

CertaPet's ESA Travel Letter Fact Sheet:

What is CertaPet?

CertaPet acts as an online portal to connect patients with licensed mental health professionals who can write them a recommendation for an emotional support animal and provide ongoing treatment options.

Evaluation Process:



Pre Assessment Survey



Clinical Assessment



Receive treatment plan and ESA letter

IF QUALIFIED FOR EVALUATION →

Connect with licensed mental health professional

IF APPROVED BY LMHP ↑



Are the Mental Health Professionals licensed?

- Yes, all Mental Health Professionals have all their credentials to evaluate and recommend a patient for an ESA Letter.



We have Mental Health Professionals in all 50 states.

Does everyone get an ESA Letter from CertaPet?

- No, CertaPet does not provide the ESA Letter. CertaPet is a telemental health website in which patients are connected with LMHPs. The LMHPs do the evaluation and provide treatment recommendations that may or may not include an ESA Letter.



According to the US Department of Transportation, what is required to travel with an ESA?

"Airlines may require documentation that is not older than one year from the date of your scheduled initial flight that states:

- You have a mental or emotional disability that is recognized in the Diagnostic and Statistical Manual of Mental Disorders (DSM);
- You need your emotional support or psychiatric support animal as an accommodation for air travel and/or for activity at your destination;
- The individual providing the assessment is a licensed mental health professional and the passenger is under his/her professional care; and
- The licensed health care professional's; Date and type of professional license; and Jurisdiction or state in which their license was issued." *

* See the attached documentation to your specific airline.

How do you evaluate your Licensed Mental Health Professional (LMHP)?

- At CertaPet we go through a rigorous process to ensure that our Mental Health Professionals are properly licensed and credentialed before we connect them with clients.
- License verification is publicly available. Any LMHP can be searched by state and the listed credentials (LCSW, LPC, LMFT, etc.)

How do I know the ESA Letter is real?

- All ESA letters have the LMHP license number and credentials. These can be confirmed by accessing their state-regulated website.

for more information: certapet.com

CertaPet's ESA Travel Letter Fact Sheet:



Frontier ESA Document Requirements:

Beginning November 1, 2018, Frontier is changing their policy for accepting emotional support animals (ESAs) on their flights. Required documentation **must be submitted 48 prior flight:**

- ___ Frontier Medical/Mental Health Professional Form (valid for 1 year from date signed)
- ___ Frontier Animal Behavior Acknowledgment Form

Note: A customer traveling with an ESA on an international itinerary is solely responsible for researching and complying with applicable laws, requirements, and/or procedures of each country on the customer's itinerary with respect to the acceptance of the animal.

Onboard

- A customer traveling with an ESA cannot sit in an emergency exit row.
- An ESA can be placed on the aircraft floor or on the customer's lap (provided the animal is no larger than a child under the age of two).
- The ESA must be in a carrier that can be stowed under the seat in front of the customer or on a leash at all times while in the airport and onboard the aircraft.

EMOTIONAL SUPPORT AND SERVICE ANIMALS CANNOT:

- Extend into the aircraft aisle
- Eat off seat back tray tables
- Occupy a tray table
- Occupy an empty seat or encroach upon a neighboring seat



Animal Behavior

- The ESA must be trained to behave properly in a public setting and remain under the control of the handler at all times.
- An ESA that engages in disruptive behavior may be denied boarding. Examples of disruptive behavior include (but are not limited to):

- Barking, scratching, or excessive whining
- Growling, biting, lunging
- Urinating or defecating in the cabin or gate area



Animal Restrictions

- Each customer may bring **only one ESA** on the flight.
- The ESA must be either a **dog** or a **cat**.



Note: If a passenger believes their rights under the Air Carrier Access Act are being or have been violated, direct them to speak with a Complaints Resolution Official (CRO). A CRO is the airline's expert on disability accommodation issues. Airlines are required to make one available to passengers, at no cost, in person at the airport or by telephone during the times they are operating. (<https://airconsumer.dot.gov/guide/mod4/CRO.html>)