



Traveling with a service animal

- Southwest Airlines welcomes trained assistance animals accompanying a Customer with a disability on all of our flights. Except when too large to be safely accommodated, a trained assistance animal will be transported in the aircraft cabin. In accordance with federal safety regulations, the animal must be positioned so as not to obstruct Customers' expeditious evacuation in the unlikely event of an emergency.
- Assistance and emotional support animals can be placed on the aircraft floor or (provided the animal is no larger than a child under the age of two) on the Customer's lap. Animals cannot be placed on an aircraft seat.

Emotional Support and Psychiatric Service Animal

Animals used for a Customer's emotional support are accepted in the cabin. Emotional support animals will be allowed to travel on flights to/from all domestic and international destinations with the exception of Jamaica. No animals will be allowed to travel to/from Jamaica on Southwest Airlines under any circumstances due to country-specific regulations. In order for a Customer to travel with an emotional support animal, the Customer must provide to a Southwest Airlines Employee current documentation (not more than one-year-old) on letterhead from a mental health professional or medical doctor who is treating the Customer's mental health-related disability stating:

1. The Passenger has a mental or emotional disability recognized in the Diagnostic and Statistical Manual of Mental Disorders - Fourth Edition (DSM IV)
2. The Passenger needs the emotional support of psychiatric service animal as an accommodation for air travel and/or for activity at the passenger's destination
3. The individual providing the assessment is a licensed mental health professional or medical doctor, and the Passenger is under his or her professional care **AND**
4. The date and type of mental health professional's or medical doctor's license and the state or other jurisdiction in which it was issued