

# 业务通告

Notice



北京首都航空有限公司

BEIJING CAPITAL AIRLINES

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密 级 CONFIDENTIALITY 公开

## 关于下发首都航空辅助动物运输要求的业务通告

### Notice on Support Pets Transportation

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通告内容 CONTENT	各单位： 为规范首都航空旅客携带服务犬上机的运输原则，明确服务犬运输信息传递机制，特下发此业务通告，请各单位遵照执行。 1. 制定依据 1) 国内航班：中国民用航空局〔2014〕105号《残疾人航空运输管理办法》。		

2) 国际航班 : 美国联邦法规第 14 节第 382 条款——不歧视残疾人的空中旅行规定。

3) 海关总署 2019 年第 5 号《关于进一步规范携带宠物入境检疫监管工作的公告》。

## 2. 服务犬定义及适用范围

2.1 服务犬是指是指为残疾人生活和工作提供协助的特种犬 , 包括辅助犬、导听犬、导盲犬。

### 2.2 适用范围

服务犬种类	旅客类型
导盲犬	视力限制旅客
导听犬	听力限制旅客
辅助犬	精神残疾旅客 ( 国内航线 ) / 需要情感支持的旅客 ( 国际及地区航线 )

备注 : 对于我司国内航线 , 精神残疾等级为一级及二级的旅客应由年满十八周岁、具有完全民事行为能力的成人陪伴乘机。

## 3. 运输原则

对于服务犬是否在客舱或货舱中运输 , 地面工作人员要考虑以下因素 :

- 1) 动物是否过大或过重导致客舱无法容纳 ;
- 2) 动物是否对其他人的健康或安全造成直接威胁及是否会严重扰乱客舱服务 , 如在登机口随意跑动、不断对他人嗥叫或者低吠、咬人或者攻击他人、在客舱或者登机门区域大小便等 ;

如果这上述情形均不涉及 , 首航允许在客舱内运送服务犬。否则 , 在货舱中运输。

### 3.1 安全前提原则

- 1) 在符合安全规定的前提下 , 服务犬进入客舱后不能引起混乱或影响安全 , 不阻碍通道或者其他紧急撤离路线 , 不对其他旅客造成身体或者安全上的威胁 , 不影响空中服务 ;

- 2) 在服务犬对旅客或机组人员造成直接威胁 ( 例如动物表现出危险行

为)时,限制服务犬登机;

3)在为旅客发放座位及在旅客登机后,应尽量考虑其他旅客的担心并采取解决措施,如让携带服务犬的旅客和被服务犬打扰的旅客的座位互相远离;

### 3.2 合法合规原则

1)禁止非限制旅客以需要动物辅助、携带服务犬进入客舱为由,出示造假文件或从事非法动物走私活动从而将宠物带入客舱的行为;

2)限制旅客携带服务犬进入客舱,需遵守各国出入境及过境政策的要求;

3)我司允许限制旅客携带符合承运条件的服务犬进入客舱,每名旅客携带服务犬数量以各出、入、过境国政策要求为依据;

### 3.3 递进处置原则

1)不能因为服务犬可能冒犯或打扰机组成员或旅客而拒绝旅客携带服务犬登机;

2)如果其他旅客因为服务犬而感到恼怒或冒犯,在可能的情况下应为不满的旅客重新安排座位,而非限制服务犬登机;

3)符合登机条件的限制旅客的座位无法容纳服务犬,应安排旅客和动物转移到可以容纳动物的位置(如果飞机上有)。

4)如果需要将旅客转移到可以容纳服务犬和旅客的位置(例如找到愿意与动物共享脚部空间的旅客),客舱乘务员应该先与其他旅客沟通一致;

5)不能因服务犬可能会占用相邻座位的部分脚部空间(不妨碍其他旅客正常使用脚部空间)而拒绝或允许动物陪伴在主人座位旁边;

6)仅在以上方案均无法满足服务犬乘机要求时,首航可以安排旅客稍后乘坐空间更大的航班或将动物放置在货舱内。

## 4. 承运限制

1)服务犬品种限制:犬类,具体品种无限制。(若狗的行为存在安全

隐患或者体型过大，服务犬可能被限制登机)

2) 承运数量限制：

出境中国：以入境国要求的数量限制为准；入境中国:1人仅限1只。

(体型过大/过重限制请参考宠物托运标准)

3) 申请时限：至少在航班计划起飞时间前24小时申请。

4) 收费标准：服务犬为免费运输，不收取运输费用。

5. 服务犬运输证明文件

5.1 国内航班

1) 有效《动物检疫合格证》，即动物体检健康证明；

2) 有效的服务犬身份证明，如：《动物工作证》或《动物身份证》、《动物训练合格证明书》。

3) 服务犬疫苗注射证明。

4) 旅客本人有效的《中华人民共和国残疾人证》。

备注：国内航线携带服务犬的旅客必须为残疾旅客且持有《中华人民共和国残疾人证》，无《中华人民共和国残疾人证》的旅客均不允许办理服务犬进客舱服务。

备注：《中华人民共和国残疾人证》须由旅客本人户口所在地市县(区)级残联颁发。销售人员可以通过：<http://2dzc.cdpf.org.cn/cdpf> 网站对《中华人民共和国残疾人证》有效性进行核查。(详细信息见附件

1)

5.2 国际及地区航班

有关证件要求可参考最新《TRAVEL INFORMATION MANUAL》，或咨询相关国家的领事馆或大使馆及通过相关国家政府网站进行查询。

旅客应在申请前为服务犬备妥下列文件：

**入境其他国家**

1) 相关政府(目的地/中转地)核发的有效出境/入境文件；

2) 妥善的备齐所有行程中涵盖的入境/过境国要求的入境许可、健康

证明、疫苗注射证明。同时，作为判断是否为辅助工作犬的依据，可以要求旅客出示（非必须）有效的《动物训练合格证明书》、《动物工作证》或《动物身份证》。

3) 任何行程中涵盖的入境/过境国政府要求的额外特殊文件。

### **入境中国：**

1) 请遵守首都航空 GSS2019029 号《关于国际航线宠物运输规定》业务通告中的要求；

2) 除上述文件外，携带辅助犬的旅客本人还需要出示以下文件：

对于携带“辅助犬”的旅客必须出示由执证精神健康专家（包括治疗旅客精神或情绪障碍的医生）开具的通行文件，否则只能作为宠物运输；

备注：通行文件由执证精神健康专家（包括治疗旅客精神或情绪障碍的医生）填写证明文件开具距旅行时间不超过一年，须注明：

- a. 旅客患有已确认的精神或情绪疾病且旅客在航行中或/或抵达目的地后需要动物进行精神及情绪支持；
- b. 评估人是正在为旅客提供治疗的执证精神健康专家，执证精神健康专家包括专门治疗旅客精神或情绪疾病的医生；
- c. 精神健康专家执照的日期和类型以及颁发执照的国家或管辖区域；
- d. 精神健康专家联系电话及办公室地址。

5) 如果航行时间超过 8 小时，需要旅客提供文件证明动物无需排泄或排泄方式不会引起健康或卫生问题。（附件）

### **6. 运输流程**

#### **6.1 旅客预约**

1) 预约渠道：国内始发旅客可在航班始发地首航直属售票处或首航授权的售票代理人预约申请。境外始发旅客可联系境外办事处预约申请。

2) 预约时限：携带服务犬旅客必须在航班离站 24 小时以前提出乘机要求。

3) 销售单位职责：

- a. 销售单位需审核旅客及服务犬的状态、运输文件；
- b. 如经判断、申请，我司同意承运，销售单位提示旅客旅行之日需携带牵引绳、动物清洁卫生用具（如宠物尿垫等）及动物专用口罩。  
备注：涉美航线动物口罩不做强制要求，仅建议旅客携带。
- c. 销售单位人员出票时为旅客在系统中预选座位。
- d. 单据填写：售票处/售票代理人协助旅客根据要求填写相应的《服务犬申请单》。《服务犬申请单》一式四份，售票处、始发站值机柜台、旅客本人、客舱乘务员各留存一份。
- e. 对于我司国内航线，精神残疾等级为一级及二级的旅客须由年满十八周岁、具有完全民事行为能力的成人陪伴乘机。
- f. 在销售系统中录入服务犬代码 PETC。

6.2 信息通报

- 1) 销售单位经过证件查验及初步判断后，以邮件形式通报客户服务席，根据客户服务席的答复，决定是否出票；
- 2) 客户服务席接到请示后立即协调各相关保障单位，接到信息后 1 小时内，最晚不得超过航班起飞前 23 小时做出是否可以承运的意见，并将反馈意见通知售票处及 AOC 带班主任备案。
- 3) 客户服务席需将旅客乘机信息通报至一线保障单位(含我司乘务调度席)，提示各单位做好保障准备。

6.3 值机保障

- 1) 办理时间：旅客携带服务犬和证明文件于航班正常开始办理值机手续前 90 分钟到达值机柜台办理乘机手续；
- 2) 检查文件：值机员根据运输文件要求，查验旅客携带证明文件，查看旅客《服务犬申请单》并留存一份；
- 3) 检查服务犬：值机员向旅客询问动物情况，对动物健康、行为等情况进行复核，提醒旅客在飞行过程中看管好携带的服务犬，同时告知

国内航线旅客在登机前需为服务犬系上牵引绳索、宠物卫生用具及动物专用口罩（如不为服务犬佩戴口罩，需征得服务犬活动范围内相关旅客同意）。国际航线要求旅客为服务犬系上牵引绳索。

#### 4) 座位发放：

a. 地面服务人员根据旅客预定座位为旅客发放座位。若航班不满，相邻座位不建议发放,或者最后发放。值机发放座位时，尽量让携带服务犬的乘客和其他特殊旅客（如孕妇、无陪儿童、婴儿、病患等）的座位相隔 3 排以上。

b. 若销售单位未提前为旅客预留座位，对于携带服务犬的限制旅客，地面服务人员应参见《地面服务手册》限制旅客座位安排原则，提供相应区域前舱座位、其他适合的座位或根据旅客需要安排座位。如旅客要求，可安排在过道座位（服务犬趴在旅客的脚下或前排座椅的下方）；

c. 服务犬允许在客舱中与旅客相伴，如果旅客需要可以购买额外占座，购买了额外占座的旅客，服务犬应趴在旅客的脚下或前排座椅的下方。服务犬的安置位置不得阻塞紧急出口。

#### 5) 单据交接

a. 同时申请特殊旅客服务的旅客，地面特服人员领取填写完成的《服务犬申请单》，将单据带上飞机交接乘务员。

b. 携带服务犬但未申请特殊旅客服务的旅客，值机人员提示旅客自行携带填写完成的《服务犬申请单》并于登机后交与乘务人员。

6) 通报配载：值机员或离港控制人员应在航班截载前通知配载人员航班服务犬运输数量和重量。

#### 7. 服务犬不适宜客舱运输及后续处理

##### 7.1 不适宜客舱运输情况

1) 服务犬对其他人的健康或安全造成直接威胁(例如动物表现出危险、威胁行为，咆哮、扑向、或试图咬人飞机上的其他人员)；

2) 服务犬严重扰乱客舱服务(例如动物过重或过大导致客舱无法容纳,或在机舱服务中造成严重干扰(不受控的排泄))。

#### 7.2 不适宜客舱运输后续处理

1) 若服务犬因体积原因无法进入客舱运输,则建议旅客改签我司后续航班(宽体机型)或者改签外航,票务按照非自愿退改签处理。如果旅客同意托运,则服务犬按照宠物托运办理;

2) 若服务犬因安全原因无法进入客舱运输,地面服务人员与旅客协商后,可根据旅客意见为旅客改签后续航班或者按照宠物运输进行托运;

3) 如果服务犬因安全或体积原因无法进入客舱运输,经过多项措施仍不能放进客舱运输,并且服务犬种类不符合我司宠物托运的种类,则建议旅客改签。

#### 4) 服务犬无法运输的后续处理

a. 当判定服务犬不适宜客舱运输时,地面服务人员立即通报 AOC 客服席值班员,当日值班员应立即参与处置,视情况直接与旅客进行现场沟通,并第一时间将处置方案和沟通结果通报至当日部门值班领导,必要时由部门值班领导协助处理;

b. 客户服务席值班员了解情况后还需及时通报 AOC 带班主任。AOC 带班主任负责通报首都航空品牌人员;

c. 对于旅客申请而我司无法运输后,如旅客情况紧急,当地地面服务保障单位协助旅客签转有条件其他航空公司或选择其他交通方式。

7.3 服务犬逃逸应急处置原则:参照中国民用航空行业标准 MH/T 1059-2014《航空运输活体动物逃逸应急处置规范》(附件 2)。

8. 其他未尽事宜请按照《地面服务手册》相应标准执行。

All units,

To regulate the transportation principle of passengers with



service animals, clarify the operation information transmission mechanism, we now issue the special business tips. Please all of the units will comply with and execute the regulations.

### **1 Formulation Basis**

- 1) In accordance with 14 CFR (Code of Federal Regulation) Part 382 Nondiscrimination on the Basis of Disability in Air Travel.
- 2) 2014 [105] Measures for Air Transport for the Disabled (Trial) issued by the Department of Air Transportation of Civil Aviation Administration of China on Apr 30, 2009
- 3) The General Administration of Customs No. 5 of 2019, "Announcement on Further Regulating the Supervision of Carrying Entry and Quarantine of Pets" .

### **2 Define**

2.1 Service animals refer to animals with a documentary proof and specifically trained to help the disabled or animals necessary for emotional health of someone with a documentary proof, including guide dogs, hearing dogs, Emotional support animals. Service animals are restricted to dogs.

#### 2.2 Scope

Type of animals	Type of passengers
guide dogs	Passengers with Visual Impairment
hearing dogs	Passengers with Hearing Impairment
Emotional support animals	Passengers needs emotional support

Noted: For domestic routes, passengers with a mental disability level of Level 1 and Level 2 shall be accompanied by an adult who is at least 18 years of age and has full civil capacity.

### **3 principle**

Whether the service animal being carried in cabin or in cargo compartment shall be decided based on the following considerations: whether the animal is too large or heavy to be held in the cabin; whether the animal poses a direct threat to other passengers' health or safety; Whether the animal will disturb cabin service e.g. animals run randomly or constant barking to other people or willing to attack people or stool and urine everywhere; if there' s no problem, JD allows carrying service animals in cabin. Otherwise, it shall be carried in cargo compartment.

### 3.1 Security principle

1) In addition to be in compliance with safety regulations, service animals carried into the cabin cannot cause confusion or affect the safety, cannot obstruct the aisle or other emergency evacuation routes, cannot pose a threat to other passengers' body or safety, and cannot affect the air service.

2) A service animal can only be refused to be carried onboard when it poses a direct threat to safety.

3) JD should try their best to consider other passengers' worries (including animals exhibit dangerous behavior) and take measures, for example, to separate the passenger with service animal and the passengers who may be disturbed by such animal

### 3.2 Principle of lawful compliance

1) It is prohibited for passengers to carry their pets into the cabin as service animals by showing fake documents.

2 ) Passengers carrying service animal to cabin shall abide by

regulations of entry or transit point countries.

3 ) JD allow passenger to carry service animal into cabin on the condition that the number of service animals for each passenger shall meet the regulations of entry or transit point countries

### 3.3 Progressive disposal principle

1 )Passengers shall not be refused to be carried due to that their service animals may offend or disturb the crew or other passengers.

2 ) If other passengers are annoyed or feel offended by service animal, adjust the seat for the annoyed passenger if possible instead of refusing to carry service animal.

3 ) If the seats of impaired passengers qualified for taking flight are unable to hold service animals, carrier shall allow passengers and their animals to be arranged to a place (if any) where there' s enough room for the animals instead of placing animals into cargo compartment.

4 ) Carrier should negotiate with other passengers before it arrange the impaired passenger to a place where there' s enough room for him/her and service animal (such as there' s a volunteer who would like to share the space under seat with animal).

5 ) Carrier shall not refuse or allow the service animal to stay under the seat with its owner only based on that it may partially occupy the space under the neighboring seat (that is, it shall not affect other passengers' use of their space under seat)

6) JD may consider other unsatisfactory plans only when

there' s no other satisfactory alternate plan. For example, arrange limitation passengers to take following flight with a larger space or place their animal in cargo compartment.

#### **4 Restriction of transportation**

- 1) Service dog breed restrictions: dogs, unlimited to specific restrictions. (If the dog's behavior has a safety hazard or is too large for transport in cabin, the service dog may be restricted from boarding.)
- 2) Shipping quantity limit: if exports to other countries please see the requirements of local government. If imports to China, one person only can take one service dog.
- 3) Application time limit: At least 24 hours before the scheduled flight departure time.
- 4) Fees: Free

#### **5 Supporting documents**

##### 5.1 Domestic routes

- 1) Valid Animal Quarantine Certificate, the certificate indicates that the animal is healthy after physical examination;
- 2) Valid Qualified Certificate for Animal Training, Animal Work Permit or Animal ID.
- 3) Proof of service dog vaccine injection.
- 4) The People's Republic of China disabled Card

##### 5.2 International routes

Passengers shall prepare the following documents at least 7 days before departure.

- 1) valid exit/entry permit issued by relevant (destination or transit airport) governments

2) Valid Health Certificate and Rabies Vaccination Certificate issued by relevant authorities. Prepare all entry permits, health certificates and vaccination certificates required by departure/transit country involved in the whole journey. Requirements of relevant documents can refer to the latest TRAVEL INFORMATION MANUAL, or consult the consulate or embassy of relevant country or inquire on the government website of relevant country. Passengers may (not a must) be required to provide effective "animal training qualified certificate", "animal working permit" or "animal identification as the documents basis of judgment.

3) Additional special documents required by the government of departure/transit country involved in any journey.

4) Entering China: please see the requirements in the notice of GSS2019029 *Notice on Pets Transport International*

5) Passengers carrying emotional support animals must show current documentation issued by licensed mental health experts (including physicians treating passengers with mental or emotional disorders), otherwise, such animals can only be carried as pets.

Noted: The date of issuance of the certificate shall be within one year before the flight date and the certificate can prove that the passenger is suffering from confirmed mental or emotional disease and the passenger needs emotional support during flight or after arrived at the destination, and should indicate information as below:

(1) The assessor shall be the licensed mental health expert who

is now treating the passenger.

(2) The date, type, issuance country or jurisdictional area of the certificate provided by mental health expert.

(3) Licensed mental health experts include physicians specialized in treating passengers' mental or emotional disease. Passengers are suffering from mental health disorders; passengers are in need of animal given for their mental health status;

(4) The contact number and office address information of the licensed mental health experts.

6) If the flight time is more than 8 hours, impaired passengers shall provide certificate indicating that the service animal will not excrete or the way it excretes will not cause health or sanitation problem, and there' s no need to release animal or releasing animal will not cause health or sanitation problem.

## **6 Ground operation procedure**

### 6.1 Reservation Procedure

1) Passengers that departure from China may order the consignment of the service animals at the ticket office directly subordinate to JD or ticket agents authorized by JD. Passengers that departure from oversea stations may contact the overseas office of the Marketing Department.

2) Time limitation of reservation: passengers should apply for service 24 hours prior to the day of the flight.

3) Sales units obligation:

(1) Check the situation of the passenger and service animals and all necessary documents.

(2) Remind passengers to carry leash, sanitary tools, muzzle (not a mandatory) for service animals and ESA when taking flight to avoid others may mind that if application is approved.

(3) Make reservation and pre-lock seat for passengers.

(4) Fill in the documents: The ticket office/ticket agent assists the passenger to fill in the Application for Service animal Transportation as required. The "Application for Service animal Transportation" is issued in quadruplicate, and the ticket office, the check-in counter at the departure station, the passenger and the cabin attendant each keep one copy.

(5) For our domestic routes, passengers with a mental disability level of Level 1 and Level 2 must be accompanied by an adult who is at least 18 years of age and has full civil capacity.

(6) Enter the service dog code PETC in the sales system.

#### 6.2 Acceptance Approval Procedure

1) After preliminary assessment, sales unit shall inform customer service unit via phone and email with all details, ticket can be issued only when received OK to Accept confirmation from customer service unit.

3) Once received information, customer service unit shall coordinate with all relevant departments. Decision for the acceptance shall be made within one hour after receiving the request and no later than 23 hours before flight departure. After instruction given, customer service unit shall reply sales unit and AOC service control unit if the animal can be accepted immediately.

3) Customer service unit shall forward all relevant passenger

information to front line ground services departments as well as cabin crew dispatch unit for preparation.

### 6.3 Check in procedure

1) Check in time: passenger shall be at counter with service animal and relevant documents 90mins before check-in started to ensure enough time for processing.

2) Document verification: Check in staff shall verify the validity of all necessary documents according to requirements and check the passenger "Service Dog Application Form" and keep a copy.

3) Service animal check: check in staff shall observe and confirm with passenger to ensure the animal is in good physical conditions. Meanwhile remind passenger to put their service animal on the leash before boarding. And Domestic routes suggest passengers to wear muzzles for service dogs if other passengers mind. At the same time, remind passengers to take care of the service dogs they carry during the flight.

#### 4) Seat allotment :

(1) Staff shall allocate reserved seats for passenger; the adjacent seats shall leave empty if flight is not fully booked. Try to keep the passengers carrying the service dog and the seats of other special passengers (such as pregnant women, unaccompanied children, infants, patients, etc.) more than 3 rows apart.

(2) If seat was not reserved by sales unit, check in staff shall allocate front row seat, other suitable seat according to the guidance of ground service manual chapter 11.2.1.8 reserved seats for restricted passenger, isle seat may be assigned to



passenger upon request, the animal may rest beside passenger feet or under the seat in the front.

(3) In case passenger purchased extra seat, it is still required to rest their service animal besides their feet or under the seat in the front.

#### 5) Document handover

(1) If the passenger applies for special passenger service at the same time, the ground special service staff will receive the completed Application for Service animal Transportation and bring the document to the aircraft to hand over the flight crews.

(2) Passengers who bring service dogs but do not apply for special passenger services, the check-in staff should inform the passengers to carry the completed Application for Service animal Transportation and hand it to the flight crew after boarding.

6) Weight & Balance notification: Check in staff or departure controller shall inform load controller the number and weight of service animal on-board.

#### 7 Follow up actions when service animal unfit for carriage in cabin

##### 7.1 Circumstances of unfit for carriage in cabin

1) Service animal shows direct threat to the safety and health of others, such as growling, barking, bite or jump to others personnel.

2) The existence of service animal has great negative impact to cabin service, such as the animal is too large or heavy in size and weight to accommodate itself in cabin, or cause severer

disorder.

## 7.2 Follow up actions after denied acceptance of the animal into cabin

1) If it is due to large size, recommend passenger to rebook on other HU flight operated by wide body aircraft or endorse to other airlines ( The ticketing is processed on a non-voluntary basis ) , or check in the animal according to checked in pet handling procedure.

2) If it is due to safety and security, after negotiation ground staff may rebook passenger to following HU flight or check in the animal according to checked in pet handling procedure.

3) If the animal is unfit for carriage in cabin and also not the type allowed for check in as pet, then it is commended to endorse passenger to other airlines.

### 4) Report flow

(1) When it is determined the service animal is unfit for carriage in cabin, ground staff shall report the case to duty officer timely, duty officer, generally refers to local HU representative, duty leader of HNA ground service or other member companies of HNA group, shall in charge the follow up actions and communicate with passenger, finally report the negotiation result and disposal action to customer service unit.

(2) Duty staff of customer service unit shall report the case to AOC duty officer who is responsible of forwarding the information to Communication and Marketing Development Center, Customer Relationship Management Center.

(3) If passengers applied but our company refused to carry, and

	<p>passengers are under emergency and endangering the life safety of passengers themselves, local ground service unit shall assist to endorse their ticket to other possible airlines or find other means of transportation for them.</p> <p>7.3 The principle of service dog escape emergency disposal: Refer to the Civil Aviation Industry Standard of the People's Republic of China MH/T 1059-2014 "Air Transport Live Animal Escape Emergency Disposal Specifications" (appendix 2).</p> <p>8 For the content not mentioned above, please follow the ground service manual.</p>
<p><b>注意事项</b> <b>NOTES</b></p>	<p>以上要求自即日起执行，烦请遵照执行。</p> <p>The regulation will be carried immediately, please follow it.</p>

**服务犬运输申请书**  
Application for Service animal Transportation

旅客姓名 Name	电子票号 Electronic Ticket Number
航班号/日期 Flt No. / Date	航段 Route
动物年龄 Age	重量 Weight
动物类型 Type of Animal <input type="checkbox"/> 导盲犬 Guide dog <input type="checkbox"/> 助听犬 Hearing dog <input type="checkbox"/> 辅助犬 ESA	
证件查验情况（旅客证件是否齐全） Document checking <b>国内航线 Domestic flight:</b> <input type="checkbox"/> 动物检疫合格证 Quarantine Certificate <input type="checkbox"/> 服务犬身份证明 Certificate for Animal Training <input type="checkbox"/> 服务犬疫苗注射证明 vaccine injection Certificate <input type="checkbox"/> 中华人民共和国残疾人证 China disabled Card	
<b>国际及地区航线 International flight:</b>	
<b>入境中国:</b> <input type="checkbox"/> 检疫证书 Quarantine certificate <input type="checkbox"/> 狂犬病疫苗接种证书 Rabies Vaccination Certificate <input type="checkbox"/> 宠物电子芯片 Electronic chip <input type="checkbox"/> 狂犬病抗体检测报告(非指定国家) Reports of rabies antibodies (non-designated countries) <input type="checkbox"/> 精神类旅客通行文件（辅助犬） Documents for ESA	<b>入境其他国家:</b> <input type="checkbox"/> 出境/入境文件及许可 exit/entry permit <input type="checkbox"/> 疫苗注射证明 vaccination certificates <input type="checkbox"/> 其他入境/过境国政府要求的额外特殊文件 Additional special documents <input type="checkbox"/> 精神类旅客通行文件（辅助犬） Documents for ESA
服务犬器具是否齐全 Tools for service animal <input type="checkbox"/> 牵引绳 Ropes <input type="checkbox"/> 卫生用具（尿垫、尿不湿） Sanitary tools <input type="checkbox"/> 动物口罩（涉美航线非必须） Muzzle(Not must for China-US route)	
航行时间超过 8 小时需要乘客提供文件证明动物在飞行途中无需排泄或排泄方式不会引起健康或卫生问题，填写以下内容： Documentation is required stating your service animal won't relieve itself during the flight, or can do so in a way that doesn't create a health and sanitation issue.	
1. 请描述您采取了什么措施和步骤以确保您的动物不会在飞行途中排泄。 Describe what steps have been taken to prevent your animal from relieving itself during the flight. <input type="checkbox"/> 受过专业训练 <input type="checkbox"/> 其他措施，请说明：	

2. 如飞行途中您的动物需要排泄，请描述您将如何处理动物的排泄问题以确保机上卫生。  
 If your animal needs to relieve itself during the flight, describe how you would handle this to prevent a health and sanitation issue.

携带宠物卫生用具（尿垫、尿不湿）

其他措施，请说明：

**声明**

1. 旅客应承担服务犬的安全、健康和管理的全部责任。
2. 携带服务犬的旅客应遵守所有相关的政府要求、规定或限制，包括运输该服务犬所涉及国家或地区的准入许可、检疫证明等。
3. 旅客未能遵守以上要求规定，因未照管好所携带的服务犬而导致首都航空产生了任何财、物损失或其他费用，旅客应予以赔偿。
4. 若旅客所携带的服务犬被相关国家或地区政府拒绝过境或入境，首都航空不为此而导致的损失或费用承担无限责任。
5. 国内航线携带服务犬的旅客应为服务犬带上牵引绳、宠物卫生用具及动物专用口罩，如不为服务犬佩戴口罩，应征得服务犬活动范围内相关旅客同意。

**STATEMENT**

1. Passenger shall assume full responsibility for the safety, well-being.
2. Passenger is similarly responsible for compliance with all governmental requirements, regulations, or restrictions, including entry permits and required health certificates of the country, state, or territory from and/or to which Service Animal is being transported.
3. Any passenger who fails to control their animal in accordance with the above mentioned rules shall reimburse Beijing Capital Airlines for any loss, damage, or expense arising out Service Animal's behavior.
4. Beijing Capital Airlines shall not be liable for loss or expense, without limitation, if any Service Animal is refused passage into or through any state or country.

旅客本人同意（签名） I agree (Signature):

日期(Date):

备注

Remark

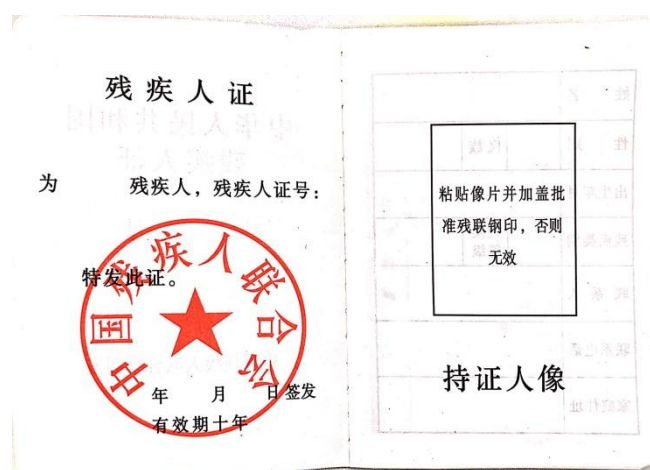
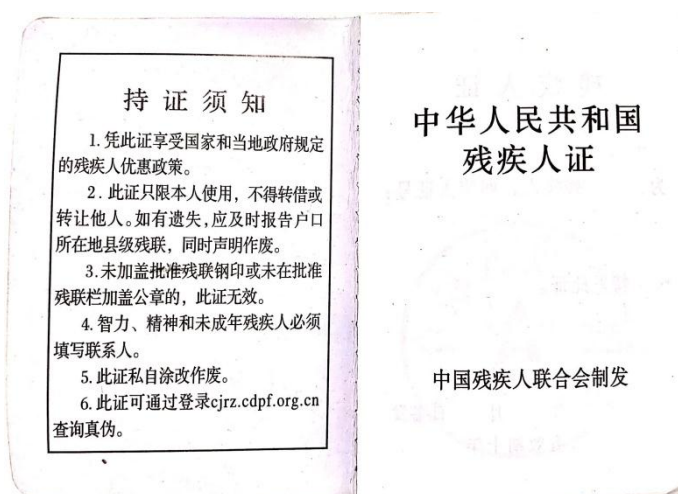
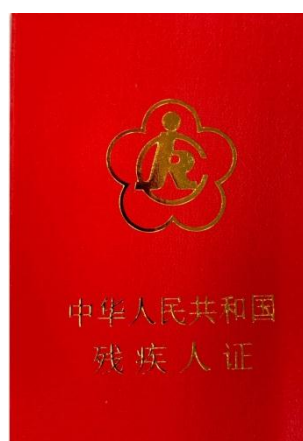
说明：此单一式四联，无碳式复写。第一联为出票联，由售票处留存；第二联为值机联，始发站值机单位留存；第三联服务联，由乘务员留存；第四联为旅客联。

Note: This application form consists of four forms without carbon copy. The first form is airline form to be kept by the department handling the passenger's application, the second form is the check-in form to be kept by the check-in counter, the third form is the crew form to be kept by the cabin crew, the fourth form is passenger form.

## 附件 1

### 《中华人民共和国残疾人证》相关知识

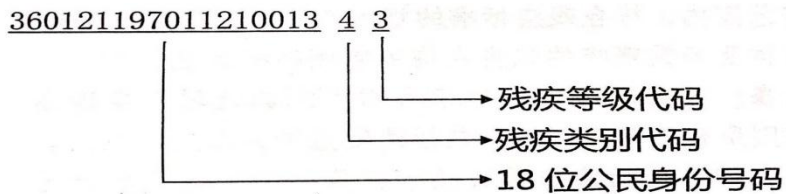
1. 残疾人证由中国残联统一招标印制，套印中国残疾人联合会印章，由省残联向中国残联指定的厂家统一订购。视力残疾人证采用红色外皮，其他类别残疾人证采用绿色外皮。有视力残疾的多重残疾人可采用红色外皮的视力残疾人证。(3代残疾证颁发后，将同步更新证件样例)



姓 名			
性 别		民 族	
出生年月			
残疾类别		残疾等级	
联 系 人			
联系电话			
家庭住址			

批 准 残 联	
	公 章 年 月 日

2. 残疾人证实行全国统一编码，编码格式一律实行 20 位编码，由 18 位公民身份证号加 1 位残疾类别代码、1 位残疾等级代码组成，如：



残疾类别代码：

- (一) 视力残疾：1；
- (二) 听力残疾：2；
- (三) 言语残疾：3；
- (四) 肢体残疾：4；
- (五) 智力残疾：5；
- (六) 精神残疾：6；
- (七) 多重残疾：7；

备注：国内航线服务犬申请仅针对视力、听力和精神残疾类别，残疾代码为：视力残疾：1；听力残疾：2；精神残疾：6。

残疾等级代码为：

- (一) 一级：1；
- (二) 二级：2；
- (三) 三级：3；
- (四) 四级：4。

备注：残疾等级分为一级到四级残疾，一级最为严重。

### 3. 《中华人民共和国残疾人证》核查流程：

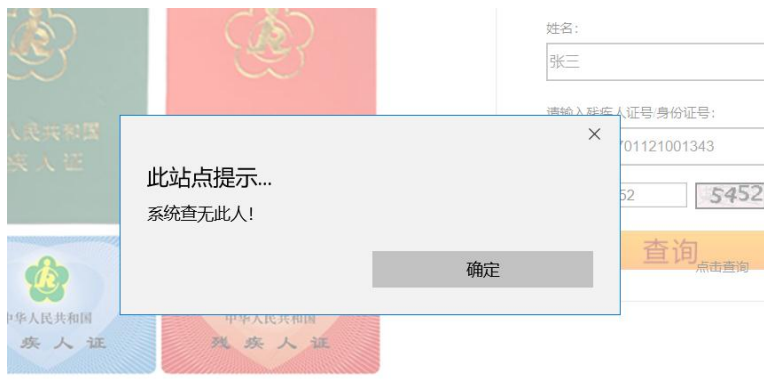
1) 打开中国残疾人联合会网站：



2) 依次输入旅客姓名、残疾人证件号（身份证号）、验证码后点击查询按钮。



3) 获取查询结果。





## 航空运输活体动物逃逸应急处置规范

### 1 范围

本标准规定了航空运输活体动物逃逸处置的基本要求和现场处置要求。  
本标准适用于作为航空运输货物或托运行李的活体动物逃逸应急处置。

### 2 规范性引用文件

下列文件对于本文件的应用是必不可少的。凡是注日期的引用文件，仅所注日期的版本适用于本文件。凡是不注日期的引用文件，其最新版本（包括所有的修改单）适用于本文件。

GB/T 26543 活体动物航空运输包装通用要求

IATA 《活体动物运输规则》(Live Animals Regulations)

### 3 基本要求

- 3.1 机场管理机构是航空运输活体动物逃逸应急处置的主体单位，应组织航空承运人及相关方制定动物逃逸应急处置总体预案。总体预案的内容应包括组织与实施机构、各机构职责、实施程序、处置措施、联络方式和设备配备等。
- 3.2 航空承运人及其地面代理人应根据总体预案制定动物逃逸应急处置预案，预案应至少包括机上应急处置程序和机场管理机构尚未到达现场时的地面先期处置程序。
- 3.3 机场管理机构应配备专业的应急处置与抓捕工具，如投射式抓捕网、电击器、围网、撒网、粘网、网套、钳式捕捉夹、束缚动物的绳套、包装附加网套、遮盖且能使已抓获逃逸动物安静的透气型包装苫布，以及围堵及追捕的动物的专用车辆等。
- 3.4 航空承运人及其地面代理人应根据应急处置预案配备动物捕捉工具，如苦车载货或行李的网套、防护型的手套及绳索等。应根据不同动物的特性确定有针对性的捕捉方法。
- 3.5 机场管理机构应组织航空承运人等有关单位进行本机场的活体动物逃逸地面应急处置培训及演练。
- 3.6 航空承运人及地面代理人应根据应急处置预案进行机上、货物及行李存储区域的动物逃逸应急演练。
- 3.7 在制定未曾运输过的活体动物逃逸应急处置方案时，航空承运人及其代理人应向托运人或相关专业机构咨询动物习性、运输注意事项、动物逃逸时的捕捉方法及应急电话；托运人或其代理人应按 IATA 《活体动物运输规则》的规定向航空承运人提供 24 h 内可以联系上的应急电话及相关应急措施。

### 4 地面现场处置

4.1 在客舱、货舱或货物及行李仓储区内发生动物逃逸时，航空承运人及其代理人应立即关闭货舱门或封锁仓储区通道，并：

- a) 报告机场应急处置部门；

- b) 通知托运人协助处理;
  - c) 针对逃逸动物的特性进行处置。
- 4.2 机场应急处置部门在接到动物逃逸的信息后,应立即启动应急预案并组织、实施处置。
  - 4.3 当发生有可能对人员造成伤害的动物逃逸时,应及时将无关人员疏散到安全区域。
  - 4.4 应尽可能将逃逸动物控制在不影响机场运行的区域内。
  - 4.5 应根据动物种类及特性按附录 A 规定的方法实施捕捉,捕捉时应避免动物受到惊吓产生过激行为。
  - 4.6 当逃逸动物影响航空器运行或危及人员安全时,应立即对逃逸动物进行有效处置。
  - 4.7 由机场管理机构处置后的逃逸动物,应及时移交给航空承运人或其地面代理人。
  - 4.8 航空承运人及地面代理人应按 GB/T 26543 及 IATA《活体动物运输规则》的包装要求对活体动物进行重新包装。必要时可使用附加网套对包装进行加固。

捕捉逃逸动物完毕后,应清点数量,与货运单或行李牌标明的货物内装数量进行核对,如数量不符,运输部门应立即报告机务、运行控制及航空安全管理部门,并宜有动物的主人或了解动物习性的人员或专业机构在机务部门协助下在飞机内作查找、抓捕及共同研究进一步的处置措施,包括一时无法查及或抓捕时的应对措施。

- 4.9 机场应急处置部门应根据需要及时报告空管部门。
- 4.10 捕捉过程中还应及时排除因包装破损而泄漏的水及动物排泄物,并应会同机务人员检查机内是否有线路或机件短路的隐患。发现短路情况,应立即报告应急指挥、消防部门及上级部门。

## 5 空中应急处置

在飞行过程中活体动物逃逸到客舱时,机组应立即报告空管和航空承运人运行控制部门,并按应急预案进行处置。机组人员应在确保航空器重量平衡及飞行安全的前提下,组织旅客有序躲避,并视情对逃逸动物进行控制。

**附录 A**  
**(规范性附录)**  
**逃逸动物捕捉方法**

**A.1 猫、犬类**

- A.1.1 发现猫、犬类动物逃逸到机舱内时，应在开启货舱或客舱门前，在舱门下面设置围网进行捕捉。如动物逃出机舱，应用发射式网或网套进行捕捉。
- A.1.2 对性格较温顺的犬类(如金毛犬、西施犬、苏格兰牧羊犬等)，应在开启货舱门后，对其进行安抚，然后再实施捕捉，捕捉动作不宜过激。猫类亦可采取同样方法进行捕捉。

**A.2 蛇类及其他爬行类动物**

- A.2.1 发现蛇类及其他爬行类动物逃逸时，捕捉前应查明是否为易对人造成伤害的动物(如毒蛇、鳄鱼、蟒、巨蜥、鳖等)。如为此类动物，应尽快联系货主或相关专业人员或机构(如动物研究机构、动物园与养殖机构、相关动物保护的行业组织或专业机构)到现场进行专业捕捉及处置。
- A.2.2 徒手捕捉时，应佩戴防护手套。
- A.2.3 应尽可能在机舱内实施捕捉。

**A.3 鼠类**

- A.3.1 鼠类在地面逃逸时，应尽量将其捕杀。
- A.3.2 鼠类在机舱内逃逸时，应立即进行捕捉。捕捉时应佩戴防护手套。

**A.4 凶猛、珍稀野生动物**

发现凶猛、珍稀野生动物逃逸时，应立即联系货主、野生动物保护部门或专业机构进行专业捕捉。

**A.5 鸟及禽类**

- A.5.1 在机舱内发生此类动物逃逸时，应关闭机舱门并在机舱门口设置粘鸟网，然后开启机舱门入内实施捕捉。
- A.5.2 当此类动物逃逸出机舱时，应立即报告空管部门并按机场驱鸟有关规定进行应急处置。

**A.6 水生动物**

- A.6.1 徒手捕捉鱼类时，应佩戴防滑或者防护手套进行捕捉。
- A.6.2 捕捉到逃逸的鱼类后，应及时放回非破损及泄漏的包装件内。