

# Customer acknowledgment form for animal transport

We appreciate the trust you have put in American Airlines, Inc. ("American") to transport your animal. Their safety is paramount. As a condition of transporting your animal, we require that you: (1) obtain a valid and up-to-date health certificate for your animal (if required), (2) consider the risk factors associated with animal transportation, including those outlined below, (3) acknowledge your understanding and willingness to accept those risks, and (4) review and agree to the terms and conditions that apply when American transports your animal, as outlined below.

## Risk factors associated with animal transportation:

- Not properly acclimating (getting animals used to) their travel crate prior to departure day may increase distress, injury, or chance of escape from their travel crate
- Strong or aggressive breeds may attempt to escape from their travel crate
- Stress may result from extreme temperatures
- Pre-existing health conditions may worsen due to stress during air travel
- Stress may result from multiple connections or long flight lengths

More information regarding these and other risk factors may be found at [iata.org](http://iata.org)

## As a condition of American accepting and transporting your animal:

- I confirm that I have reviewed the information provided by American, including its animal acceptance policies, and have prepared my animal for travel according to American's animal acceptance policies (the "American Policies").
- I confirm that a licensed veterinarian has certified my animal is at least 8 weeks old and healthy to fly as agreed, and that I have acquired a valid health certificate for my animal dated within 10 days of travel (if required).
- I confirm that a licensed veterinarian has issued the breed verification form and a letter of acclimation for cold weather restrictions for my animal (if necessary, based on temperatures between 44° F-20° F).
- I confirm that I have not sedated or tranquilized my animal for travel.
- I understand that American has the right to deny travel if my animal demonstrates aggressive behavior, or is otherwise deemed a risk for travel.

Additionally, and without limitation of the foregoing, I hereby certify and confirm (1) my understanding and acceptance of the risk factors above and understanding that they are not comprehensive and that animal air travel is inherently stressful and affects each animal differently and (2) that I have complied with all American Policies and IATA Live Animal Regulations, USDA/APHIS, U.S. Fish and Wildlife, and any other applicable local, state, federal and/or international animal travel requirements and live animal regulations, including those applicable to my animal's destination (the "Applicable Regulations").

## I further acknowledge and agree that:

1. It is my responsibility to comply with all Applicable Regulations and American Policies.
2. American will not be liable for any loss, damage, delay or expense arising from injury to or illness of my animal, including any loss or expense due to my failure to comply with Applicable Regulations or my provision of inaccurate, incomplete and/or misleading information in connection with my animal's travel.
3. I accept and agree to all terms of this Customer Acknowledgment Form (Animal Transportation) as the conditions on which American provides transportation for my animal, and I accept and agree to be fully responsible for all associated costs as referenced herein.
4. Certain failures to comply with American Policies and Applicable Regulations constitute fraudulent misrepresentation for which American may seek recourse to the fullest extent permitted by law.

4. Fraudulent acts and/or misrepresentations for which American may seek recourse include without limitation (a) providing a health certificate that is false, intentionally incomplete, or prepared for a different animal, (b) providing false statements regarding the acclimation procedures previously performed and/or (c) providing false statements regarding the overall health or behavioral temperament of the animal.
5. I authorize American at any point in my animal's travel to pursue emergency services as deemed necessary by American in its sole determination, including in the event of any incident or emergency that may concern my animal's health, by transporting my animal to a veterinary clinic, animal hospital, or similar facility; and I agree to be responsible for any associated charges and to promptly reimburse American for any such charges it may incur.
6. I authorize American to take my animal to a local kenneling facility if, in American's sole determination, temperatures become unsafe during travel; and I agree that I will be fully liable for any associated charges and to promptly reimburse American for any such charges it may incur.
7. I authorize American, if necessary, to fully investigate the cause of any illness or abnormal condition resulting in injury or death, including by necropsy, in the unlikely event death occurs.

I acknowledge and agree that American will not be liable for any loss or expense arising out of failure to comply with any Applicable Regulations or American Policies or the provision of inaccurate, incomplete and/or misleading information in connection with my animal's travel, including if my animal is refused passage into or through any state or country. I agree to indemnify American and its affiliates, and hold them harmless from and against any cost, fine, penalty, or other damage or expense of any kind (including attorney fees) arising out of or related to my failure to comply with any Applicable Regulations or American Policies and/or the provision of inaccurate, incomplete and/or misleading information in connection with the animal's travel and/or this Customer Acknowledgement Form.

If I am arranging for the transport of an animal on behalf of a third party, I represent and warrant that I have the knowledge and authority and have obtained the third party's consent to enter into and to make the certifications and agreements within this Customer Acknowledgement Form (Animal Transportation) on behalf of myself and any such third party.

My signature below certifies that I have read and understood the risks and requirements provided by American and agree to the terms and conditions set forth in this Customer Acknowledgment Form (Animal Transportation) as a condition of the transportation of any animal with American.

\_\_\_\_\_  
Agent / Shipper Signature

\_\_\_\_\_  
Agent / Shipper Name

\_\_\_\_\_  
Company (if applicable)

\_\_\_\_\_  
Phone Number

\_\_\_\_\_  
Date

\_\_\_\_\_  
Time

\_\_\_\_\_  
Origin

\_\_\_\_\_  
Air Waybill #

*for internal use only*

# Acclimation letter

We want to provide as many tools as possible to ensure your pet, mammal, or bird check-in goes smoothly. Please feel free to provide your veterinarian with this temperature acclimation template or use their respective version. We use the below information to ensure the safest transport for your animal's journey.

**Note:** An acclimation letter is only required when the outside temperatures are lower than 45° F (7.2° C) at origin, connection, or destination cities. If your health certificate also includes an acclimation certificate, there is no need to complete the letter below. We only need one certified acclimation statement.

Shipper's Name \_\_\_\_\_

Phone Number \_\_\_\_\_

Air Waybill # \_\_\_\_\_

Pet's Name \_\_\_\_\_

Breed \_\_\_\_\_

☐

Dog

☐

Cat

☐

Other

Pet's Name \_\_\_\_\_

Breed \_\_\_\_\_

☐

Dog

☐

Cat

☐

Other

Pet's Name \_\_\_\_\_

Breed \_\_\_\_\_

☐

Dog

☐

Cat

☐

Other

Pet's Name \_\_\_\_\_

Breed \_\_\_\_\_

☐

Dog

☐

Cat

☐

Other

## American Airlines temperature policy

- We transport pets/animals when temperatures at origin, connection, and destination are between 45° F and 85° F (7.2° C and 29° C)
- We will not transport pets/animals when the temperatures at the origin, connection, and destination are above 85° F (29° C)
- A letter of acclimation letter is needed when the temperatures are 44° F (7° C) or below
- We will not transport pets/animals when the temperatures at the origin, connection, and destination are below 20° F (-6° C)

## Why is a letter of acclimation required?

In accordance with U.S. government regulations, animals must not be subject to temperatures below 45° F (7.2° C) for longer than a 45-minute period during the transport of animals to and from aircraft to an animal holding area. We require this certificate for the safeguarding of the animal. Please be advised that all aircraft holds and animal holding areas are kept within the permitted parameters.

## Information for your veterinarian to complete

The animal(s) in this shipment is/are acclimated to temperatures below 45° F (7.2° C) down to \_\_\_\_\_ ° F / ° C.  
A bottom number must be listed. (Circle one)

Signature of Veterinarian \_\_\_\_\_

Accreditation Number \_\_\_\_\_

Date \_\_\_\_\_

**Note:** If a temperature range is listed on the "letter/statement", American Airlines will adhere to the temperature range indicated by the veterinarian on the "letter/statement" of acclimation as long as it does not exceed the mandatory range of 20° F and 85° F (-6° C and 29° C).

# Breed verification form

To ensure the well-being of all animals, American restricts certain breeds and mixes of brachycephalic (snub-nosed) cats and dogs, and will not accept them for travel due to the potential health issues associated with animal transport. This breed verification form is required for all cats and dogs and must be signed by a licensed veterinarian. If the animal is a mixed breed, then this form must state the predominant breed with the word "mix" or "mixed".

\_\_\_\_\_  
Shipper's Name

\_\_\_\_\_  
Phone Number

\_\_\_\_\_  
Air Waybill #

\_\_\_\_\_  
Pet's Name

\_\_\_\_\_  
Breed

☐

Dog

☐

Cat

\_\_\_\_\_  
Pet's Name

\_\_\_\_\_  
Breed

☐

Dog

☐

Cat

\_\_\_\_\_  
Pet's Name

\_\_\_\_\_  
Breed

☐

Dog

☐

Cat

\_\_\_\_\_  
Pet's Name

\_\_\_\_\_  
Breed

☐

Dog

☐

Cat

## Restricted Breeds

The following breeds are not allowed for transport on American:

**Dogs:** American Staffordshire Terrier, Affenpinscher, Boston Terrier, Boxer, Brussels Griffon, Bulldog (all breeds), Cane Corso, Chow Chow, Dogue De Bordeaux, English Toy Spaniel, Japanese Chin, Lhasa Apso, Mastiff (all breeds), Pekingese, Pitbull, Presa Canario, Pug (all breeds), Tibetan Spaniel, Shar Pei, Shih Tzu.

**Cats:** Burmese, Exotic Shorthair, Himalayan, Persian

## Verification for your veterinarian to complete

I certify the above mentioned animal(s) is/are not a brachycephalic or snub-nosed breed on our list.

I certify the above mentioned animal(s) does/do not exhibit any signs or characteristics associated with brachycephalic syndrome.

I certify the above mentioned animal(s) is/are safe to travel and have no breathing risks arising from brachycephalic syndrome.

\_\_\_\_\_  
Signature of Veterinarian

\_\_\_\_\_  
Accreditation Number

\_\_\_\_\_  
Date