



## Guidance Note for Airports to Provide Checking Facilities for Recognised Assistance Dogs

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- European Regulation (EC) No. 1107/2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air places obligations on airport managing bodies to provide services for handling recognised assistance dogs (guide dogs and other assistance dogs) at airports.
- Therefore, to ensure that recognised assistance dogs can enter Great Britain on any Community air carrier, airports in Great Britain must have appropriate checking facilities in place to confirm assistance dogs meet the requirements of the Pet Travel Scheme (PETS). These checks involve verifying the animal's identity (its microchip/tattoo) and ensuring official documentation (the EU pet passport or Third Country health certificate) is valid and complete.
- Airports in Great Britain with facilities to handle recognised assistant dogs on arrival in Great Britain are required to comply with the standard protocol (and annexes) agreed with the Animal and Plant Health Agency (APHA). These documents can be viewed and downloaded from <https://www.gov.uk/take-pet-abroad>. They set out the procedures that need to be in place at airports for carrying out PETS checks including the process if an assistance dog fails the checks.
- The airport must have in place a PRM (Persons with Reduced Mobility) service provider who will need to be trained in the pet checks procedure and what to do if a recognised assistance dog fails those checks. The PRM service provider may either be employees of the airport or sub-contracted to a third party (e.g. an air carrier). The airport will need to liaise with their local APHA office for training and advice. Contact details for APHA are available at <https://www.gov.uk/government/organisations/animal-and-plant-health-agency/about/access-and-opening#centre-for-international-trade>.
- The basic facilities needed by an airport to carry out PETS checks on assistance dogs include a microchip scanner (compatible with ISO standard 11784 and applying HDX or FDX-B technology), a secure holding room and cage and a Service Level Agreement (SLA) with a quarantine carrier and quarantine kennel (both have to be approved by APHA) which forms the basis of a call-off arrangement in the event of a recognised assistance dog failing its PETS check at the airport.
- To ensure airports in Great Britain have appropriate facilities in place for PETS checks and are capable of handling recognised assistance dogs on arrival in Great Britain, APHA will complete a walk-through of the airport checking facility. When APHA is satisfied with those facilities it will recommend that the airport is listed for this purpose. Details of airports in Great Britain with appropriate facilities to perform checks will be listed at <https://www.gov.uk/pet-travel-information-for-pet-owners> and accessible to all Community air carriers and customers.
- Community air carriers are not permitted to transport recognised assistance dogs to airports which do not have the appropriate facilities in place to carry out PETS checks. It is therefore imperative that airport managing bodies put in place a PRM service provider (or sub-contract this service to a third party) and be in a position to provide checking facilities for recognised assistance dogs as soon as possible to ensure they are complying with their legal obligations under EU Regulation No. 1107/2006.
- It is the responsibility of the airport managing body to ensure that any proposed changes in their PRM service provider or contact details are notified to their local APHA office so that any further training can be considered. In addition, to ensure that APHA records and guidance is kept up to date, any changes must be forwarded to the Import Team at the Centre International Trade [Imports@apha.gsi.gov.uk](mailto:Imports@apha.gsi.gov.uk):

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The Animal and Plant Health Agency is an Executive Agency of the Department for Environment, Food and Rural Affairs working to safeguard animal and plant health for the benefit of people, the environment and the economy.