

CertaPet's ESA Travel Letter Fact Sheet:

What is CertaPet?

CertaPet acts as an online portal to connect patients with licensed mental health professionals who can write them a recommendation for an emotional support animal and provide ongoing treatment options.

Evaluation Process:



Pre Assessment Survey



Clinical Assessment



Receive treatment plan and ESA letter

IF QUALIFIED FOR EVALUATION →

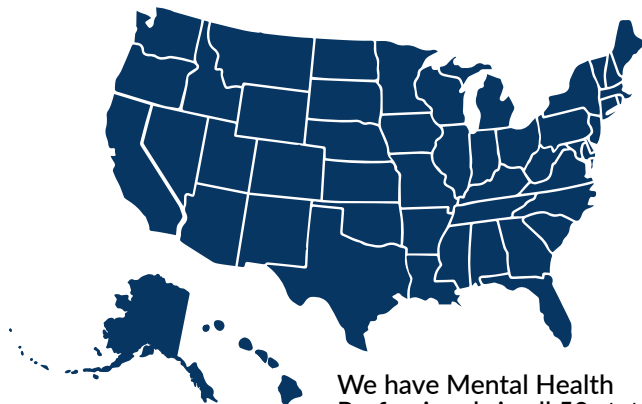
Connect with licensed mental health professional

IF APPROVED BY LMHP ↑



Are the Mental Health Professionals licensed?

- Yes, all Mental Health Professionals have all their credentials to evaluate and recommend a patient for an ESA Letter.



We have Mental Health Professionals in all 50 states.

Does everyone get an ESA Letter from CertaPet?

- No, CertaPet does not provide the ESA Letter. CertaPet is a telemental health website in which patients are connected with LMHPs. The LMHPs do the evaluation and provide treatment recommendations that may or may not include an ESA Letter.



According to the US Department of Transportation, what is required to travel with an ESA?

"Airlines may require documentation that is not older than one year from the date of your scheduled initial flight that states:

- You have a mental or emotional disability that is recognized in the Diagnostic and Statistical Manual of Mental Disorders (DSM);
- You need your emotional support or psychiatric support animal as an accommodation for air travel and/or for activity at your destination;
- The individual providing the assessment is a licensed mental health professional and the passenger is under his/her professional care; and
- The licensed health care professional's; Date and type of professional license; and Jurisdiction or state in which their license was issued." *

* See the attached documentation to your specific airline.

How do you evaluate your Licensed Mental Health Professional (LMHP)?

- At CertaPet we go through a rigorous process to ensure that our Mental Health Professionals are properly licensed and credentialed before we connect them with clients.
- License verification is publicly available. Any LMHP can be searched by state and the listed credentials (LCSW, LPC, LMFT, etc.)

How do I know the ESA Letter is real?

- All ESA letters have the LMHP license number and credentials. These can be confirmed by accessing their state-regulated website.

for more information: certapet.com

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American Airlines



American Airlines ESA Document Requirements:

Advance notice required 48 hours before flight.

Documentation validation will include American Airlines contacting the passenger's mental health professional.

3 forms that are necessary for approval to fly if the ticket was issued on or after July 1, 2018:

- Mental Health Professional Form
- Behavior Guidelines
- Animal Sanitation During 8+ Hours Form (only required if your flight is scheduled to be over 8 hours)

Flying in the Cabin

ESAs and fully trained service animals can fly in the cabin at **no charge** if they meet the requirements:

- Animals must be able to fit at the passenger's feet, under the seat or in their lap (to be seated on lap must be smaller than a 2-year old child).
- For safety reasons, passenger won't be able to sit in an exit row when traveling with their service or emotional/psychiatric support animal.

EMOTIONAL SUPPORT AND SERVICE ANIMALS CANNOT:

- Protrude into or block aisles
- Occupy a seat
- Eat from tray tables

IF THE ANIMAL DOESN'T FIT WITHIN THE ALLOWED SPACES, THE PASSENGER MAY NEED TO:

- Rebook on a flight with more open seat
- Buy a ticket for the animal
- Transport the animal as a checked pet*

* All restrictions apply to checked pets.

Animal Behavior

Emotional support and service animals must be trained to behave properly in public and they won't be permitted in the cabin if they display any form of disruptive behavior that can't be successfully corrected or controlled, including but not limited to:

- Jumping on or lunging at people
- Biting or attempting to bite
- Growling

- If this behavior is observed at any point during the journey and isn't corrected or controlled, the animal will be considered a pet and all pet requirements and applicable fees will apply.
- ESAs must be in control at all times by leash and/or harness.



Animal Restrictions

- Amphibians
- Snakes
- Ferrets
- Spiders
- Goats
- Hedgehogs
- Reptiles
- Insects
- Animals with tusks, horns, hooves (excluding miniature horses properly trained as service animals)
- Rodents
- Sugar gliders
- Non-household birds
- Any animal that is dirty or has an odor



Note: If a passenger believes their rights under the Air Carrier Access Act are being or have been violated, direct them to speak with a Complaints Resolution Official (CRO). A CRO is the airline's expert on disability accommodation issues. Airlines are required to make one available to passengers, at no cost, in person at the airport or by telephone during the times they are operating. (<https://airconsumer.dot.gov/guide/mod4/CRO.html>)