

Terms and conditions pet on board

At JetSMART Airlines we want your pet to be able to travel SMART. The transportation of your pet in the cabin is a service to which the conditions of baggage transportation will apply, for all legal purposes, a circumstance accepted by the passenger and by the person contracting the service, if different, and will be conditioned to the payment of the respective service according to the value informed during the contracting process, and to the fulfillment of the terms of service.

To ensure the standard of care for our passengers and the care of your pet, the provision of this service is subject to the following terms and conditions:

- The cabin pet service is only available on direct, non-connecting flights, and the reported value of the service is a per passenger, per leg value.
- Only dogs and cats of docile behavior are allowed on board, without prejudice to the exclusions duly indicated in this document. The transportation of other pets is not allowed.
- A passenger may only transport one (1) pet (dog or cat).
- The maximum number of pets to be transported on each flight is four (4). In consideration of the above, the provision of the service will always be subject to availability, which must be consulted by the passenger through the Contact Center at least forty-eight (48) hours in advance, counted backwards from the departure of your flight;
- The maximum allowed weight of the pet plus the container is ten (10) kilos, they must be at least three (3) months old, cannot be in a state of pregnancy, cannot be under the effect of tranquilizers and cannot have a bad odor or generate noises that disturb passengers and / or crew;
- Passengers using this service must make sure that their pets are in appropriate health conditions for transportation under the highest safety standards, and agree to be responsible for their care, medication and attention during the entire trip, as well as for any contingencies that may arise from this.
- Acceptance for animal transportation is subject to the condition that the passenger assumes full responsibility for the animal. JetSMART Airlines will not be liable for damages, losses, delays, illness or death of the animal in the event that it is denied entry or transit through any country, state or territory.
- Passengers making use of this service are responsible for procuring, paying for and arranging for all valid health and vaccination certificates, entry permits, International Veterinary Certificates and all other documents and/or procedures required by the states of departure and entry.
- Pets must travel and remain during the entire course of the flight in a soft, personal and closed container in which they must enter standing up, and that positioned under the front seat has the following characteristics: 38 centimeters long; 35 centimeters wide; 22 centimeters high; It must have waterproof/absorbent floor; It must have adequate ventilation so that the pet can breathe without problems.
- Passengers using this service may not travel in a front row seat or emergency exit row;

- Since not all pets have the physiological conditions necessary to be transported safely by air, and notwithstanding the fact that it is the ultimate responsibility of the passenger to ensure that your pet has the necessary physiological conditions.

Notwithstanding other documentation and procedures that may be required by JetSMART Airlines or by the competent authorities, the acceptance and transportation of the pet on domestic flights is subject to the presentation of the following documentation at the counter, at least two (2) hours before the departure of the flight: Certificate issued by a veterinarian (in the Republic of Argentina, according to the model provided by the Council or College of the Jurisdiction) with a validity of no more than 10 days counted backwards from the date of the flight, stating its age and breed, and certifying that its state of health is suitable for it to make the trip; Without prejudice to other documentation and procedures that may be required by JetSMART Airlines or by the competent authorities, the acceptance and transport of the pet on international flights is subject to the presentation of the following documentation (original and photocopies), at least three (3) hours before the flight departure date:

- Certificate issued by a veterinarian (For flights made from or to the Republic of Argentina, according to the model provided by the Council or College of the Jurisdiction) with a validity of no more than 10 days counted backwards from the date of the flight, that shows its age and breed, and that accredits that its state of health is apt for it to make the trip;
- Zoosanitary Export Certificate (CZE), issued by the Agriculture and Livestock Service (SAG), if applicable, and/or International Veterinary Certificate (CVI) issued by the National Service of Health and Agrifood Quality (SENASA) of Argentina, if applicable, which certifies that the pet meets the entry requirements of the country of destination.

Consult the requirements demanded by the country of destination at <http://reqpecuaria.sag.gob.cl/> (see information below for Argentina).

Notwithstanding the above, the transportation of the pet is subject to the health and documentation restrictions established by the health authority of each country, so it will be the passenger's responsibility to be informed of them and will be responsible for any cost derived from their compliance.

For the Republic of Argentina, both the entry and exit of pets (dogs and cats) in temporary character, as well as their internal transportation, is the sole responsibility of the passenger, who in addition to the presentation of the above mentioned requirements, is obliged and responsible for knowing and complying with all the documentary requirements and procedures imposed by the competent health authorities. For further information, we urge you to contact: Documentation and Public Information Department of SENASA through any of these channels: E-mail: cdei@senasa.gob.ar. Telephone numbers: (54-11) 4121-5460/5461 - Toll free: 0800-999-2386. Office hours: Monday to Friday from 9:00 am to 5:00 pm.
http://mascotas.senasa.gob.ar/index.php/consultar_requisitos
<http://mascotas.senasa.gob.ar/index.php/default/index>.

For flights originating from or to Brazil, an IVC (International Veterinary Certificate) or a passport is required for the transit of dogs and cats (for countries with which Brazil has an equivalence agreement), issued by GEOGLAM (Brazilian acronym VIGIAGRO), International Agriculture Monitoring Initiative).

Resolution No. 280 of the National Civil Aviation Agency determines that guide dogs must be transported free of charge on the floor of the aircraft cabin, next to their owner and under his control, equipped with a harness and are exempt from using a muzzle. The guide dog must be accommodated so as not to obstruct the aircraft corridor, and must carry certificates attesting to the fact that they are guide dogs. In addition, the requirements of the national health authorities and those of the country of destination must be complied with.

With reference to the transport of guide dogs, for the Federative Republic of Brazil, the rules established in Resolution 280 of ANAC - National Civil Aviation Agency apply (For further information, please consult: https://www.anac.gov.br/assuntos/legislacao/legislacao-1/resolucoes/resolucoes2013/resolucao-no-280-de-11-07-2013/@@display-file/arquivo_norma/RA2013-0280.pdf)