



COM-21-010

Tuesday, January 26<sup>th</sup>, 2021

## Update - Service and Emotional Support Animal Acceptance Policy

On December 10, 2020, the U.S. Department of Transportation (DOT) published changes to the regulation of transporting service animals by air.

Under this new regulation, we have adjusted our policy for accepting service and emotional support animals:  
Effective **February 1, 2021**:

- Copa Airlines will accept the transportation of service dogs on all destinations.
- Emotional support dogs will be accepted only on routes where they are recognized in the country's regulations, i.e. to or from Brazil, Canada, Colombia and Mexico. In these cases, the transportation of the emotional support dog will be accepted on all segments of the passenger's journey.

**Note:** Transportation of emotional support dogs to all destinations will be accepted for passengers with tickets purchased prior to February 1, 2021, with travel dates through February 28, 2021.

### RELEVANT UPDATE

	Before	Update
Emotional Support Dogs	<b>To/from Brazil, Canada and the United States</b> Only one (1) emotional support dog per passenger is accepted, with no restriction on the number of emotional support dogs per flight. This exception is respected throughout the passenger's itinerary.	<b>To/from Brazil, Canada, Colombia and Mexico</b> Only one (1) emotional support dog per passenger is accepted, with no restriction on the number of emotional support dogs per flight. This policy is respected throughout the passenger's itinerary.
	<b>To/from other destinations</b> Only one (1) emotional support dog per passenger and two (2) emotional support dogs per flight.	<b>To/from other destinations</b> Transportation of emotional support dogs is not allowed. Passengers may request our in-cabin pet service or Copa Pets.
		<b>Exception:</b> Transportation of emotional support dogs from/to Costa Rica is accepted as long as the passenger presents a certificate stating the need for an emotional support dog due to a disability.

### Additional Information

Click her to view [DOT form for transporting service animal](#) when travelling to/from the United States.