Dogs in Training**

Airnorth may approve guide / assistance animals in training on board an aircraft when accompanied by an accredited trainer who may not be vision or hearing impaired. Approval must be received from Airnorth Reservations and will be dependent on the passenger load for the flight requested.