



Memorandum of Understanding: Agreement between APHA and Community Air Carriers for Carriage of Recognised Assistance Dogs

Section 1 - General Information

Part 1 - Legal Obligations on Community Air Carriers

Community air carriers have a legal obligation under EU law to accept disabled persons and persons with reduced mobility on their flights and should not refuse transport on the grounds of disability or lack of mobility except for reasons which are justified on the grounds of safety and prescribed by law. This obligation extends to the carriage of Recognised Assistance Dogs.

The legal obligations are set out in full in Regulation (EC) No. 1107/2006 of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air. The main obligations relating to the carriage of Recognised Assistance Dogs are as follows:

Article 7.2 of EC Regulation 1107/2006

Where use of a Recognised Assistance Dog is required, this shall be accommodated provided that notification of the same is made to the air carrier or its agent or the tour operator in accordance with applicable national rules covering the carriage of assistance dogs on board aircraft, where such rules exist.

Article 10 of EC Regulation 1107/2006

Assistance by air carriers - An air carrier shall provide the assistance specified in Annex II of the Regulations without additional charge to a disabled person or person with reduced mobility departing from, arriving or transiting through an airport to which this Regulation applies provided that the person in question fulfils the conditions set out in Article 7(1), (2) and (4).

Annex II - Assistance by Air Carriers

Carriage of Recognised Assistance Dogs in the cabin, subject to national regulations.

Under the Non-Commercial Movement of Pet Animals Order 2011, air carriers transporting Recognised Assistance Dogs into Great Britain will need to be registered with the Secretary of State.

Part 2 - Status of Memorandum of Understanding

This Memorandum of Understanding sets down the common position agreed between the Animal and Plant Health Agency (APHA) and Community air carriers regarding how they will facilitate the carriage of Recognised Assistance Dogs by air into Great Britain and work with the managing bodies of airports to ensure assistance dogs are presented to the appropriate persons at airports for checks. It forms the basis of a Community air carrier's registration to land Recognised Assistance Dogs at airports in Great Britain.

By signing the Memorandum of Understanding, the Community air carrier agrees to use all reasonable endeavours to comply with the written procedures set out below. APHA will review the operation of the Memorandum of Understanding at least every two years.

Non-Commercial Movement of Pet Animals Order 2011

Air Carrier Name:		Review date (to be completed by APHA):	
Date of Completion/Amendment:			

Section 2 - Agreed Procedure

OPERATION	DESCRIPTION OF THE PROCESS
Check-in Procedures	
<p>1. (i) Community air carriers are required through their ticketing and booking systems to identify travellers carrying Recognised Assistance Dogs.</p> <p>(ii) On arrival at the airport of embarkation, checks should be made to ensure that the dog is a Recognised Assistance Dog.</p> <p>'Recognised Assistance Dog' means a "guide or other assistance dog which has been trained to support a disabled person by way of defined tasks, and assessed as suitable for those purposes by an Accredited Organisation. Disabled person has the meaning given in Regulation (EC) No 1107/2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air.</p> <p>Accredited Organisation means an organisation which is an accredited member of: (i) Assistance Dogs International (ADI) or the International Guide Dog Federation (IGDF); or (ii) any other organisation recognised by the Secretary of State from time to time as providing an equivalent standard of accreditation to ADI or IGDF. Where the Secretary of State recognises an organisation as providing an equivalent standard of accreditation to ADI or IGDF, the Secretary of State will make available or publicise that recognition and any additional conditions associated with it.</p>	<p>The Community air carrier will transmit information in accordance with Regulation (EC) No. 1107/2006, and DfT guidance 'Access to air travel for disabled persons and persons with reduced mobility - Code of Practice 2008' (refer to Sections 7.21-7.26 regarding UK best practice for implementation of this Regulation). This will identify passengers who are travelling with a Recognised Assistance Dog, through the use of designated codes e.g. PETC - Passenger travelling with an assistance dog.</p> <p>For passengers who have advised Community air carriers 48 hours in advance before departure, this data will be transmitted (e.g using the PAL/CAL system) no later than 36 hours prior to flight departure.</p> <p>For bookings within 36 hours of departure, at the time of reservation a notification will be sent by SITA message or to the designated email address at the recipient airport. If there is a change of reservation a CAL list will be sent. The airline should ask the owner to supply proof that the dog is a Recognised Assistance Dog. An identification card supplied by the organisation which trained the dog would satisfy this.</p> <p>The airline will additionally endeavour to encourage passengers, through a suitable message within the website and call centre booking process, to contact the applicable supplier if required, for provision of booking and supplementary data, ideally in advance of the above timescales.</p> <p>The airline will supply a checklist for the owner to confirm that they have the required paperwork to comply with UK entry for Recognised Assistance Dogs.</p>

<p>A current list of Accredited Organisations can be found at: www.igdf.org.uk or www.assistancedogsinternational.org.”</p> <p>(iii) Checks should be made to ensure the owner has a pet passport or health certificate.</p>	
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OPERATION	DESCRIPTION OF THE FACILITY ETC.
Routing of Declared Recognised Assistance Dogs	
<p>2. Registered Community air carriers should ensure that when registered, they only land Recognised Assistance Dogs travelling in the cabin at airports in Great Britain which have been approved by APHA. Where for reasons of safety or in exceptional circumstances a Community air carrier is required to divert to another airport, the Community airline should follow its contingency procedure agreed during the registration process for transporting Recognised Assistance Dogs to alternative airports.</p>	<p>The Community air carrier has a written contingency procedure for transporting Recognised Assistance Dogs to an appropriate airport for checks in the event of an emergency diversion to an unapproved airport</p> <p>In the case of a guide or assistance dog needing to be transported to an alternative airport, or if a contingency plan related to diversion to another airport leads to a significant delay in the clearance of a guide or assistance dog, the duty officer at Guide Dogs or the appropriate Assistance Dog organisation should be informed. Appropriate support should be provided for the guide or assistance dog owner.</p>
<p>3. The Recognised Assistance Dog should be presented by the Community air carrier to the personnel responsible for checks (the PRM provider).</p>	<p>The cabin crew will not allow the owner and Recognised Assistance Dog to disembark from the aircraft without being collected and escorted by the PRM provider. The PRM provider will be responsible for performing the relevant identity and documentary checks in the location agreed in the airport protocol.</p>
Routing of Travellers with Undeclared Recognised Assistance Dogs	
<p>4. The identification of undeclared pets carried by any traveller is an essential part of prevention of smuggling. Whilst it is recognised that a smuggled assistance dog would be a very rare occurrence, Community air carriers should describe the instruction and training given to all staff and points in transit through the journey where an undeclared Recognised Assistance Dog might be detected.</p>	<p>In the event that an undeclared Recognised Assistance Dog is smuggled into the cabin and is detected by cabin staff, the aircraft captain should radio ahead to inform the airport who would be asked to inform the Local Authority.</p> <p>If a Recognised Assistance Dog is smuggled into the UK or fails the checks at the airport of arrival, then the owner will be responsible for any costs and charges incurred should the dog be placed in quarantine.</p>

Notes regarding the transport of Recognised Assistance Dogs under the Non-Commercial Movement of Pet Animal Order 2011

The Community air carrier will encourage passengers travelling with Recognised Assistance Dogs to pre-notify the PRM service provider at the destination airport in the UK, in addition to the airline notification.

