

Travelling with your assistance dog

If you need to travel with your assistance dog, it is important that your dog is allowed with you into the cabin. This document provides an overview of what you need to know on the requirements for travelling with your assistance dog.

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What you need to know

An assistance dog is any guide dog, signal dog or other dog specially trained to provide personal assistance, regardless of whether the dog is certified for this purpose. KLM does not accept assistance animals other than dogs.

Guide dogs

- Guide dog for blind or deaf people
- Assistance dog
- Autism dog
- Epilepsy dog

Emotional support dogs*

- PTSS-service dog
- Buddy dog
- Therapy dog

* Bringing your emotional support dog into the cabin is only allowed on direct flights to and from the United States.

KLM is not required to:

- Offer more space for the dog other than the space from the reserved seat.
- Deny another passenger on a flight in order to provide accommodation to a passenger with an assistance animal
- Provide a seat in a travel class other than the one that has been paid for.

Some countries have restrictions for animals travelling to that country. We therefore advise you to take any precautionary measures (such as having a valid animal passport and proof of vaccinations) that would apply when taking your assistance animal to your destination.

Circumstances under which your dog could be refused

If your dog does not behave appropriately in public places as described under "Well-trained assistance dog", KLM does not consider your dog as an assistance dog and your dog will be refused. When in doubt, you may be asked to provide additional information to confirm your dog actually is an assistance dog. If you cannot give a plausible verbal explanation, KLM may ask you to provide additional written proof.

Well-trained assistance dog

Assistance dogs are trained to behave properly in public settings. A properly trained assistance dog will remain at its owner's feet. It does not run around, bark or growl, bite or jump on people. A dog that shows disruptive behavior has not been trained successfully. Therefore, KLM is not required to treat such a dog as an assistance dog, even if the dog has a supporting role for a physically challenged passenger or is necessary for a passenger's emotional well-being.

"Assistance dogs in training" do not yet meet the legal definition of "Assistance Dog" and KLM is not legally required to allow these dogs into the cabin.

If a flight segment is scheduled to take 8 hours or more, KLM may require documentation that the assistance dog will not need to relieve itself or can do so in a way that will not create a health or sanitation issue onboard.

Necessary documentation

Documentation for your guide dog

You can contact KLM CARES for bringing your guide dog on board; please do so at least 48 hours before departure. You can also contact KLM CARES for questions and additional information.

Important: Please fill out the Application Form Guide Dog. Send the completed form to KLMCARES@klm.com. You can contact them the next day for confirmation on your request.

Documentation for your Emotional Support Dog

If you need to bring your emotional support dog on board with you, you must make a request by contacting KLM CARES at least 48 hours before departure. You must be able to submit a signed statement from a recognised mental health care provider which states the necessity for you to be travelling with your emotional support dog. This statement should be no older than 1 year and must include contact information of your recognised mental health care provider for verification purposes.

Important: Please fill out the Application Form Emotional Support Dog. Send the completed form to KLMCARES@klm.com. You can contact them the next day for confirmation on your request.

Signed statement from a recognised mental health care provider

You must have a signed declaration from a recognised mental health provider which states the necessity of the dog as travel companion. This documentation should be no older than 1 year and must include a signed statement from a recognised mental health provider who is treating the passenger's mental or emotional disability stating:

1. That the passenger has a mental health-related disability listed in the "Diagnostic and Statistical Manual of Mental Disorders (DSM IV)" (KLM is not permitted to ask you about the nature of your mental disability).
2. That having the dog accompany the passenger is necessary to the passenger's mental health or treatment.
3. That the individual providing the assessment of the passenger is a recognised mental health care provider and the passenger is under his or her professional care.
4. The date and type of the recognised health care provider's registration and the state or other jurisdiction in which it was issued.

In the cabin

- Passengers travelling with a service dog are permitted to be seated in any seat, unless the dog obstructs an aisle or other area that must remain unobstructed for safety reasons.
- If an assistance dog does not fit in the assigned location, the passenger and the assistance dog should be relocated to another seat in the cabin within the same travel class where the dog will either fit under the seat in front of the passenger or not create an obstruction.
- If necessary, other passengers can be requested to change seats in order to accommodate an assistance dog.
- If no single seat in the cabin will accommodate the dog and passenger without creating obstruction, passenger may be offered the option of travelling on a later flight or having the assistance dog travel in the hold. Airlines may not charge passengers with disabilities for services required, including transport of their oversized assistance dogs in the hold.
- During the entire flight the dog must wear a (car) harness and must be tied to the passenger seatbelt.

Cost

Transporting an assistance dog in the cabin is free of charge.

At the airport

To obtain a boarding pass, you must report to the KLM check-in desk. When in doubt, KLM staff can request you to provide additional information to ensure that your dog is actually an assistance dog. If you cannot give a plausible verbal explanation, additional written proof may be requested.

Contact KLM CARES

You can contact KLM CARES for questions and additional information. Send an email to KLMCARES@klm.com or call KLM CARES in the Netherlands (free of charge): 0800 55622737 (0800 KLMCARES). In the United States and Canada (charges may apply): + 1 844 797 7723 or in other countries (charges may apply): the international access code (IAC) followed by 800 55622737 (+800 KLMCARES).