

Service Dogs Are Free

We cannot charge pet cleaning fees, additional passenger charges, or luggage fees for service dogs according to the ADA. Customers only pay for the size of vehicle they need and anything not service dog related.

These are the only two questions we are allowed to ask about service dogs:

1. Is this a Service Dog?
2. What task(s) does the dog perform?

Please notice that it says service dogs, not service cats, birds, snakes, mini ponies, etc. These animals are not considered service dogs.

Service dogs must be trained, and maintain good behavior at all times. If they jump on people, growl, bite, pee, poo or misbehave, we are allowed to treat them like a normal pet and charge cleaning fees according to the DOT.

Customers can also be required to fill out and submit a [DOT Service Dog Behavior Training Form](#) at least 48 hours prior to travel. These forms are standard requirements of all the airlines, so the customer should have one and be able to email it to us.

Please follow this policy, we don't want any lawsuits for not following ADA Rules and Regulations.