



Service Animals in Vieques Air Link Flights

- An animal may accompany a customer with a disability in the aircraft cabin, provided the animal can be accommodated without obstructing an aisle or other area used for emergency evacuations.
- If a service animal is disruptive or too large to fit under the seat or at the passenger's feet without encroaching on another passenger's space or protruding into the aisle, it will need to travel in a kennel (provided by the passenger) in the cargo hold.
- Verbal assurance that the animal is providing a service to assist with a disability will suffice should an inquiry be made.

Emotional Support or Psychiatric Service Animals

Emotional support and psychiatric service animals provide emotional support to an individual with a mental health-related disability. In accordance with the Department of Transportation, we require appropriate documentation 48 hours before departure to permit emotional support and psychiatric service animals to travel in the passenger cabin.

To make arrangements for the transportation of an emotional support or psychiatric service animal, please call Reservations at 787 741 8331 at least 48 hours before your flight.

We require current documentation (no later than one (1) year from the date of the passenger's scheduled initial flight). The documentation must meet the following criteria:

- On letterhead of a licensed mental health professional including a medical doctor specifically treating the passenger's mental or emotional disability (e.g., psychiatrist, psychologist, licensed clinical social worker) stating the following:
 - ❖ that passenger has a mental health related disability recognized in the Diagnostic and Statistical Manual of Mental Disorders-Fourth Edition (DSM IV)
 - ❖ the passenger needs the emotional support or psychiatric service animal as an accommodation for air travel and/or for activity at the passenger's destination
 - ❖ the individual providing the assessment is a licensed mental health professional and the passenger is under his or her professional care
 - ❖ the date and type of the mental health professional's license and the state or other jurisdiction in which it was issued
- Plan to check in one hour before the check-in time for the general public for document verification.
- All of the above specific criteria must be provided to accept your emotional support or psychiatric service animal for travel in the passenger cabin. **If all requirements are not met, the animal will travel as a pet in the cabin or cargo if space available. Reasonable rearrangements for a later flight could be consider or customer can arrange a charter flight.**