

Traveling with an Emotional Support Animal

In order for a Customer to travel with an emotional support animal, the Customer must provide to a Southwest Airlines Employee current documentation (not more than one year old) on letterhead from a mental health professional or medical doctor who is treating the Customer's mental health-related disability stating:

- 1) The passenger has a mental or emotional disability recognized in the Diagnostic and Statistical Manual of Mental Disorders - Fourth Edition (DSM IV)
- 2) The passenger needs the emotional support or psychiatric service animal as an accommodation for air travel and/or for activity at the passenger's destination
- 3) The individual providing the assessment is a licensed mental health professional, and the passenger is under his or her professional care **AND**
- 4) The date and type of the mental health professional's or medical doctor's license and the state or other jurisdiction in which it was issued.

*Southwest Airlines does not accept for transportation therapy dogs or exotic animals.

Please note that Customers traveling with an assistance animal or an emotional support animal may not sit in an emergency exit seat.