

# 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:

## 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.

- 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.

for more information: [certapet.com](http://certapet.com)

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## Spirit ESA Document Requirements:

As of October 15, 2018 passengers traveling with their emotional support animal must submit the following documentation **48 hours before departure**, regardless of when the ticket was purchased:

- Mental Health Professional Form (**ESA Letter**)
- Veterinary Health Form
- Passenger Liability Form

**Note:** Passenger must keep documentation while traveling.

**Note:** If traveling internationally, there may be additional documentation and requirements for the service animal, ESAN or PSA. Contact Spirit Guest Service at 801.401.2222 to find out what may be the additional requirements.

## Flying in the Cabin:

- The passenger may sit anywhere with the exception of emergency exit rows.
- If the emotional support animal must sit on the passenger's lap (provided it is no larger than a lap child), they may not occupy any seat equipped with an inflatable seat belt. It could put the animal's well-being at risk if the seatbelts were to inflate.
- Service and emotional support animals can be placed on the aircraft floor.

### EMOTIONAL SUPPORT AND SERVICE ANIMALS CANNOT:

- Occupy aircraft seat at any time.
- Block an aisle or other areas that must remain clear for emergency evacuation.
- If in pet carriers, guest may not sit in the first row.
- Extend into another Guest's foot space unless that Guest gives consent allowing it to do so.



### IF MORE SPACE IS NEEDED FOR ESA, GUEST MAY:

- Upgrade to Big Front Seats
- Purchase an additional seat

**Note:** If they choose not to do so, Spirit will attempt to accommodate them as best as possible. They cannot guarantee space for the animal.



## Animal Behavior:

- The animal must remain with the passenger at all times.
- If at any time the animal shows signs that it will cause a disruption in the cabin, it has not been trained to function as a service animal in a public setting, or any signs of aggression, it will not be allowed to travel. Not accepted behavior includes, but is not limited to:

- Growling
- Lunging
- Barking which is not part of the animal's training (e.g., to alert to a medical issue)
- Relieving itself onboard the aircraft or in the airport in any area other than a designated animal relief area.
- Biting
- Emitting a strong odor
- Jumping on other Guests



## Animal Restrictions:

- Snakes
- Ferrets
- Other reptiles
- Sugar gliders
- Rodents
- Spiders



**Note:** For other unusual animals, several factors determine whether an animal can travel in the cabin as a service animal. These factors include the animal's size, whether the animal poses a direct threat to the health or safety of others, whether it would cause a significant disruption of cabin service, and whether if the animal is prohibited from entering a foreign country.



**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>)