



## Application form - Assistance Dog in the cabin

Personal data		Flight information			
<i>Last name</i>		<i>Flight number</i>	<i>Date</i>	<i>From</i>	<i>To</i>
<i>First name</i>					
<i>Address</i>	<i>Country</i>				
<i>City</i>					
<i>Email</i>		<i>Remarks</i>			

### Conditions for the acceptance of your Assistance Dog in the cabin

Recognized Assistance Dogs that assist a passenger in certain functions are allowed to travel in the aircraft cabin without cost. Dogs are not allowed on the seat. Your dog should fit on the floor in front of your own seat and may not impede the legroom of another passenger, aisle or emergency exit. If there is no suitable space to accommodate a large dog in the cabin, the dog can be transported in the hold at no extra charge (provided you have an appropriate and suitable crate present).

Trained dogs behave correctly in public and immediately follow the instructions of their owners. If this is not the case, you may be asked for details of the training and behavior of the dog. If your Assistance Dog does not behave properly, it can be refused in the cabin. The dog must wear a (car) harness and be secured to your seatbelt during the entire flight.

Air Malta recommends you request transport of your Assistance Dog at least 48 hours before departure. Please contact Air Malta MEDICAL HELP DESK for questions and additional information. The restrictions on travelling with animals can differ per country. Passengers are responsible for arranging any necessary formalities.

### Checklist application Assistance / Guide Dog in the aircraft cabin

Yes

- |  |                          |
|--|--------------------------|
| You have read the conditions for acceptance of your dog into the cabin   | <input type="checkbox"/> |
| Your Assistance Dog has been trained, assessed, and accredited for this function by an organisation that meets the full membership criteria of the ADI or IGDF | <input type="checkbox"/> |
| Your dog fits in the floor space in front of your seat and remains there during the entire flight  | <input type="checkbox"/> |
| Your dog wears a (car) harness   | <input type="checkbox"/> |
| You can take care of your dog throughout the entire flight   | <input type="checkbox"/> |
| Your dog is house trained and holds its relieve throughout the entire flight   | <input type="checkbox"/> |

### To be completed by a recognized Medical Health Professional (only in the case of Assistance Dog)

I confirm that the passenger making this request has a medical condition requiring a recognized Assistance Dog to accompany him/her on this flight. By signing this declaration, I understand that Air Malta may contact me by email or phone to verify this approval.	
<i>First name, Last name</i>	<i>Medical Board Registration No.</i>
<i>e-Mail Address</i>	
<i>Telephone Number</i>	<i>Signature</i>

Please send the completed form to [medical.airmalta@airmalta.com](mailto:medical.airmalta@airmalta.com) and contact Air Malta MEDICAL HELP DESK the next day to have the transport of your Assistance Dog in the cabin confirmed. Please take this application form along on your trip. AIR MALTA MEDICAL HELPDESK: +356 22999296/ [medical.airmalta@airmalta.com](mailto:medical.airmalta@airmalta.com) Opening Hours: Monday to Friday 0800 to 1630, Malta Local Time.

# Travelling with your assistance dog

If you need to travel with your assistance dog, it is important that your dog is allowed with you into the cabin. This document provides an overview of what you need to know on the requirements for travelling with your assistance dog.

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## In this document

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Well-trained assistance dog  
Necessary Documentation  
Seat

Cost  
At the airport  
Contact AIR MALTA MEDICAL HELPDESK

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## What you need to know

An assistance dog is any guide dog, signal dog or other dog specially trained to provide personal assistance, to people who use power or manual wheelchairs, have balance issues, have various types of autism, need seizure alert or response, need to be alerted to other medical issues like low blood sugar, or have psychiatric disabilities.

### Assistance Dogs

Guide Dogs  
Hearing Dogs  
Service Dogs

Dogs are the only assistance animals accepted on Air Malta flights.

Air Malta is not required to:

- Deny boarding to another passenger on a flight in order to provide accommodation to a passenger with an assistance dog
- Allow more than one seat per ticket
- Provide a seat in a travel class other than the one that has been paid for.

Some countries have restrictions for animals travelling to that country. We therefore advise you to take any precautionary measures (such as having a valid animal passport and proof of vaccinations) that would apply when taking your assistance dog to such a country.

### Circumstances under which your dog could be refused

If your dog does not behave appropriately in public places as described under 'Well-trained assistance dog', Air Malta does not consider your dog as an assistance dog and your dog will be refused. When in doubt, you may be asked to provide additional information to confirm your dog is actually an assistance dog. If you cannot give a plausible verbal explanation, Air Malta may ask you to provide additional written proof.

In the event of an outbreak of a disease which is transmissible from dogs to humans and there is an instruction or order from the Health or Veterinary Authorities in this light.

## Well-trained Assistance Dog

Assistance Dogs are trained to behave properly in public settings. A properly trained Assistance Dog will remain at its owner's feet. It does not run around, bark or growl, bite or jump on people. A dog that shows disruptive behavior has not been trained successfully. Therefore, Air Malta is not required to treat such a dog as an Assistance Dog, even if the dog has a supporting role for a physically challenged passenger or is necessary for a passenger's emotional well-being.

The Assistance Dog must have been specifically trained, assessed and accredited for this function by an organisation that specializes in training of Assistance Dogs. Air Malta staff requests documentation as proof of such training.

"Assistance Dogs in training" do not yet meet the legal definition of "Assistance Dog" and Air Malta does not allow these dogs into the cabin.

## Necessary documentation

### Documentation for your Assistance Dog

You can contact AIR MALTA MEDICAL HELP DESK to seek approval of carriage for your Assistance Dog; please do so at least 48 hours before departure. In the case of flights to/from the UK, a 7-day pre-notification period is required. This notification shall also cover a return flight if the outward flight and the return flight have been contracted with Air Malta. This is required in order to ensure that appropriate assistance is provided. You can also contact AIR MALTA MEDICAL HELP DESK for questions and additional information.

1. Download and complete the 'Application Form - Assistance Dog' to apply. Completed forms are to be sent to [medical.airmalta@airmalta.com](mailto:medical.airmalta@airmalta.com). You can contact them the next day for confirmation on your request.
2. Provide a copy of the certificate which shows that the dog has been specifically trained, assessed and accredited for this function by an organization that meets the full membership criteria of the International Guide Dog Federation or Assistance Dog International, the accrediting body for assistance dog organisations worldwide.
3. Provide a copy of the Dog's EU Pet Passport if the dog originates from an EU country or an official veterinary certificate for dogs originating from Non-EU countries.

### Completing the application form - Assistance Dog in the cabin

If you need to bring your Assistance Dog on board with you, you must complete the application form and forward the completed form and accompanying documentation to our MEDICAL HELP DESK **at least 48 hours before departure, or 7-days in the case of flights to/from the UK**. The law allows airline staff to ask for documentation as a means of verifying that the dog is an Assistance Dog. Within the form, there is a section which is to be completed by a recognized medical health professional (medical doctor), which states the necessity for you to be travelling with your Assistance Dog. All fields within this section are mandatory and must include contact information of your recognized medical health professional for verification purposes.

#### Signed statement from a recognised medical health professional

By signing the medical declaration on the application form, a medical health professional is confirming that the passenger has a medical condition requiring an assistance dog on the flight, and that Air Malta may contact him/her by telephone or email for verification purposes.

Air Malta will not ask you about the nature of your disability.

## Why documentation is necessary

The purpose of documentation is:

- 1) To substantiate the passenger's disability-related need for the dog's accompaniment and for which Air Malta may require as a condition to permit the dog to travel in the cabin.
- 2) To check that the Assistance Dog is specifically trained, assessed and accredited for this function by an organization that meets the full membership criteria of the International Guide Dog Federation or Assistance Dog International.

## In the cabin

Passengers travelling with an Assistance Dog must be seated in the middle seat with the dog near the window seat. They are permitted on any rows, except on those adjacent to an emergency exit row, on row 1, and unless the dog obstructs an aisle or other area that must remain unobstructed for safety reasons.

- If an Assistance Dog does not fit in the assigned location, the passenger and the Assistance Dog should be relocated to another seat in the cabin within the same travel class where the dog will either fit under the seat in front of the passenger or not create an obstruction.
- If necessary, other passengers can be requested to change seats in order to accommodate an assistance dog.
- If no single seat in the cabin will accommodate the dog and passenger without creating obstruction, passenger may be offered the option of travelling on a later flight or having the Assistance Dog travel in the hold. Air Malta will not charge passengers with disabilities for services required, including transport of their assistance dogs in the hold.
- During the entire flight, the dog must wear a (car) harness and must be tied to the passenger seatbelt.

## Cost

Transporting an Assistance Dog in the cabin is free of charge.

## At the airport

To obtain a boarding pass, you must report to the Air Malta check-in desk.

When in doubt, Air Malta staff may request that you provide additional information to ensure that your dog is actually an assistance dog. If you cannot give a plausible verbal explanation, additional written proof may be requested.

## Contact Air Malta Medical Helpdesk

You can contact Air Malta Medical Help Desk for questions or additional information, and to submit your applications:

e-Mail: [medical.airmalta@airmalta.com](mailto:medical.airmalta@airmalta.com)

Telephone: +356 2299 9296

Opening Hours: Monday to Friday 0800 to 1600, Malta Local Time.