

Alliance Airlines Assistance Dogs Conditions of Carriage

- Only Assistance Dogs (Guide, Hearing and Assistance Dogs) and Assistance Dogs Under Training that have been approved by Alliance Airlines are permitted to be carried in the aircraft cabin on Alliance Airlines flights.
- The Assistance Dog or Assistance Dog Under Training must be accompanied by its Handler or Accompanying Trainer at all times during the flight.
- The Handler must ensure that the following current identity documents are available in their carry-on baggage and produced if requested:
 - a. an identity card issued by a member organisation of Assistance Dogs International (ADI); or
 - b. an identity card issued under the Queensland Guide, Hearing and Assistance Dogs Act (Queensland Act); or
 - c. other identification for the Handler and Assistance Dog deemed acceptable by Alliance Airlines at the time of approval.
- The Assistance Dog or Assistance Dog Under Training must be wearing its harness, vest, coat and/or medallion, identifying it as a Assistance Dog or Assistance Dog Under Training.
- The Handler or Accompanying Trainer must occupy the seat, and the Assistance Dog or Assistance Dog Under Training must be seated on the floor in the space allocated by Alliance Airlines, not on the adjacent seat or in the Handler or Accompanying Trainer's lap.
- The Assistance Dog or Assistance Dog Under Training must be placed on a moisture absorbent mat and be secured in a way to prevent it from moving from the mat at all times during the flight. For safety reasons the dog must be restrained by attaching its leash to the aircraft seat leg, seat track ring or other tether point approved by Alliance Airlines. The leash should have the ability to be shortened or lengthened as required. For safety reasons, the dog should not be secured directly from its collar or to the aircraft seatbelt being worn by a passenger and must not obstruct the aisle or emergency exits.
- The Handler, Accompanying Trainer and/or Training Organisation must accept full responsibility for the Assistance Dog or Assistance Dog Under Training, including attending to the dog's needs for the duration of their travel and any damage to other people, premises or facilities caused by the dog.
- The Assistance Dog or the Assistance Dog Under Training does not receive a separate baggage allowance
- Handlers or Accompanying Trainers (and the Assistance Dog or Assistance Dog Under Training) must generally pre-board the aircraft (i.e. before other passenger's board the aircraft). This is for the passenger and dog's safety and comfort, and to allow time for cabin crew to complete their individual safety briefing to the passenger (if required) and to ensure that the dog is properly secured.
- Alliance Airlines' priority is the safety of our aircraft, our passengers and our crew. Alliance Airlines will not carry any Assistance Dog or Assistance Dog Under Training which is likely to affect a person on the aircraft in any way that may adversely affect the safety of the aircraft. The Pilot in Command has the final decision as to whether or not the Assistance Dog or Assistance Dog Under Training is carried on the day of travel and may impose any further conditions that he or she requires in the interests of safety. Alliance Airlines reserves the right to take any action necessary to ensure the safety of the aircraft, including in circumstances where an Assistance Dog or Assistance Dog Under Training is behaving in an uncontrollable, aggressive, and/or dangerous manner.
- If an Assistance Dog or Assistance Dog Under Training has been approved to travel in the aircraft cabin and there is an issue with the dog at the airport or during flight (including but not limited to any issue that compromises or threatens to compromise cabin safety, the safety of staff, the public or passengers), Alliance Airlines reserves the right to refuse any future request for that dog to travel in the cabin of the aircraft.