

运输规定告知单

东上航仅限在市场方和承运方皆为东航(含上航)且全航程飞行时间8小时以内(含8小时)的中美航线航班*提供精神抚慰犬运输服务。携带精神抚慰犬的旅客需提供相关文件证明提前申请该服务。

中美航线航班*：中美航线直达航班，以及与中美航线直达航班衔接的同一航班号的连续行程或同一飞机执飞的连续行程。

相关说明

1. 填写并签署以下PDF文件
2. 旅客应在航班起飞前48小时提供完整的证明材料并提出申请。
3. 旅客乘机时，请随身携带《精神抚慰犬运输申请书》原件及相关证明文件原件备查。
4. 值机时，我们的工作人员将查验您的申请是否符合要求。精神抚慰犬运输申请是否获得批准，以机场现场确认为准。

所需证明文件

文件1：精神抚慰犬运输申请书

请完整填写这份确认单，签字表示您知悉相关政策要求。

文件2：精神抚慰犬检疫合格证明和疫苗接种证书

请提供精神抚慰犬动物检疫合格证明和狂犬病疫苗接种证书。

文件3：注册（持牌）精神医师出具的证明文件

请提供由注册（持牌）精神医师在距航班计划起飞时间一年内开具的诊断证明。文件需列有以下信息：

- (i) 证明旅客患有情感、精神、认知或心理障碍；
- (ii) 证明该乘客目前正接受该注册（持牌）精神医师的治疗；
- (iii) 证明乘客需要该精神抚慰犬陪伴，以便在飞行期间和（或）目的地抚慰、缓解申请人的精神或情感障碍；
- (iv) 文件须包含注册（持牌）精神医师的执照信息，含执照类型、颁证日期、执照号以及发证机构。

文件4：精神抚慰犬有效的工作证明

建议提供精神抚慰犬有效的工作证明（《动物训练合格证明书》、《动物工作证》或《动物身份证》。）

我已阅读上述要求规定。

旅客签名：_____日期：_____

Acknowledgement Form

China Eastern Airlines and Shanghai Airlines welcome customers with Emotional Support Dogs in the aircraft cabin on **Flights no more than 8 hours that begin or end at a U.S. airport marketed and operated by China Eastern Airlines (“MU”) or Shanghai Airlines (“FM”)** (A flight means a continuous journey of a passenger in the same aircraft or using the same flight number.)

Passengers traveling with Emotional Support Dogs are required to provide the following documentation prior to acceptance.

Instructions

1. Complete and sign the following PDF forms.
2. At least 48 hours before your flight, provide the completed documents as part of your request to bring an Emotional Support Dog.
3. Please keep Emotional Support Dog Request form and other required documents with you while traveling.
4. Visit the airport check-in counter, where your request will be verified at the airport by our staff. Authorization for carrying your dog into cabin is not confirmed until the dog is visually verified at airport.

Required Documents

Doc. 1 of 4 : Emotional Support Dog Request

Please complete and submit this form acknowledging your agreement with policy requirements.

Doc. 2 of 4 : Animal Quarantine Certificate and Veterinary Health Record

Please provide official Animal Quarantine Certificate and vaccination record.

Doc. 3 of 4 : Licensed Medical/Mental Health Professional letter

Letter provided by a licensed medical/mental health professional and dated within one year of the travel date:

- (i) Certifying that the passenger has a mental or emotional disability.
- (ii) Certifying that the passenger is currently being treated by the licensed medical/mental health professional who provides the document.
- (iii) Certifying that the passenger requires the identified Emotional Support Dog to accompany him/her to accommodate his/her mental or emotional disability during a flight and/or at a destination.
- (iv) The document should include the medical/mental health professional's license information such as the date and type of the license, license number and state or other jurisdiction in which the license is issued.

Doc. 4 of 4: Emotional Support Dog Registration Certificate

Recommend to provide the official Emotional Support Dog Registration Certificate.

I have read the above requirements.

Passenger Signature: _____ Date: _____

精神抚慰犬运输申请书
Emotional Support Dog Request

精神抚慰犬运输申请单

Application for Emotional Support Dog Transportation Form

旅客及航班信息 Passenger & Flight Information		
旅客姓名 Passenger Name	航班号/日期 Flt No. / Date	航程 Route
犬的信息 Dog Information		
犬的品种 Breed	犬的年龄 Age	犬的重量 Weight
声 明		
<ol style="list-style-type: none"> 1. 旅客为所携带精神抚慰犬的安全、健康和管理承担全部责任。 2. 精神抚慰犬运输必须符合东航（含上航）的运输规定以及相关国家或地区小动物运输、出境、入境和过境规定。旅客应自行了解相关规定，若旅客所携带的精神抚慰犬被相关国家或地区政府拒绝出境、过境或入境，东航（含上航）不对由此造成的损失承担任何责任。 3. 在机场和机上旅行过程中，旅客需要有效的控制精神抚慰犬。精神抚慰犬必须安置在旅客本人座位下方的空间，不得进入或者占用走廊或其他必须保持通畅的区域。携带精神抚慰犬的旅客不可使用紧急出口座位。 4. 东航（含上航）不接受年龄在6个月以下的精神抚慰犬。 5. 东航（含上航）不接受比特犬、斗牛犬、土佐犬、菲勒犬、杜高犬、獒犬等斗犬作为精神抚慰犬登机。 6. 对于飞行时间超过8小时的航班，东航（含上航）不接受精神抚慰犬登机。 7. 旅客未能遵守以上要求规定，因未照管好所携带的精神抚慰犬而导致东航（含上航）产生了任何财、物损失或其他费用，旅客应予以赔偿。 8. 关于不符合相关精神抚慰犬资质要求的犬类，东航（含上航）在符合一般安全标准实施运输的情形下，不为该精神抚慰犬的患病、受伤以及由于该精神抚慰犬患病和受伤而导致的死亡承担责任。 9. 精神抚慰犬运输必须符合相关国家或地区小动物运输、出境、入境和过境规定。旅客应自行了解相关规定，东航不对由此造成的损失承担任何责任。若旅客所携带的精神抚慰犬被相关国家或地区政府拒绝出境、过境或入境，中国东方航空不为此而导致的损失或费用承担责任。 10. 旅客同意东航（含上航）处理精神抚慰犬申请过程中提供的文件信息。 		
STATEMENT		
<ol style="list-style-type: none"> 1. Passenger shall assume full responsibility for the safety, well-being, and conduct of his or her Emotional Support Dog and is solely responsible for its interaction with other Passengers on board the aircraft. 2. Passenger is responsible for compliance with all China Eastern (MU or FM) and governmental requirements, regulations, or restrictions including but not limited to exit ,transit and entry permits and required health certificates of the country, state, or territory from and/or to which pet is being transported. China Eastern(MU or FM) shall not be liable for any loss or expense if any Emotional Support Dog is refused passage into or through any state or country. 3. Emotional Support Dogs must be leashed or otherwise restrained and remain under the control of its owner for the duration of the journey. Emotional Support Dogs must remain in the owner’ s seat/foot space at all times while the owner is seated during flight. Dogs must not obstruct an aisle or other area that must remain unobstructed to facilitate an emergency evacuation. 4. China Eastern (MU or FM) does not accept Emotional Support Dogs under 6 months of age. 5. Fierce dogs such as Pit dog, Bulldog, Tuzo dog, Filer dog, Dugout dog and Mastiff dog etc. are not accepted as Emotional Support Dogs. 6. China Eastern (MU or FM) does not accept Emotional Support Dogs on flights longer than 8 hours. 7. Any passenger who fails to control their dogs in accordance with the above mentioned rules shall reimburse China Eastern (MU or FM) for any loss, damage, or expense arising from Emotional Support Dog's behavior. 8. With respect to dogs that do not qualify as Emotional Support Dogs, China Eastern (MU or FM) will not be liable for illness or injury to a dog or death of a dog due to illness or injury to the extent the dog has been handled by China Eastern with ordinary safety standards. 9. Passengers are similarly responsible for compliance with all governmental requirements, regulations, or restrictions, including but not limited to exit, transit and entry permits and required health certificates of the country, state, or territory from and/or to which pet is being transported. Passengers should contact the appropriate consulate or embassy to confirm that all necessary procedures are followed. China Eastern (MU or FM) shall not be liable for loss or expense, without limitation, if any Emotional Support Dog is refused passage into or through any state or country. 10. By submitting this form and required documents, the passenger agrees MU/FM to process the data of the documents. 		
旅客签名 (Signature): _____ 日期 (Date) : _____		

精神抚慰犬运输申请书
Emotional Support Dog Request

精神抚慰犬公共场合行为培训确认单
Confirmation of Animal Training Form

被携带进客舱的精神抚慰犬必须在公共场合遵守规矩。作为精神抚慰犬公共场合行为培训确认，请填写以下表格。该表格仅适用于市场方和承运方皆为东航（含上航）且全航程飞行时间8小时以内(含8小时)的中美航线航班。

Emotional Support Dog on-board an aircraft must be trained to behave in public. As confirmation of training, please complete this form. This form is only valid for Flights no more than 8 hours that begin or end at a U.S. airport marketed and operated by China Eastern Airlines ("MU") or Shanghai Airlines ("FM").

旅客姓名 Passenger Full Name (printed): _____	
我确保该犬已接受公共场合遵守规矩的培训，且能听从我的指令。 I confirm that this dog has been trained to behave in a public setting and takes my direction upon command.	签字确认 _____ Initial to confirm _____
我确保该犬不会太大或太重以至于不能容纳在本人座位下方空间或腿部空间。 I am not aware of any reason that this dog would be too large or heavy to be accommodated under the seat or within my foot space on-board.	签字确认 _____ Initial to confirm _____
只有该精神抚慰犬行为妥当才予以承运。如果该犬行为不当，不符合精神抚慰犬的承运要求，东航（含上航）将拒绝运输该犬。若符合小动物运输条件，可作为小动物有偿运输。我理解并遵守东航的此项规定。 I understand that, if this animal acts inappropriately, it may be denied boarding. It will only be accepted in accordance with China Eastern Airline' s current pet policies.	签字确认 _____ Initial to confirm _____
我对所携带精神抚慰犬的安全、健康、管理和行为承担全部责任，并应全权负责精神抚慰犬在客舱与飞机机组人员、同机其他旅客及其财产之间产生的任何问题。我理解，如果因未看护好所携带的精神抚慰犬及精神抚慰犬任何不当行为而导致东航（含上航）、旅客或其他人产生了任何财、物损失或其他费用，我应予以赔偿。 I assume full responsibility for the safety, well-being, conduct, and behavior of this emotional support dog, including its interaction with crew, other passengers or their property while on-board aircraft. I understand that I will be expected to reimburse China Eastern (MU or FM) or its passengers or other persons for any loss, damage or expense resulting from any misbehavior by my dog.	签字确认 _____ Initial to confirm _____
签名 (Signature): _____ 日期 (Date) : _____	

- 作为精神抚慰犬服务申请，须提交所有完整且旅客签署的PDF文件材料。
All completed and signed PDF documents must be submitted as part of the service request.
- 请随身携带此份表格。
Keep these completed forms with you while traveling.
- 精神抚慰犬运输申请是否获得批准，将最终以机场现场确认。
Authorization for your dog is not confirmed until the dog is visually verified at airport.