

OPERATIONAL MEMO

Memo #	OM 160
Title	Revised Assistance Dog Guidance Material – Connected Portal
Date of Issue	31 st January 2024
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Reason for Issue

The guidance material for processing and accepting recognised assistance dogs has been updated.

Details

Following the UK exit from the European Union, and due to disability regulation changes within Europe, a revised version of the guidance material has been published to reflect these updates.

The new guidance includes instructions for all parties involved with the acceptance of assistance dogs from point of booking. Specific instructions for Ground Crew are on page 5, and the rest of the document should be for information purposes only.

The main areas of change are as follows:

- 1) Animal Health Certificates and Pet Passports – a full list of document checks has been provided and includes the use of Animal Health Certificates to replace the use of Pet Passports between certain regions.
- 2) Allowing additional assistance dog training organisations to travel between or within Europe and Switzerland – additional assistance dog training organisations can be accepted for travel in addition to those accredited to Assistance Dogs International (ADI) or International Guide Dog Federation (IGDF), only on the condition that any additional checks and approvals are obtained. **This does not apply to flights to/from the UK – only ADI or IGDF accredited organisations can travel to/from the UK.**

Please review the full guidance pack for more information.