



LOCAL OPERATING PROCEDURE_MUC_U2/EC003

Carriage of Assistance Dogs

Version/Rev	Date	Section	Amendment
V1/R0	10.11.2025	Full LOP	Initial issue

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PURPOSE

This Local Operating Procedure (LOP) establishes the procedure to ensure full compliance with airline regulations and requirements regarding the acceptance of assistance dogs for travel and standardises the verification of documentation and secure handling of all assistance dog cases at check-in and onboard.

OBJECTIVE

The objectives of this LOP are to:

- ensure full compliance with the airline requirements when accepting customers with service dogs
- To standardize the verification of documentation
- To clarify staff responsibilities and support efficient, disruption-free operations.

APPLICATION

Passenger Services Department:

Customer Service Agents

Supervisors/Lead Agents

Operations department:

Turnaround Coordinator / Load Controller

GENERAL RULES

easyJet does not accept Pet in Cabin (PETC) or Live Animal in Hold (AVIH).

Only recognised assistance dogs can travel on easyJet flights. A recognized assistance dog is a dog that is highly trained to behave appropriately in public places and has been trained to perform specific tasks or functions on behalf of the owner. These include guide dogs, medical alert dogs, and dogs that are trained to support certain neurological conditions such as Autism and Post-traumatic Stress Disorder (PTSD).



Customers travelling with a recognised assistance dog should have already provided details of the assistance dog training organisation in advance for approval. The SSR code PETC should also have been applied to the booking. Ground Crew will need to check the booking and relevant documentation of assistance dog to be able to accept them for travel. If PETC is not already in the booking, Ground Crew must add this at the earliest point of contact.

easyJet does not accept Emotional Support Animals, pets, or any other animal presenting as an assistance animal. Only assistance dogs can be approved for carriage.

PROCEDURE

The assistance dog can be accepted for travel if the customer can demonstrate the following:

- Evidence to confirm the assistance dog has been trained to the required standard and they are trained to perform specific tasks for the owner:
 1. **Flights to/from the UK:** Only assistance dogs trained by organisations accredited by ADI or IGDF (including their regional branches such as ADUK, ADEu, etc.) may be accepted.
 2. **Flights within or between Europe and Switzerland:** other assistance dog training organisations can be accepted if they have either been pre-approved for carriage by the CMC team, or you are satisfied that the training organisation is legitimate, and the certificate provided confirms the following:
 - ✓ Name and address of the training organisation and/or any accreditation
 - ✓ Name of the dog and owner
 - ✓ Details of the training that has been undertaken and successfully passed, including behaviours, responding to commands, and the tasks that the assistance dog is trained to support.
- A valid Animal Health Certificate completed by a vet issued within the 10 days before travel, or pet passport if permitted for their destination. *Note: The UK pet passport is no longer valid for travel to Europe and Switzerland, and the EU pet passport is no longer valid for travel to the UK. Pet passports can generally only be used to travel to or within the region of issue.*



- Rabies vaccination documentation – Up to date and initial full vaccination was completed at least 21 full days before travel (example: if the primary vaccine was issued on 1st September, travel is not permitted until at least 22nd September)
- Tapeworm vaccination – required on all flights to Great Britain, Finland, Ireland, Northern Ireland, Malta and Norway – vaccine must be issued between 24 hours and 120 hours (5 days) before travel.
- The assistance dog is wearing an identifying jacket or harness and the customer has a restraining harness to secure the dog safely to their seatbelt while onboard.

If an assistance dog is not correctly documented, or if you are in doubt that the dog is a genuine assistance dog, contact your supervisor who will liaise with easyJet's Integrated Control Centre (ICC) or Airport Support Line (ASL) for support. The dog must be refused carriage if the documents are inaccurate or if completing the checks will delay the flight (e.g., the customer arrives on or after Bag Drop closure).

However, any refusal of the Person with Reduced Mobility (PRM) must be discussed with ICC first, and further support for the customer may be approved, for example a free of charge flight transfer if appropriate.

REFERENCE

easyJet GHM, 1.9.9 Assistance Dogs

Connected Guidance Material, Carriage of Assistance Dogs, *Guidance for CMC and Ground Crew*, Ver1. January 2024