JSX Pet Policy and Acceptance of Service

Pets in Cabin

Service Animals

Traveling International

Pets in Cabin

JSX is happy to provide you with an option to travel with your cats and dogs in-cabin. Please inform a JSX Airport Services Concierge upon check-in that you are traveling with a pet.

When booking your travel with JSX online, please indicate that you are traveling with a pet, or call Customer Support prior to flying to have your pet added to your reservation. All Customers traveling with pets are required to complete a JSX Pet Acceptance Form.

We do not accept emotional support animals as service animals for transportation on JSX. Such animals may, however, be transported as pets.

All pets must be well-behaved, non-aggressive, and properly groomed with good hygiene. They must not pose a threat to or cause discomfort for airport personnel, crew, or other Customers or animals. For the avoidance of doubt, each Customer may travel with only one pet, whether a small pet in an approved carrier or a medium-to-large dog. A maximum of five pets may travel in cabin on any flight (please note that trained service animals are excluded from this restriction). JSX reserves the right to deny boarding to any additional pets, or to any pets that do not meet the requirements stated here.

Any aggressive or disruptive behavior by a pet may result in denying travel to the pet and Customer. Disruptive behavior includes but is not limited to the following:

- Barking excessively and not responding to commands
- Aggressive behavior towards Crewmembers, other Customers,or animals (e.g. biting, growling, snapping, lunging, etc.)
- Freely wandering or running around without a leash
- Relieving themselves in the aircraft cabin or places other than designated pet relief areas
- Jumping on Customers, other animals, or JSX Crewmembers
- Occupying an aircraft seat or seatback tray table (a small dog that is no larger than a lap infant and is well-behaved may remain in the Customer's lap except for during takeoff and landing)
- Eating off seatback tray tables

Customers are responsible for complying with any applicable laws and/or governmental regulations for both the departure and arrival destinations, including furnishing valid health and rabies vaccination certificates when required.

The following guidelines detail the differences between traveling with small pets (under 30 lbs. and able to travel in an approved pet carrier) and medium-to-large pets (under 80 lbs. with no approved pet carrier).

Pets are prohibited from emergency exit rows and the aisle.

Traveling with Small Pets

JSX permits cats and small dogs to be transported by Customers in-cabin for a fare of $100 per one way. Small pets must weigh less than 30 lbs. and fit comfortably in an approved pet carrier that is stowed underneath the seat in front of the Customer. Cats must remain in the pet carrier at all times while traveling with JSX. Small dogs must remain in the pet carrier (including head and tail) during takeoff, landing, and upon crew instruction. Small dogs may be removed from the carrier during flight so long as they remain under the Customer's direct control and supervision, within the Customer's designated seating area. Small dogs that are no larger than a lap infant and are well-behaved may remain in the Customer's lap except for during takeoff and landing. They may not enter the aisle, approach other Customers or pets, or interfere with crew operations. Customers are fully responsible for their pet's behavior at all times while traveling with JSX.

Following are the guidelines for approved pet carriers and the placement of small pets in the cabin:

- The in-cabin pet carrier will be counted as one of the two allowable personal items on board the aircraft.
- All in-cabin pets in carriers must be in an approved carrier (no larger than 13" WIDTH x 11" HEIGHT x 17" LENGTH/DEPTH) that will fit comfortably under the seat in front of the Customer for the duration of flight along with any other approved personal items.
- Customers are responsible for obtaining an approved pet carrier for the small pet being transported. JSX may provide a courtesy small pet carrier on loan to the Customer if one is available. If no carrier is available upon check-in, the pet will not be allowed to travel as a small pet, but the Customer may purchase a ticket for the pet to travel as a Medium to Large Pet, if available.
- JSX permits one pet per carrier and one carrier per Customer.
- Pet carriers must be leak-proof and well-ventilated.
- Pet carriers are prohibited from being placed in the bulkhead, emergency exit rows, and the aisle. Carriers may not be placed on a seat.
- A pet will never be placed out of sights from the Customer in a closet, compartment, or in an overhead bin (where applicable).

Traveling with Medium to Large Pets

JSX permits medium-to-large dogs (less than 80 lbs.) to be transported by Customers in-cabin.

For dogs that are too large to occupy an approved under-seat pet carrier, or for small dogs without an approved pet carrier, Customers are required to purchase an adjoining seat at the advertised rate, including any applicable seat assignment fees, and the dog will be permitted to lay on the floor directly in front of the seat. Customers are responsible for all expenses (e.g., base fares, seat assignment fees) required to ensure that they and their dog are in the seating arrangements required by this policy.

Following are the guidelines for traveling with medium-to-large dogs in the cabin:

- JSX permits one medium-to-large dog per Customer.
- One additional seat must be purchased for each dog, including any applicable seat assignment fees, and only one dog is permitted to occupy the floor space in front of the seat adjoining the Customer's seat. Seat pricing varies by market and must be purchased at the current available rate for both Hop on and All in fares.
- Medium-to-large dogs must be well behaved and be leashed at all times.
- Medium-to-large dogs must weigh less than 80 lbs.
- On aircraft configured with two seats on one side and one on the other, leashed pets may only occupy the space in front of the window seat (C), and the Customer must sit in the adjoining aisle seat (B) of any row except for the emergency exit rows. Seats together must be available at time of booking.The dog’s leash must be secured to the seat frame prior to aircraft movement to prevent the dog from accessing the aisle during taxi, takeoff, and landing. On aircraft configured with only one seat on each side of the aircraft’s aisle, the dog must occupy the "C" side while it's Customer must be ticketed on the adjoining "A" side.
- Medium-to-large dogs are not allowed on aircraft seats.

Service Animals in Cabin

A fully trained service animal is individually trained to perform a task(s) or work for a person with a physical and/or mental disability.

JSX welcomes trained dogs as service animals onboard our flights. Customers with service animals must fill out the attached form in lieu of the form required for all other dogs traveling with JSX. A printed copy is required at check in.

NOTE: A SERVICE ANIMAL VEST, HARNESS, ID CARD, OR REGISTRATION IS NOT ACCEPTED AS THE SOLE INDICATION AN ANIMAL IS A TRAINED SERVICE ANIMAL.

JSX reserves the right to ask the Customer what type of tasks and/or functions a trained service animal performs. If you are traveling with more than one service animal, JSX will make every reasonable effort to accommodate the space needed.

Your animal(s) must fit within the footprint of your seat(s). If your animal(s) is too large to fit in a single footprint in accordance with FAA safety regulations, you may purchase a second seat to guarantee travel or wait for a flight that has suitable empty seats available.

- All animals must remain on the floor, unless the animal is no larger than a lap infant and is well-behaved, then the animal may remain in your lap.
- An animal must be trained to behave properly in a public setting and under the control of the handler at all times.
- Any aggressive or disruptive behavior may result in denying travel to the animal and Customer. Disruptive behavior includes but is not limited to the following:
  - Barking excessively and not responding to commands
  - Aggressive behaviors towards other Customers or animals (e.g., biting, growling, snapping, lunging, etc.)
  - Relieving themselves in the aircraft cabin or places other than designated pet relief areas
  - Jumping on Customers, animals, or JSX Crewmembers
  - Occupying an aircraft seat or seatback tray table
  - Eating off seatback tray tables

Service animals are prohibited from emergency exit rows and the aisle. Service animals may not occupy a seat. Please inform the Airport Services Concierge upon check-in if you are traveling with a service animal.

If an animal does not meet the qualifications to travel as a trained service animal, the animal may be eligible to travel in accordance with our Pet Policy.

NOTE: THERAPY OR EMOTIONAL SUPPORT ANIMALS, WHICH PROVIDE AFFECTION OR COMFORT TO MEMBERS OF THE PUBLIC AND ARE NOT TRAINED TO PERFORM A SPECIFIC TASK(S) FOR AN INDIVIDUAL RELATED TO A DISABILITY, ARE NOT ELIGIBLE TO TRAVEL AS A SERVICE ANIMAL IN ACCORDANCE WITH OUR PET POLICY.

Click here to download the Service Animal *Department of Transportation (DOT) Form*.

Traveling Internationally with Pets or Service Animals

All travelers traveling outside the U.S. with any pets or service animals must comply with the corresponding guidelines below. Failure to complete these steps can result in denied boarding.

Travel from the U.S. to Mexico

- When traveling to Mexico with a dog, you will need a New World Screwworm (NWS) Inspection Certificate ("Certificate") completed by a U.S. Department of Agriculture ("USDA")-accredited veterinarian, issued no more than five days before you enter Mexico. The Certificate will be verified at check-in.

  The Certificate is available online using the following link: *https://www.aphis.usda.gov/sites/default/files/pet-dogs-nws-inspection.pdf*.

  Different requirements apply for dogs that are originally from Mexico, and those flying through the U.S. from another country.

  To learn more, visit *https://www.aphis.usda.gov/pet-travel/us-to-another-country-export/pet-travel-us-mexico*.

  To find a USDA-accredited veterinarian, visit *https://vsapps.aphis.usda.gov/vsps/public/VetSearch.do*.

Travel to the U.S. from Mexico

- Dogs entering the U.S., including U.S. origin dogs returning to the U.S. after travel to Mexico, must be accompanied by a receipt for a completed CDC Dog Import form, to be presented at check-in. You can obtain the necessary receipt after completing the CDC Dog Import form online and submitting it at *https://survey.1cdp.cdc.gov/?form=556bcb90-1bca-4b01-8094-ad22a7169c32*.

  To learn more, visit *https://www.cdc.gov/importation/dogs/rabies-free-low-risk-countries.html*.
- Dogs entering the U.S., including U.S. origin dogs returning to the U.S. after travel to Mexico, must also be accompanied by a signed screwworm freedom certificate from a qualified veterinary official issued no more than five days prior to the dog's arrival in (or re-entry into) the U.S., to be presented at check-in.

  To learn more, visit *https://www.aphis.usda.gov/pet-travel/another-country-to-us-import/dogs#modal-link-cdc-alert*.

  To find a veterinary official in Mexico authorized to sign a screwworm freedom certificate, visit *https://www.gob.mx/senasica/documentos/directorio-de-mvra-en-clinicas-y-hospitales-veterinarios?state=published*.