Headquarters and Training Center

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Client Experience Team

clientexperience@guidingeyes.org

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**Guide to Airline Travel**

Below is a list of helpful phone numbers and website links pertaining to the U.S. Department of Transportation Service Animal Air Transportation Form (DOT Form), contact information for major airlines, and helpful tips and tricks. Please note that direct phone numbers for accessibility services are included where applicable.

# *Screen reader navigation notes*

With JAWS, use insert plus the letter Z to toggle on Quick Keys to navigate to each airline via heading using the letter “H.” With VoiceOver on the Mac, either use the rotor on the trackpad, or VO (control plus option) plus command plus H and VO (control plus option) plus shift plus command plus H to move between Headings. With VoiceOver on the iPhone, utilize the rotor to navigate via heading.

# DOT Form

Website: <https://www.transportation.gov/sites/dot.gov/files/2020-12/Service%20Animal%20Health%20Behavior%20Training%20Form.pdf>

Notes: Once downloaded, you can complete the fillable PDF with your guide’s information. You should have your guide’s current weight, last Rabies vaccination and expiration dates, and contact information for your local vet on hand. The form itself is universal and can be used for any airline.

# Airlines

## Alaska

Reservations: (800) 252-7522

Accessible Services: (800) 503-0101

Website: <https://www.alaskaair.com/content/travel-info/accessible-services/specialservices-support-animals>

Notes: Alaska utilizes Open Doors Organization, an authentication service, to verify DOT forms. You can visit the Open Doors Service Animal Forms Portal (SAFP) to create a unique service animal ID using the DOT form and/or add your guide to your flight at:

<https://traveller-app.opendoorsnfp.org/home>

You should complete the two-step process no later than 48 hours in advance of your flight to account for delays. Any future edits to your form, such as vet or vaccination information, can be updated through the Service Animal Forms Portal.

## Allegiant

Reservations: (702) 505-8888

Disabilities Team: ACAA@Allegiantair.com

Website: <https://www.allegiantair.com/passengers-special-needs>

Notes: Allegiant utilizes Open Doors Organization, an authentication service, to verify DOT forms. You can visit the Open Doors Service Animal Forms Portal (SAFP) to create a unique service animal ID using the DOT form and/or add your guide to your flight at:

<https://traveller-app.opendoorsnfp.org/home>

You should complete the two-step process no later than 48 hours in advance of your flight to account for delays. Any future edits to your form, such as vet or vaccination information, can be updated through the Service Animal Forms Portal.

## American

Reservations: (800) 433-7300

Special Assistance: (800) 237-7976

Website: <https://www.aa.com/i18n/travel-info/special-assistance/service-animals.jsp>

Notes: You must submit the DOT form at least 48 hours in advance of your flight by visiting: <https://www.aa.com/contactus/forms/DA/SVAN>

Once your form has been approved, American will email you a unique service animal ID that can be used for future Flights with American. Simply add your service animal ID number to your reservation during or after booking. Your service animal ID will expire after one year from the date of signature or when the animal’s vaccination expires, whichever is first. However, you can update the vaccination information on your filed DOT form and keep the same ID by emailing sac@aa.com. In the subject line, include SVAN update, your American service animal ID number, and your first and last name.

## Delta

Reservations: (800) 221-1212

Disability Assistance: (404) 209-3434

Website: https://www.delta.com/us/en/accessible-travel-services/service-animals

Notes: You must submit the DOT form at least 48 hours in advance of your flight. Search for your trip using your flight confirmation number and name, click on the “Accessible Services” link, and select the “Accessibility Service Request Form” to add a service animal to your reservation. If you have already submitted your DOT form once with Delta, simply call the phone number above, reference your name and confirmation number, and ask to add your service animal to your Upcoming flight. It is also recommended to create a Sky Miles account to further link your information.

## Frontier

Reservations: (801) 401-9000

Accessible Services: no phone number listed

Website: <https://www.flyfrontier.com/travel/travel-info/special-services/>

Notes: Frontier utilizes Open Doors Organization, an authentication service, to verify DOT forms. You can visit the Open Doors Service Animal Forms Portal (SAFP) to create a unique service animal ID using the DOT form and/or add your guide to your flight at:

<https://traveller-app.opendoorsnfp.org/home>

You should complete the two-step process no later than 48 hours in advance of your flight to account for delays. Any future edits to your form, such as vet or vaccination information, can be updated through the Service Animal Forms Portal.

## JetBlue

Reservations: (800) 538-2583

Dis ability Assistance: (855) 232-5463

Website: <https://www.jetblue.com/at-the-airport/accessibility-assistance/service-dogs-animals>

Notes: JetBlue utilizes Open Doors Organization, an authentication service, to verify DOT forms. You can visit the Open Doors Service Animal Forms Portal (SAFP) to create a unique service animal ID using the DOT form and/or add your guide to your flight at:

<https://traveller-app.opendoorsnfp.org/home>

You should complete the two-step process no later than 48 hours in advance of your flight to account for delays. Any future edits to your form, such as vet or vaccination information, can be updated through the Service Animal Forms Portal.

## Southwest

Reservations: (800) 435-9792

Accessibility Services: no phone number listed

Website: <https://www.southwest.com/help/accessible-travel-assistance/trained-service-animals>

Notes: You must bring a physical copy of your DOT form to the ticket counter on the day of your flight for submission. It is recommended that you always carry multiple copies of the form with you to the airport.

## Spirit

Reservations: (855) 728-3555

Accessibility Services: no phone number listed

Website: <https://customersupport.spirit.com/en-US/category/article/KA-01492>

Notes: You can submit your DOT form by visiting:

<https://customersupport.spirit.com/en-US/create-case/?srva=true>

At least 48 hours in advance of your flight. If you are unable to submit your form online prior to your flight, you can bring your completed form to the ticket counter or gate on the day of travel to be reviewed and approved. If an airline employee is unable to approve your dog to travel as a service animal prior to your flight’s departure, you will be provided the option to be rebooked on the next available Spirit flight to allow additional time for your documents to be reviewed and approved.

## United

Reservations: (800) 864-8331

Accessibility Desk: (800) 228-2744

Website: <https://www.united.com/ual/en/us/fly/travel/special-needs/disabilities/assistance-animals.html>

Notes: You must submit your form at least 48 hours in advance of your flight. Either sign into your Mileage Plus account or search for your trip using your flight confirmation number and last name in order to upload your DOT form and add a service animal to your reservation.

# Department of Transportation, Office of Aviation Consumer Protection

Phone: (202) 366-2220

Website: <https://www.transportation.gov/individuals/aviation-consumer-protection/service-animals>

Notes: You may choose to call or visit the website if you would like more information on how to prepare to fly with your guide or would like to file a consumer complaint.

For additional assistance, please contact the Client Experience Team at clientexperience@guidingeyes.org or (888) 987-2188.