

Memorandum of Understanding: Guidance Note for Community Air Carriers to carry Recognised Assistance Dogs

To transport recognised assistance dogs into Great Britain, Community Air Carriers should be aware of the following notes.

These refer to:

(a) the requirements of EU Regulation 1107/2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air which place obligations on Community air carriers to transport recognised assistance dogs in the cabin of aircraft; and

(b) the Non-Commercial Movement of Pet Animals Order, which apply to Great Britain only, requiring entry checks on pet animals transported to Great Britain (including recognised assistance dogs). These checks are part of the Pet Travel Scheme (PETS). Checks on assistance dogs are the responsibility of the airport managing body and will involve verifying the animal's identity and ensuring its entry documentation (e.g. the EU pet passport or third country certificate) is valid and complete.

A Community Air Carrier will need to be registered and have an agreed Memorandum of Understanding (MOU) with the Animal and Plant Health Agency (APHA). This will be based on the following considerations which will allow the ground handling staff (the Persons with Reduced Mobility (PRM) staff) at the destination airport to assist the dog owner and carry out the checks on the assistance dog under the Pet Travel Scheme.

How to register

- An air carrier wishing to transport assistance dogs into England under EC Regulation 1107/2006 must register with APHA by completing a Memorandum of Understanding (form PT33). The form can be obtained from the [APHA](#) website.
- The air carrier must confirm in its MOU that it has a contingency plan in place, especially in the case of a diversion to an airport which has no agreement with APHA to perform Pet Travel Scheme checks, so that the assistance dog can be transported to the original airport (or another airport) where these checks can be done. This diversion protocol will usually be covered by the ground handling manual which the airline supplies to its handling agent.
- The air carrier must submit the signed MOU to APHA, Centre for International Trade by post or email to:

Animal and Plant Health Agency
Centre for International Trade
Import Team
Hadrian House
Wavell Drive
Rosehill Industrial Estate
Carlisle
CA1 2TB

Tel: 03000 200 301
Fax: 01228 403600

Imports@apha.gsi.gov.uk

- The air carrier will receive a letter from the Centre for International Trade confirming their registration.

Other information

- Once a Community air carrier is registered, if it receives notification at least 48 hours before a flight departure that a passenger who is disabled or of reduced mobility who will be accompanied by an assistance dog, it must notify the destination airport by telephone/email/SITA message at least 36 hours prior to arrival the flight. If 48 hour notification is not possible, notification to the airport must be transmitted as soon as possible.
- In all cases Community air carriers must notify the Terminal Duty Officer at the airport of any assistance dogs on board prior to landing if the passenger has not already notified as above.
- Community air carriers are not permitted to transport recognised assistance dogs to airports which do not have the appropriate facilities in place to carry out PETS checks on assistance dogs. Registered air carriers will be able to transport recognised assistance dogs to all airports in Great Britain on the list below.
- Airports with appropriate facilities in place to perform Pet Travel Scheme checks and their contact details will be listed at <https://www.gov.uk/pet-travel-travelling-with-assistance-dogs>.
- If the airport is not approved for handling recognised assistance dogs, then local Trading Standards Officers may treat the arrival of an assistance dog as an illegal landing (unless a local protocol is in place for emergency diversions only).
- The air carrier must agree that an assistance dog will not be released from the cabin until the PRM provider has arrived and taken responsibility for the dog including checking it for compliance with the rules of the Pet Travel Scheme or Trading Standards have been informed in the case of an illegal landing.
- Community air carriers with a MOU registered by APHA will be listed at: <https://www.gov.uk/pet-travel-travelling-with-assistance-dogs>.

Countries

- Air carriers can transport recognised assistance dogs from any Country. The requirements for entry into the UK are explained in the Guidance Notes to airlines and airports. The listed countries can be found at: <https://www.gov.uk/pet-travel-information-for-pet-owners#countries-and-territories>

The Animal and Plant Health Agency is an Executive Agency of the Department for Environment, Food and Rural Affairs working to safeguard animal and plant health for the benefit of people, the environment and the economy.