



# Pets fly safely on American

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With more than 50 years of experience transporting animals, we're committed to the welfare of all animals entrusted to us.

American Airlines  
Cargo 

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## Compassionate people. Compassionate service.

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*Lindsey*

Lindsey Wiesenfeld Kessler  
Manager of Pet Strategy

My best friend Buddy is a blessing and I can't imagine life without him. Buddy is a brachycephalic boxer, so he's not able to fly American. But ever since I took over our pets program, I've strived to make every single "fur baby" that flies American feel as safe and comfortable as I'd want Buddy to be in the air if he could fly.

I'm proud to say that we've been safely transporting animals around the world for more than 50 years. It's important for us to ensure that when your pet travels American, you can rest assured knowing they are in good, caring hands of our compassionate team members with pets of their own. Not only is our American team professionally trained to provide the highest level of safety, but we're pet lovers too and we care deeply about making the journey as comfortable as possible.

In order to do that, we are strict about following all industry-wide restrictions and regulations, and we've made our own decisions in the name of safety and comfort.

While you read through this guide, keep in mind that every step is designed to ensure we provide the right experience for your best friends. This guide has a handy checklist to prepare your pet for flight, a detailed outline of our entire pet program, and every form you'll need to bring to check-in.

I'm confident your pet will receive the best-in-class travel experience they deserve. I know Buddy wouldn't deserve any less.

# Know before you go

**We want to ensure your pet's safety throughout their journey. We've put together this checklist to help make sure they're prepared for take-off.**

## Prior to booking

- ☐ Review all American Airlines Cargo acceptance policies and [pet travel guidelines](#)
- ☐ Confirm your pet is acceptable for travel (over 8 weeks old, [not a restricted breed](#) and healthy enough to fly)
- ☐ Confirm the trip length is 12 hours or less
- ☐ Confirm that the temperature of every airport code in your pet's flight plan is between 45° F and 85° F (7° C and 29° C). If not, review guidelines for receiving an acclimation letter. Use the [Facilities page](#) to verify the hourly temperatures.
- ☐ Confirm your travel kennel is airline-approved and meets all guidelines and requirements, including that your pet is able to sit, stand and move around within its closed kennel without touching the sides. Here's how to [measure your pet](#) for the right kennel.

## Once booked, prepare the documentation and other requirements

- ☐ Obtain a health certificate signed by a USDA-licensed veterinarian within 10 days of travel and obtain a rabies vaccination certificate if it is not included on the health certificate
- ☐ Request signature from veterinarian confirming compliance to [breed restrictions](#)
- ☐ If necessary, request an [acclimation letter](#) from your veterinarian
- ☐ If flying international, complete documentation as required [by destination country](#) or contact a [pet shipper](#) for assistance

## On the day of flight, make final preparations

- ☐ Reconfirm that the temperature of every airport in your pet's flight plan is between 45° F and 85° F (7° C and 29° C) and if not, review guidelines for an acclimation letter
- ☐ Confirm the [drop-off location](#), and then determine [how early you should arrive](#).
- ☐ Ensure you bring all required documents and that they're signed by a licensed veterinarian:
  - Original and copy of the health certificate and rabies certificate (if not on the health certificate)
  - [Breed verification form](#)
  - [Acclimation letter](#) (if necessary)
  - Additional documents as required by the [destination country](#) (if necessary)
- ☐ Offer your pet a light meal and water within four hours prior to drop-off
  - Attach supplementary food on top of the kennel and approved food and water containers inside kennel, ensure that only acceptable items are placed inside kennel
- ☐ Each person dropping off and picking up your pet should bring two (2) forms of identification (one valid, government-issued photo ID and a second ID of any type with first and last name)

## Need help? Don't hesitate to ask

For further questions, contact the American Airlines Cargo Live Animal Desk at 1-800-227-4622 or [liveanimals.cargo@aa.com](mailto:liveanimals.cargo@aa.com)



# Prior to booking

## Is your pet cleared to fly American?

There are exceptions to every kind of animal, but generally speaking, American will transport most animals more than eight (8) weeks old. This includes dogs, cats, ferrets, birds, gerbils, hamsters, guinea pigs, pot-belly pigs, primates, rabbits, rodents, zoo animals and many cold-blooded animals. However, you should be aware of restrictions and circumstances that will result in animals being turned away from flight. These regulations are in place to protect your animals. There are two uniform requirements of all animals, no matter what.

- Animal must be at least 8 weeks old (12 weeks old if flying into the U.K.)
- The flight length must be 12 hours or less

Once these basic requirements are met, let's figure out your pet's eligibility to fly, based on our other requirements and restrictions.

## You'll need documentation from your veterinarian

To ensure the well-being of all animals, we require a few documents from your veterinarian before your dog or cat can travel American. Please plan ahead and make sure you visit a licensed veterinarian within 10 days of the animal's flight.

### Dogs and cats



#### Health certificate

We require that all dogs and cats are certified as fit for travel by a licensed veterinarian within 10 days of travel for both the outbound and return trips. Please ensure the licensed veterinarian clarifies that the animal is fit to travel and there is no risk of birth occurring (if pregnant) during the entire journey. If the health certificate states the animal has given birth, time of tender must be greater than 48 hours post whelping to be accepted for carriage. Females with suckling young and unweaned animals will not be accepted for carriage.



#### Rabies vaccination

We require all dogs and cats have a rabies vaccination signed by a licensed veterinarian in accordance with local regulations. If your dog or cat is less than 12 weeks old, they are not required to be vaccinated. For international travel, visit the [USDA-APHIS Pet Travel site](#) for your destination country's documentation requirements. Keep in mind that international regulations can include vaccinations, testing, and arranging for import permits that can take weeks or months to complete prior to travel, so begin the process as soon as you can.



#### Breed verification

We require all dogs and cats are certified by a licensed veterinarian that they are not considered a [brachycephalic or snub-nosed breed](#), or a mixed breed that includes a brachycephalic or snub-nosed breed, due to the risks for air travel associated with their hereditary respiratory issues. We also cannot accept historically aggressive breeds for safety reasons. Refer to the table on page 5 for a list of restricted breeds. If the words "mix" or "mixed" are used to describe the pet, then the predominant breed must be referenced.



## Restricted dog and cat breeds

Dogs	Pekingese
Affenpinscher	Pitbull
American Staffordshire Terrier	Presa Canario
Boston Terrier	Pug (All breeds)
Boxer (All breeds)	Shar Pei
Brussels Griffon	Shih Tzu
Bulldog (All breeds)	Staffordshire Terrier
Cane Corso	Tibetan Spaniel
Chow Chow	
Dogue De Bordeaux	Cats
English Toy Spaniel	Burmese
Japanese Chin	Exotic Shorthair
Lhasa Apso	Himalayan
Mastiff (All breeds)	Persian

## Exotic / wild birds

American Airlines will only transport exotic or wild birds through our on-line service. If you are transporting wild or exotic birds, you will need to (both in writing and on letterhead) state whether the birds:

- Born in captivity on special farms, or
- Being shipped to or from a zoological garden, sanctuary, preserve, rehabilitation center, medical agency or government wildlife agency.

## Primates

American Airlines will only transport primates through our on-line service only. We require a health certificate from a licensed veterinarian before a primate can travel American. Primates will only be accepted when the shipper (or his agent) certifies in writing on shipper's letterhead that accompanies the air waybill, that:

- The primates being transported were born or bred in captivity on special farms or
- The primates are being transported from or to a zoo sanctuary, preserve or rehabilitation center

## Ferrets

American Airlines will not transport ferrets to or from California.

## Wild game trophies

American Airlines will not transport the following wild game trophies: elephant, lion, water buffalo, rhinoceros or leopard. We also do not transport any animal that exudes odors or toxins, like skunks.

## Venomous cold-blooded animals

American Airlines will not transport venomous or poisonous snakes, lizards, invertebrates or amphibians as defined by [IATA Live Animal Regulations](#).

# Your pet's safety is our top priority.

## The right temperature is critical

We are committed to keeping your pets safe and comfortable from drop-off to pick-up. One of the most important steps we take is to monitor temperatures at the origin, all connections and destination to ensure your pet never experiences temperatures outside our defined safe range.

The heat and vent capability within most of our fleet allows us to accept pets for transport. However, for the safety of the animals, we will not transport animals on the following aircraft types: Airbus 319, 320, 321, 321S, 321NX, 321H and Air Wisconsin, excluding New York (JFK) to/from Los Angeles (LAX) and San Francisco (SFO). Tropical fish, lobsters and other "aquatics" are accepted across our entire fleet.

Temperature restrictions are based on the actual and forecasted temperature(s) for each flight departure time and flight arrival time at each station on the itinerary.

### Warm-blooded animals

Our safe range is between **45°F to 85°F (7.2°C to 29°C)**.

This means that American will transport warm-blooded animals when ground temperatures are between 45° F to 85° F (7.2° C to 29° C) at origin, connection and destination cities. American **WILL NOT** transport warm-blooded animals when ground temperatures are higher than 85° F (29° C) or less than 20° F ( -6° C) at origin, connection and destination cities.

If ground temperatures are between 20° F and 44° F ( -6° C and 7° C), an [acclimation letter](#) signed and dated by a licensed veterinarian may allow us to accept a warm-blooded animal to travel in temperatures down to 20° F ( -6° C). The letter must state the lowest exact temperature between 20 and 44 degrees Fahrenheit that the animal may be exposed to. There are NO exceptions to this policy.

We will not grant requests for high temperature exceptions above 85° F (29° C) or low temperature exceptions below 20° F ( -6° C), even if an acclimation letter from a licensed veterinarian gives approval.

You can find an acclimation letter that your veterinarian can complete on page 18 or on [aacargo.com](#).

### Cold-blooded animals

Please package all cold-blooded animals in accordance with the [IATA Live Animal Regulations](#), which include heat or cold packs as needed.

### What it means for you and your pet

If there is a change in temperature that is outside of our safe range prior to travel, our [Animal Help Desk](#) will contact you. You will have the option to delay your pet's travel or pick up your pet. If temperatures become unsafe during travel, we will take your pet to a local kenneling facility – at no charge to you – for a comfort stop to play, eat and sleep until temperatures return to a safe range.

We understand our temperature policy may present an inconvenience, but we prioritize your pet's safety when they fly with us.

## How we track temperatures

Sparky the Dog will be flying from Los Angeles through Chicago and to final destination of Rochester, NY. Sparky will be dropped off at 5 a.m. for the following flights:

AA 1200 LAX-ORD 6:55 a.m. – 1 p.m.  
AE 4089 ORD-ROC 2:55 p.m. – 5:35 p.m.

- 1 Check the hourly forecast on our Facilities Page at LAX for the timeframe of 6 a.m. to 7 a.m.
- 2 Check the hourly forecast on our Facilities Page at ORD for the timeframe of 1 p.m. to 3 p.m.
- 3 Check the hourly forecast on our Facilities Page at ROC for the timeframe of 5 p.m. to 6 p.m.

## The right kennel makes all the difference

We can't stress enough how important it is for your pet to have the right travel kennel so they are comfortable both physically and emotionally during their trip. Not only do we highly recommend you follow our kennel guidelines, but we want you to get your pet acclimated and comfortable in their travel kennel before the flight. A pet's comfort level with their kennel makes all the difference in managing a pet's travel-related stress and making their journey a safe and comfortable one.



### Common kennel sizes

Kennel Type	External Dimensions		Kennel Weight
	(inches)	(centimeters)	
100*	21x16x15	53x41x38	7 lbs (3 kg)
200	27x20x19	69x51x48	13 lbs (6 kg)
300	33x22x23	84x56x58	18 lbs (8 kg)
400	36x24x26	91x61x66	24 lbs (11 kg)
500	40x27x30	102x69x76	32 lbs (15 kg)
700	48x32x35	122x81x89	51 lbs (23 kg)

\* Domestic flights only

## Airline-compliant kennels

Make sure you've chosen the right kennel for the animal being transported. All kennels must meet the [IATA Live Animal Regulations](#). As a general guideline, please make sure your pet can sit, stand and move around within its closed kennel, without touching the sides. Please follow the kennel requirements to ensure the safest transportation of your pet:

- Kennels must be made from rigid plastic, metal or wood with a metal grated door.
- Kennels must also be leak- and escape-proof, in good working condition and secured with metal nuts, bolts or screws. Make sure screws are not exposed, which may cause serious injury.
- Kennels must have adequate ventilation on all four sides.
- All wheels on the kennel must be rendered inoperable or removed completely.
- Kennel must be clean with no offensive odors

## Prepping your kennel on day of departure

On the date of travel, you'll also need to supplement your pet's kennel with the following materials, labels and security:

- Two dishes (one for food and one for water) attached to the inside of the kennel. Make sure dishes are accessible from the outside without opening the door. Note: bottle water feeders are not allowed.
- A bag of food taped to the top (in the event of a delay) along with feeding and watering instructions.
- Statement that food and water was offered within four hours prior to the pet's delivery to American.
- Absorbent material on the bottom of the kennel. We believe that blankets, towels, and beds work best for traveling pets. (Please note that hay, wood shavings, and straw are not allowed).

## Extra security

After the appropriate screening has been applied, releasable cable ties will be attached to all four corners of the kennel door. We will provide these ties at no cost. If you prefer, you may provide your own ties or sealing mechanisms, provided they can be removed prior to screening without the use of tools.

## Multiple pets

Keep in mind that two dogs or two cats may share the same kennel if each is less than 20 lbs. and less than six months old, so long as the pets are comparable in size and temperament.

# Ready to book?

## Booking made simple

Now that you've reviewed our various regulations and found the right kennel, you're ready to book your healthy pet for their flight. We've worked hard to make it as easy on you as possible, so simply follow these steps to make your booking. We can begin the booking process for your pet up to 10 days before departure.



### Step 1

Go to [aacargo.com/animals](https://aacargo.com/animals) and request animal transportation



### Step 2

[Fill out form](#) in as much detail as possible. Our team will use this information to make your booking.



### Step 3

Our booking team will email you within 24 hours to finalize details.

## Pay at the airport

Pay via credit card or check at drop-off. Unfortunately, payments are not accepted over the phone or online.

## We offer a 50% military discount

All active members of the U.S. military forces with military orders (and their dependents) receive a discount of 50 percent off of our published rates for transporting pets. For all shipments, military orders are required at the time of tender, and proper military identification will be required at the time you drop off your pet, including:

- Green Active Duty Military ID card
- Discharge papers, if within 7 days of discharge
- Tan Uniform Services Dependent ID card marked "Active"

## Money-back guarantee

We stand behind our pet program. In the event your pet does not travel on its booked flight due to circumstances within our control, we will refund 100% of the freight charges, provided they are dropped off within required time limits and have met all required documentation.

No refund will be paid if the delay was caused by weather, mechanical problems, termination, diversion, postponement or delay of any flight because of force majeure, strikes, riots, civil commotion, international conditions, any governmental regulations beyond our control.





# On the day of travel

## Get all of your docs in a row

We need a lot of information about you and your pets at the check-in desk, so it's a great idea to complete all of documentation beforehand and keep it all in a folder before arrival. Make sure you bring the following to the check-in desk:



Two forms of identification are required from the person dropping off your pet. The person picking up your pet will also need two forms of identification.



An original health certificate signed by a licensed veterinarian within 10 days of travel stating that the animal is healthy enough to travel by air and is free of injury and disease. Bring an extra copy with you as well. Please note that for international travel some countries impose shorter time frame requirements of less than 10 days, so be aware of the requirements for your pet's individual itinerary.



Rabies vaccination certificate signed by licensed veterinarian (if not included in health certificate).



[Breed verification form](#) signed by licensed veterinarian.



[Acclimation letter](#) signed by licensed veterinarian (if temperatures are between 20° F and 44° F).



[Customer acknowledgment form](#) signed by you.

## International documentation

If your pet is traveling to the United Kingdom, refer to the U.K. section of this guide on page 12 or visit [aacargo.com](http://aacargo.com) to learn more.

If your pet is flying internationally to a country other than the U.K., please visit the [USDA APHIS Pet Travel site](#) to see what documentation is required for your destination country. If you don't comply with all the destination country's requirements, you risk the animal being refused transport, being quarantined, or being returned to the United States at your expense.

If you would like assistance with required paperwork, visit [IPATA.org](http://IPATA.org) to find a professional.

## Check temperatures again

Because the weather is incredibly hard to predict, confirm that the temperature of every station airport code in your pet's flight plan at time of travel is still between 45° F and 85° F (7° C and 29° C). Verify that all city temperatures are within a safe range by checking hourly temperatures for every city in the scheduled routing. You can verify the temperatures yourself on our [Facilities page](#).

## Don't sedate your pet

At the recommendation of the American Veterinary Medical Association (AVMA), American Airlines will not accept household dogs and cats that have been sedated or tranquilized. Pets that have been given sedatives or tranquilizers are at a higher risk of respiratory and cardiovascular problems at high altitudes. American Airlines will not knowingly accept a dog or cat that has been or appears to have been sedated.

If you plan to sedate or tranquilize an animal other than a household dog or cat, federal regulations require that you present the following information at check in:

- Name of the medication
- Amount administered
- Time and date it was administered
- Manufacturer details
- Lot, batch, or serial number of medication, and expiration date

## Offer your pet food and water four hours before drop-off with us

It's a good idea to feed your pet and provide them with the nourishment they need for the journey ahead.

## Last minute checks

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- 1 *Attach food on top of kennel and approved water containers inside kennel. Ensure ·*
- 2 *Ensure that only acceptable items are placed inside the kennel*
- 3 *Bring a leash to the airport so that you can walk your pet before and after your flight*
- 4 *Ensure you bring all required documents*
- 5 *Ensure you bring two forms of identification*



# At the airport

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## Check your pet in before the minimum drop-off time

Your pet must be completely checked in and dropped off with us no later than the minimum drop-off time at the facility. These times range from station to station, so go to [aacargo.com/facilities](https://aacargo.com/facilities) and double-check the minimum drop-off time for your appropriate facility. Give yourself plenty of time to check your pet in once you arrive.

While we don't anticipate the check-in process to take up too much of your time, we recommend arriving **at least three hours prior** for domestic and **four hours prior** for international flights to allow sufficient time to complete all inspections and acceptance procedures.

## Our check-in process

Once you arrive with your pet, our team gets to work checking your pet in and getting them ready for take-off. We will review all the documentation to ensure your pet is safe to travel, re-confirm the hourly temperatures in your flight path (origin, connection, destination), and visually screen your pet to make sure they're healthy and fit to fly.

We'll then attach a label that says "LIVE ANIMAL" and a sticker with either directional arrows or "THIS SIDE UP" on top and on opposite sides of your pet's kennel to make sure they're ready to go.

For added security, after the appropriate screening has been completed by our Cargo agents, releasable cable ties will be attached to all four corners of the kennel door. We'll provide these ties to you at no cost. You may provide your own ties or sealing mechanisms provided they can be removed prior to screening without the use of tools.

## Paying for pet transport

Payment options vary by drop-off location. We require that cardholders or check makers must be present for payment. Please see page 9 for details about our money-back guarantee.

**If paying at passenger ticket counter, baggage service area or global PPS shipping center, we accept:**

- Credit/debit card, customer credit account

**If paying at Cargo terminal, we accept:**

- Credit/debit card, customer credit account, cashier's checks, U.S. Postal money orders, traveler's and certified checks (all made payable to American Airlines in the exact amount)

# United Kingdom travel requirements

In addition to everything else in this guide, pets traveling to the United Kingdom need a little more documentation to make sure drop-off and pick-up go as smoothly as possible.

## A pet shipper or broker is a must for dogs, cats and ferrets

If you're sending a dog, cat or ferret to the U.K., you'll need to secure a pet shipper or broker to handle the process in the U.K. Pet shippers are well-versed in the policies, regulations and documentation to move your pets anywhere in the world. You are also welcome to transport reptiles, fish, amphibians, insects and crustaceans into the U.K. with proper documentation.

- You can find a list of pet shippers and brokers at [IPATA.org](https://www.ipata.org).

## Requirements for pet travel to the UK from EU countries

For animals traveling into the U.K. from a U.S. port, a maximum of two (2) adult animals of comparable size, up to 20 pounds (9 kgs) each, and who are accustomed to cohabitation, may be transported in the same container. In addition, animals up to six (6) months old and from the same litter (up to a maximum quantity of two) may also be shipped in the same container.

- Either a Pet Passport or the [Annex IV](#) document with fully completed veterinarian and owner details are required for cats, dogs, and ferrets
  - If your pet is tattooed, ensure a licensed veterinarian has recorded the tattooing date (including the tattoo number) and the date of the rabies vaccination which is stated in the Annex IV document or the Pet Passport.
    - Ensure the pet was at least 12 weeks old when vaccinated and vaccinated at least 21 days before traveling (the day of vaccination counts as day zero).
  - If your pet is microchipped, ensure its microchip was implanted either on the same day or prior to the rabies vaccination.
- The [Non-Commercial Pet Declaration](#) form (this is also located in the Annex IV document)
- Ensure all dogs were treated against tapeworm with a treatment containing Praziquantel as the active ingredient no less than 24 hours and no more than 120 hours (5 days) before arrival in the U.K.

## Requirements for pet travel to the UK from non-EU countries

- Pet owners transferring residency to the U.K. from non-EU countries should apply for [Transfer of Residence relief](#) (ToR1) in advance
  - Complete and submit a copy to Her Majesty's Revenue and Customs at [nch@hmrc.gsi.gov.uk](mailto:nch@hmrc.gsi.gov.uk)
  - **This form is a requirement, even for students**
- Either a Pet Passport or the [Annex IV](#) document with fully completed veterinarian and owner details are required for cats, dogs, and ferrets.
  - If your pet is tattooed, ensure a licensed veterinarian recorded the tattooing date (including the tattoo number) and the date of the rabies vaccination which is stated in the Annex IV document or the Pet Passport.
  - If your pet is microchipped, ensure its microchip was implanted either on the same day or prior to the rabies vaccination.
- The [Non-Commercial Pet Declaration](#) form (this is also located in the Annex IV document)
- Ensure all dogs were treated against tapeworm with a treatment containing Praziquantel as the active ingredient no less than 24 hours and no more than 120 hours (5 days) before arrival in the U.K.

## Understanding the taxes and fees for pet travel to the U.K.

*The U.K. requires most pets traveling to the country pay the Value Added Tax, or VAT. The formula for estimating this cost is: Value of animal + Cost of transport + U.K. VAT adjustment [£100.00] = VAT valuation @ 20% of total*

Here's what you need to know about paying the VAT, depending on your situation.

- U.K. residents returning to the U.K. after visiting a non-EU country are not required to pay the VAT. However, they will be asked to provide proof of residency, and proof that the pet exited the U.K. This can be shown either with the export AWB or the customs entry document.
- Non-EU residents visiting the U.K. with pets will be required to pay customs VAT on arrival. This can be re-claimed on proof of exit from the U.K.
- Any animal that has been owned for less than six months or has been gifted, purchased, rescued, etc. will be subject to import tax upon arrival to the U.K.
- In addition to the VAT, please note that there are additional fees to be collected in the U.K.
  - The Heathrow Animal Reception Center (HARC) charges 260 GBP per AWB
    - £177.00 to transport your pet to the quarantine station.
    - £83.00 to collect your pet from the aircraft.
    - Each additional pet on the same AWB is £41.00.
  - The Manchester Animal Reception Center charges 100 GBP per pet, plus an import fee of 0.165 GBP/kg with a minimum of 36 GBP.
- Airline handling fees and customs clearance fees will also apply.





# Let us assist your pet in clearing customs in the United States

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Customs clearance and international paperwork for pet transport can be confusing and stressful, and a delay in reuniting with your furry friend because of incomplete or incorrect documentation is the last thing you need. That's why we have partnered with Coppersmith Global Logistics, a U.S. licensed customs broker, to make sure you avoid both delays and the hassle of international pet travel paperwork in order to clear customs in the U.S.

Coppersmith works under power of attorney to arrange for the clearance of your pet through the U.S. governmental regulatory agencies. Coppersmith will work closely with the importer to ensure all information is correct and complete prior to loading, then electronically file for release before your pet even arrives into the U.S.

## **This service comes in handy when:**

- Your pet needs to travel with you internationally into the U.S., but too large to fly in the cabin.
- Your pet is traveling by itself from a foreign country for the first time or back into the U.S.
- You are unfamiliar with U.S. Customs requirements for live animal travel.

If any of these situations apply to you, consider using Coppersmith to handle the paperwork and clearance.

## **Interested? We're here for you!**

Let either your American Airlines Cargo sales representative or your pet transport professional know you're interested in using Coppersmith to make your pet's international travel experience as smooth as possible.

A woman with blonde hair, wearing a red long-sleeved shirt and blue jeans, is crouching down in a park-like setting. She is smiling and petting a black and white dog that is standing on its hind legs. The background is a blurred green landscape with trees and a path.

# Forms

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In this section, you'll find all the forms you'll need to prepare your pets for travel. You can find every form at [aacargo.com/animals](https://aacargo.com/animals).



# Customer acknowledgment form for animal transport

We appreciate the trust you have put in American Airlines, Inc. ("American") to transport your animal. Their safety is paramount. As a condition of transporting your animal, we require that you: (1) obtain a valid and up-to-date health certificate for your animal (if required), (2) consider the risk factors associated with animal transportation, including those outlined below, (3) acknowledge your understanding and willingness to accept those risks, and (4) review and agree to the terms and conditions that apply when American transports your animal, as outlined below.

## Risk factors associated with animal transportation:

- Not properly acclimating (getting animals used to) their travel crate prior to departure day may increase distress, injury, or chance of escape from their travel crate
- Strong or aggressive breeds may attempt to escape from their travel crate
- Stress may result from extreme temperatures
- Pre-existing health conditions may worsen due to stress during air travel
- Stress may result from multiple connections or long flight lengths

More information regarding these and other risk factors may be found at [iata.org](https://www.iata.org)

## As a condition of American accepting and transporting your animal:

- I confirm that I have reviewed the information provided by American, including its animal acceptance policies, and have prepared my animal for travel according to American's animal acceptance policies (the "American Policies").
- I confirm that a licensed veterinarian has certified my animal is at least 8 weeks old and healthy to fly as agreed, and that I have acquired a valid health certificate for my animal dated within 10 days of travel (if required).
- I confirm that a licensed veterinarian has issued the breed verification form and a letter of acclimation for cold weather restrictions for my animal (if necessary, based on temperatures between 44° F-20° F).
- I confirm that I have not sedated or tranquilized my animal for travel.
- I understand that American has the right to deny travel if my animal demonstrates aggressive behavior, or is otherwise deemed a risk for travel.

Additionally, and without limitation of the foregoing, I hereby certify and confirm (1) my understanding and acceptance of the risk factors above and understanding that they are not comprehensive and that animal air travel is inherently stressful and affects each animal differently and (2) that I have complied with all American Policies and IATA Live Animal Regulations, USDA/APHIS, U.S. Fish and Wildlife, and any other applicable local, state, federal and/or international animal travel requirements and live animal regulations, including those applicable to my animal's destination (the "Applicable Regulations").

## I further acknowledge and agree that:

1. It is my responsibility to comply with all Applicable Regulations and American Policies.
2. American will not be liable for any loss, damage, delay or expense arising from injury to or illness of my animal, including any loss or expense due to my failure to comply with Applicable Regulations or my provision of inaccurate, incomplete and/or misleading information in connection with my animal's travel.
3. I accept and agree to all terms of this Customer Acknowledgment Form (Animal Transportation) as the conditions on which American provides transportation for my animal, and I accept and agree to be fully responsible for all associated costs as referenced herein.
4. Certain failures to comply with American Policies and Applicable Regulations constitute fraudulent misrepresentation for which American may seek recourse to the fullest extent permitted by law.

- Fraudulent acts and/or misrepresentations for which American may seek recourse include without limitation (a) providing a health certificate that is false, intentionally incomplete, or prepared for a different animal, (b) providing false statements regarding the acclimation procedures previously performed and/or (c) providing false statements regarding the overall health or behavioral temperament of the animal.
- 5. I authorize American at any point in my animal's travel to pursue emergency services as deemed necessary by American in its sole determination, including in the event of any incident or emergency that may concern my animal's health, by transporting my animal to a veterinary clinic, animal hospital, or similar facility; and I agree to be responsible for any associated charges and to promptly reimburse American for any such charges it may incur.
- 6. I authorize American to take my animal to a local kenneling facility if, in American's sole determination, temperatures become unsafe during travel; and I agree that I will be fully liable for any associated charges and to promptly reimburse American for any such charges it may incur.
- 7. I authorize American, if necessary, to fully investigate the cause of any illness or abnormal condition resulting in injury or death, including by necropsy, in the unlikely event death occurs.

I acknowledge and agree that American will not be liable for any loss or expense arising out of failure to comply with any Applicable Regulations or American Policies or the provision of inaccurate, incomplete and/or misleading information in connection with my animal's travel, including if my animal is refused passage into or through any state or country. I agree to indemnify American and its affiliates, and hold them harmless from and against any cost, fine, penalty, or other damage or expense of any kind (including attorney fees) arising out of or related to my failure to comply with any Applicable Regulations or American Policies and/or the provision of inaccurate, incomplete and/or misleading information in connection with the animal's travel and/or this Customer Acknowledgement Form.

If I am arranging for the transport of an animal on behalf of a third party, I represent and warrant that I have the knowledge and authority and have obtained the third party's consent to enter into and to make the certifications and agreements within this Customer Acknowledgement Form (Animal Transportation) on behalf of myself and any such third party.

My signature below certifies that I have read and understood the risks and requirements provided by American and agree to the terms and conditions set forth in this Customer Acknowledgment Form (Animal Transportation) as a condition of the transportation of any animal with American.

\_\_\_\_\_  
Agent / Shipper Signature

\_\_\_\_\_  
Agent / Shipper Name

\_\_\_\_\_  
Company (if applicable)

\_\_\_\_\_  
Phone Number

\_\_\_\_\_  
Date

\_\_\_\_\_  
Time

\_\_\_\_\_  
Origin

\_\_\_\_\_  
Air Waybill #

*for internal use only*



# Breed verification form

To ensure the well-being of all animals, American restricts certain breeds and mixes of brachycephalic (snub-nosed) cats and dogs, and will not accept them for travel due to the potential health issues associated with animal transport. If the animal is a mixed breed, then this form must state the predominant breed with the word "mix" or "mixed".

\_\_\_\_\_  
Shipper's Name

\_\_\_\_\_  
Phone Number

\_\_\_\_\_  
Air Waybill #

\_\_\_\_\_  
Pet's Name

\_\_\_\_\_  
Breed

☐

Dog

☐

Cat

☐

Other

\_\_\_\_\_  
Pet's Name

\_\_\_\_\_  
Breed

☐

Dog

☐

Cat

☐

Other

\_\_\_\_\_  
Pet's Name

\_\_\_\_\_  
Breed

☐

Dog

☐

Cat

☐

Other

\_\_\_\_\_  
Pet's Name

\_\_\_\_\_  
Breed

☐

Dog

☐

Cat

☐

Other

## Restricted Breeds

The following breeds are not allowed for transport on American:

**Dogs:** American Staffordshire Terrier, Affenpinscher, Boston Terrier, Boxer, Brussels Griffon, Bulldog (all breeds), Cane Corso, Chow Chow, Dogue De Bordeaux, English Toy Spaniel, Japanese Chin, Lhasa Apso, Mastiff (all breeds), Pekingese, Pitbull, Presa Canario, Pug (all breeds), Tibetan Spaniel, Shar Pei, Shih Tzu.

**Cats:** Burmese, Exotic Shorthair, Himalayan, Persian

## Information for your veterinarian to complete

I certify the above mentioned animal(s) is/are not a brachycephalic or snub-nosed breed on our list.

☐ Yes

☐ No

I certify the above mentioned animal(s) does/do not exhibit any signs or characteristics associated with brachycephalic syndrome.

☐ Yes

☐ No

I certify the above mentioned animal(s) is/are safe to travel and have no breathing risks arising from brachycephalic syndrome.

☐ Yes

☐ No

\_\_\_\_\_  
Signature of Veterinarian

\_\_\_\_\_  
Accreditation Number

\_\_\_\_\_  
Date

# Acclimation letter

We want to provide as many tools as possible to ensure your pet, mammal, or bird check-in goes smoothly. Please feel free to provide your veterinarian with this temperature acclimation template or use their respective version. We use the below information to ensure the safest transport for your animal's journey.

**Note:** An acclimation letter is only required when the outside temperatures are lower than 45° F (7.2° C) at origin, connection, or destination cities. If your health certificate also includes an acclimation certificate, there is no need to complete the letter below. We only need one certified acclimation statement.

\_\_\_\_\_  
Shipper's Name

\_\_\_\_\_  
Phone Number

\_\_\_\_\_  
Air Waybill #

\_\_\_\_\_  
Pet's Name

\_\_\_\_\_  
Breed

☐

Dog

☐

Cat

☐

Other

\_\_\_\_\_  
Pet's Name

\_\_\_\_\_  
Breed

☐

Dog

☐

Cat

☐

Other

\_\_\_\_\_  
Pet's Name

\_\_\_\_\_  
Breed

☐

Dog

☐

Cat

☐

Other

\_\_\_\_\_  
Pet's Name

\_\_\_\_\_  
Breed

☐

Dog

☐

Cat

☐

Other

## American Airlines temperature policy

- We transport pets/animals when temperatures at origin, connection, and destination are between 45° F and 85° F (7.2° C and 29° C)
- We will not transport pets/animals when the temperatures at the origin, connection, and destination are above 85° F (29° C)
- A letter of acclimation letter is needed when the temperatures are 44° F (7° C) or below
- We will not transport pets/animals when the temperatures at the origin, connection, and destination are below 20° F (-6° C)

## Why is a letter of acclimation required?

In accordance with U.S. government regulations, animals must not be subject to temperatures below 45° F (7.2° C) for longer than a 45-minute period during the transport of animals to and from aircraft to an animal holding area. We require this certificate for the safeguarding of the animal. Please be advised that all aircraft holds and animal holding areas are kept within the permitted parameters.

## Information for your veterinarian to complete

The animal(s) in this shipment is/are acclimated to temperatures below 45° F (7.2° C) down to \_\_\_\_\_ ° F / ° C.  
A bottom number must be listed. (Circle one)

\_\_\_\_\_  
Signature of Veterinarian

\_\_\_\_\_  
Accreditation Number

\_\_\_\_\_  
Date

**Note:** If a temperature range is listed on the "letter/statement", American Airlines will adhere to the temperature range indicated by the veterinarian on the "letter/statement" of acclimation as long as it does not exceed the mandatory range of 20° F and 85° F (-6° C and 29° C).

# Breed verification form for commercial shippers

To ensure the well-being of all animals, American restricts certain breeds and mixes of brachycephalic (snub-nosed) cats and dogs, and will not accept them for travel due to the potential health issues associated with animal transport. If the animal is a mixed breed, then this form must state the predominant breed with the word "mix" or "mixed".

Shipper's Name	Phone Number	Air Waybill # (if all on one AWB)		
Pet's Name or Identification #	Breed	<input type="checkbox"/> Dog	<input type="checkbox"/> Cat	AWB
Pet's Name or Identification #	Breed	<input type="checkbox"/> Dog	<input type="checkbox"/> Cat	AWB
Pet's Name or Identification #	Breed	<input type="checkbox"/> Dog	<input type="checkbox"/> Cat	AWB
Pet's Name or Identification #	Breed	<input type="checkbox"/> Dog	<input type="checkbox"/> Cat	AWB
Pet's Name or Identification #	Breed	<input type="checkbox"/> Dog	<input type="checkbox"/> Cat	AWB
Pet's Name or Identification #	Breed	<input type="checkbox"/> Dog	<input type="checkbox"/> Cat	AWB
Pet's Name or Identification #	Breed	<input type="checkbox"/> Dog	<input type="checkbox"/> Cat	AWB
Pet's Name or Identification #	Breed	<input type="checkbox"/> Dog	<input type="checkbox"/> Cat	AWB
Pet's Name or Identification #	Breed	<input type="checkbox"/> Dog	<input type="checkbox"/> Cat	AWB
Pet's Name or Identification #	Breed	<input type="checkbox"/> Dog	<input type="checkbox"/> Cat	AWB
Pet's Name or Identification #	Breed	<input type="checkbox"/> Dog	<input type="checkbox"/> Cat	AWB

## Information for your veterinarian to complete

I certify the above mentioned animal(s) is/are not a brachycephalic or snub-nosed breed on our list. ☐ Yes ☐ No

I certify the above mentioned animal(s) does/do not exhibit any signs or characteristics associated with brachycephalic syndrome. ☐ Yes ☐ No

I certify the above mentioned animal(s) is/are safe to travel and have no breathing risks arising from brachycephalic syndrome. ☐ Yes ☐ No

The animal(s) in this shipment is/are acclimated to temperatures below 45° F (7.2° C) down to \_\_\_\_\_ ° F / ° C.  
(Circle one)

Signature of Veterinarian

Accreditation Number

Date

