



ACCEPTANCE CRITERIA FOR EMOTIONAL SUPPORT ANIMALS

The accepted emotional support animals in LATAM are subjected to specific routes and species, check all the information and requirements in LATAM website. Emotional support animals may travel with you on LATAM flights free of charge when complying with all conditions.

INSTRUCTIONS: Read the following information and complete the forms.

1. Sign all completed documents and submit them to LATAM at least 48 hours prior to the scheduled departure time of your initial flight.
2. Each passenger must complete one form when traveling with an emotional support animal.
3. All documents must be signed by a parent or legal guardian if the passenger is under 18 years of age.
4. Bring and retain all documents with you for your entire journey, as they may need to be provided for review at any time.
5. The form is valid for 1 year from the date of issue by the treating physician.
6. The animal will not be confirmed for boarding until it has been assessed during check-in.

EARLY NOTICE: If traveling with an emotional support animal, you must submit all special assistance documents at least 48 hours prior to travel. A maximum of 1 animal is permitted per passenger.

DOCUMENTS: The following documents are required for traveling with your emotional support animal onboard LATAM flights:

- Emotional Support Animal Form (Parts 1 and 2, and 3 or 4) duly completed and signed.
- Part 2 of the form must be issued by a licensed mental health professional (e.g. psychiatrist, psychologist, social worker with a medical license, physician treating the passenger's disability or medical/mental condition) dated within 1 year from the date of the initial flight.
- Present at the airport all veterinary health forms required by the country of origin, transit and destination.

DOG REQUIREMENTS:

- Dogs as emotional support are permitted in international flights from and to Colombia or Mexico; and within domestic flights in Colombia.
- The dog must be at least 4 months old.
- The dog must be clean, healthy and behave appropriately (aggressive behavior may be grounds for denied boarding). The dog may not be fed onboard and, per aviation regulations, a leash and/or harness must be used at all times. A muzzle should be carried for use onboard if it becomes necessary.
- The dog must fit in the space under the passenger's legs, under the seat in front or entirely in the passenger's lap. Dogs traveling on the passenger's lap must not exceed the size of a two year old infant. In all cases, the dog may not exceed the passenger's personal space and may not block the aisle. If the dog does not fit, LATAM will do its best to accommodate the passenger and the dog in a more suitable seat. If this is not possible, the dog will travel in the cargo hold with all applicable restrictions and the customer will not be charged for this service.
- The dog must meet all behavior requirements indicated in Part 3.

CAT REQUIREMENTS:

- Cats as emotional support are only permitted in international flights from and to Colombia, and within domestic flights in Colombia.
- The cat must be at least 4 months old.
- The cat must be clean, healthy and behave appropriately (aggressive behavior may be grounds for denied boarding). The cat may not be fed onboard and must remain inside its kennel or travel container during the whole flight under the seat in front of the passenger.
- The cat must not exceed the maximum weight of 7 kgs / 15 lbs (considering the total weight of the cat and kennel).
- The limited measurements of the kennel or travel container are:
 - Soft kennel: 36 cm long X 33 cm wide X 23 cm high
 - Rigid kennel: 36 cm long X 33 cm wide X 19 cm high
- When the defined rules about size and weight are not complied with, the cat will travel in the cargo hold with all applicable restrictions and the customer will not be charged for this service.
- The cat must meet all behavior requirements indicated in Part 4.



EMOTIONAL SUPPORT ANIMAL FORM (PART 2 of 4)



MENTAL HEALTH PROFESSIONAL FORM

All passengers traveling with an emotional support animal must fill out this form.

Passenger's name:

INFORMATION ABOUT YOUR EMOTIONAL SUPPORT ANIMAL:

Age:

Breed:

Weight:

THIS SECTION TO BE COMPLETED BY A MENTAL HEALTH PROFESSIONAL

Mental Health Professional (PRINT):

Professional Occupation:

Telephone:

- I certify I am a licensed mental health professional currently treating the aforementioned patient, who suffers a mental health-related disability listed in the Diagnostic and
- I certify that this patient needs to travel accompanied by the animal identified above as emotional support or psychiatric service animal during the flight(s) and/or for activities at destination.

Signature of the mental health professional:

If you are a medical or mental health professional licensed in the United States, please complete the following data:

- Type of Medical License: _____
- Date of Medical License: _____
- State or Jurisdiction: _____

CONSENT TO THE USE OF CUSTOMER'S PERSONAL INFORMATION

I, _____ (Name of passenger or parent/legal guardian) hereby authorize LATAM Airlines to collect and process my personal data, including any medical information, for the purpose of authorizing my trip with my emotional support animal on the dates mentioned above.

Passenger Signature
(parents or legal guardian for passengers under 18):

Date:



EMOTIONAL SUPPORT ANIMAL FORM (PART 3 of 4)



PASSENGER ACCEPTANCE OF LIABILITY AND EMOTIONAL SUPPORT DOG BEHAVIOR

To be completed by all customers (parent or legal guardian if under age 18) traveling with an emotional support dog. This only applies for passengers flying with emotional support dogs in routes where this service is available.

Passenger's name:

INFORMATION ABOUT YOUR DOG:

Age:

Breed:

Weight:

I hereby request authorization for travel on LATAM Airlines with an emotional support dog. I have read and consent to the following animal behavior guidelines:

1. My dog will remain on leash and/or harness and under my control at all times during the journey.
2. My dog can behave appropriately in a public setting and take my direction upon command.
3. My dog is small and light enough to fit under the seat, on the floor within my personal seat space or on my lap.
4. My dog does not represent a threat to the health or safety of others while traveling on LATAM.
5. I understand I am fully responsible for controlling the conduct of the dog while traveling on LATAM, including the dog's interactions with employees, crewmembers or other passengers while at the airport or onboard the aircraft.
6. I understand that the dog must comply with all specific travel requirements to any domestic and/or international destination.
7. The dog shall not eat from service trays and shall not occupy a passenger's seat
8. I take full responsibility for the conduct of the dog, including the dog's interactions with crewmembers or other passengers at any time during the journey.

If your flight is scheduled to last over 8 hours, you must also meet the following conditions:

- Take the necessary precautions to prevent your dog from relieving itself during the flight.
- If the dog needs to relieve itself in flight, you are responsible for taking all measures required to prevent a health/sanitary problem onboard the aircraft (E.g. take a sanitary pet mat and/or diapers for use if necessary).

I confirm that I have received and understood the emotional support dog behavior guidelines as indicated.

Passenger Signature:
(parents or legal guardian for passengers under 18)

Date:

Phone number:

E-Mail:

I, _____ (Name of passenger or parent/legal guardian) hereby authorize LATAM Airlines to collect and process my personal data, including any medical information, for the purpose of authorizing my trip with my emotional support animal on the dates mentioned above.

Passenger Signature
(parents or legal guardian for passengers under 18):

Date:



EMOTIONAL SUPPORT ANIMAL FORM (PART 4 of 4)



PASSENGER ACCEPTANCE OF LIABILITY AND EMOTIONAL SUPPORT CAT BEHAVIOR EXCLUSIVE FOR INTERNATIONAL FLIGHTS FROM OR TO COLOMBIA, AND WITHIN DOMESTIC FLIGHTS IN COLOMBIA

To be completed by all customers (parent or legal guardian if under age 18) traveling with an emotional support cat. This only applies for passengers flying with emotional support dogs in routes where this service is available.

Passenger's name:

INFORMATION ABOUT YOUR CAT:

Age:

Breed:

Weight:

I hereby request authorization for travel on LATAM Airlines with an emotional support cat. I have read and consent to the following animal behavior guidelines:

1. My cat will remain inside its kennel or travel container and under the seat in front of me, and always under my control during the flight.
2. My cat does not represent a threat to the health or safety of others while traveling on LATAM.
3. I understand that the cat must comply with all specific travel requirements to any domestic and/or international destination.
4. The cat shall not eat from service trays and shall not occupy a passenger's seat. The cat will remain inside its kennel or travel container at all times, under the seat in front of the passenger.
5. I take full responsibility for the conduct of the cat, including the cat's interactions with crewmembers or other passengers at any time during the journey.

If your flight is scheduled to last over 8 hours, you must also meet the following conditions:

- Take the necessary precautions to prevent your cat from relieving itself during the flight.
- If the cat needs to relieve itself in flight, you are responsible for taking all measures required to prevent a health/sanitary problem onboard the aircraft (E.g. take a sanitary pet mat and/or diapers for use if necessary).

I confirm that I have received and understood the emotional support cat behavior guidelines as indicated.

Passenger Signature:
(parents or legal guardian for passengers under 18)

Date:

Phone number:

E-Mail:

I, _____ (Name of passenger or parent/legal guardian) hereby authorize LATAM Airlines to collect and process my personal data, including any medical information, for the purpose of authorizing my trip with my emotional support animal on the dates mentioned above.

Passenger Signature
(parents or legal guardian for passengers under 18):

Date: