

Animal Policy

UNIVERSAL AIR carries your animal in the cabin or in the hold, depending on the breed, size, age, and weight, but always with maximum safety and comfort.

Only dogs in their own **soft container** with a total weight (animal + container) of up to 7kg / 16lb can be carried in the cabin. The animal must be clean, healthy, and free from unpleasant odors.

The soft container should be stored under the seat, which is 45x60x23cm. All pets (except for assistance dogs) that exceed this weight must be carried in the hold.



Book in advance, preferably 72 hours before departure, and make sure your animal can be carried on your next trip.

Our animal carriage service is subject:

- space available on the aircraft.
- class you are flying in and the type of aircraft.
- animals being allowed into the destination country.
- kind of animal and the total weight of the animal and the container.
- age of the animal - must be at least one year old and country of destination regulations.

To find out if it is possible to book a ticket for your animal on your flight, where it will be carried and the price, you must provide the following information when requesting this service:

Breed

In our flights only dogs can be transported in the cabin or in the hold. The following species listed below is not allowed:

- Pitbull Terrier
- American Pitbull
- American Staffordshire Terrier
- Staffordshire Bullterrier
- Bull terrier.
- American Bulldog
- Dogo Argentino
- Fila Brasileiro
- Kangal (Karabaş)
- Kafkas Shepherd Dog
- Mastiff
- Mastino Napoleta

Each passenger can transport, cumulatively in the cabin, one dog and one in the hold, always subject to availability.

Sizes and Types of Containers

Tell us the kind of container your pet will be in and its length, width, and height.

Only malleable containers are accepted in the cabin. If you have a rigid container, the animal has to travel in the hold.

The total weight to be carried (Container + animal)

The combined weight of the animal and the container will decide whether your best friend can travel with you **in the cabin or the hold**.

If the total weight is **no more than 7kg**, it can be carried **in the cabin**. Animals + containers **over that weight** are carried **in the hold** and with a Dog Carrier Airline Approved Container.



If booking an Assistance Dog

Assistance dogs allowed on board our flights must be at least 10 weeks old.

They are in the Assistance Animal category (SVAN) and receive training to perform owner/tutor assistance tasks such as:

- a) Guide Dog
Dogs trained or being trained to help people with visual impairment.
- b) Hearing Dog
Dogs trained or being trained to assist hearing-impaired people.
- c) Service Dog
Dogs trained or being trained to help people with mental organic or motor disabilities.

Training assistance dogs are accepted if accompanied by their trainer or host family. Host families are those who receive assistance dogs during the animal's socialization and adaptation phase to human coexistence and are accredited as such.

Bookings for carrying Emotional Support Animals (ESAN) - animals used for therapeutic purposes, without the need for any training beyond the basics - are not accepted by Universal Air.

What do you need to fly with your assistance dog?

First of all, we suggest that:

Request this service, at least 72 hours before the flight, using your agent, Universal Air Call Center at an airport service desk.

In addition, you must:

- Ensure that the dog is properly identified as an Assistance Animal (SVAN).
- Present a **training certificate** of the dog issued by a recognised institute when you book.
- Ensure that the dog has an animal passport, issued by a veterinarian, attesting to its identification and anti-rabies vaccination or, in countries which do not issue animal passports, an official veterinary health certificate.
- Proof of compliance with legally required health requirements.
- Proof of compliance with the obligations concerning liability insurance.

How to transport your assistance dog?

Assistance dogs always travel in the cabin.

Service dogs must be transported under the following conditions to ensure the safety and welfare of passengers and animals:

- Without a container, at the owner's feet.
- Always on a leash.
- Without occupying a passenger seat.
- Without moving around in the cabin.



Reminder:



You must comply with all **health requirements** and submit all mandatory documentation, which may vary depending on the **flight's origin and destination**, in addition to ensuring all mandatory travel conditions, which depend on where the pet is traveling.

To avoid last-minute surprises, check the documentation and conditions applying to your pet. Contact Universal Air on hello@flyuniversalair.com and/or on +356 2122 1066 ext. 202.