

TRAVEL WITH YOUR PET

Take your pet with you on Volaris flights.

General conditions of service

- It is allowed to transport pets on board in the passenger cabin as long as the sum of the weight of the container including the pet does not exceed 10kg.
- In the event that the weight of the container including the pet exceeds 10kg, it must be documented for transport in the aircraft's cargo compartment on the same flight as to the passenger.
- It is allowed to transport pets on board the aircraft in the cargo compartment as long as the sum of the weight of the container including the pet does not exceed 45kg.

Service restrictions

- Only dogs and cats can be transported as pets.
- Will not be accepted pets under 4 months age or nursing, sick, dead, violent or pregnant females; also, will not be accepted infected animals, living or dead.
- It is allowed only one pet per container or cage.
- The container must not have a perforated floor, wheels, or be closed with a padlock.
- Only 7 pets documented per flight can be transported.
- Only 2 pets can be transported on board in the passenger cabin per flight, and only one will be allowed per passenger.
- Sedated pets or pets that do not have their vaccination certificate, health certificate and other valid required documents will not be accepted.
- Pets that expel bad odor or are badly cleaned will not be accepted.
- Pets must wear a collar and leash or harness at all time.
- Animals that by their nature or behavior represent danger to the crew and passengers will not be transported on board in the passenger cabin.

Of the cost of the service.

The cost of on board and documented pet service can be consulted in the price list available in counters and sales modules of the airport or through the following link:

https://cms.volaris.com/globalassets/pdfs/esp/tarifas_servicios_adicionales.pdf?id=11780

Of the brachycephalic species.

If your pet belongs to the brachycephalic species, animals that have an excessively short snout due to their appearance, are flat and with a proportionally wide head, they usually have hereditary respiratory problems and are at greater risk of suffering heat shocks and respiratory disorders when exposed to stress or extreme heat, may not be transported in accordance with the official standard NOM-EM-121-SCT13-2017, which can be consulted at the following link:

http://dof.gob.mx/nota_detalle.php?codigo=5515461&fecha=08/03/2018

In virtue of the foregoing and in order to care for and safeguard the life of pets belonging to the species of brachycephalic, the breeds of dogs and cats of this species shall not be transported on board in the cabin or documented on the aircraft, of which are listed, among others, the following:

Dogs NOT allowed:

- Affenpinscher
- American Staffordshire Terrier
- Boston Terrier
- Boxer
- Griffon Bruxellois (Brussels Griffon)
- Bulldog (English and French)
- Staffordshire Bull Terrier
- Lhasa Apso
- Mastiff
- Pekingese
- Pit Bull
- Canary Mastiff
- Pug (all races)
- Shar-Pei
- Tibetan Spaniel
- Cane Corso
- Dogue de Bordeaux (Bordeaux Mastiff)
- English Toy Spaniel
- Japanese Chin
- Shih tzu

Cats NOT allowed:

- Burmese
- Persian
- Himalayan
- Exotic Shorthair

Documents required for pet's transportation.

- An original and a copy of the Vaccination Card that includes the anti-rabies (maximum one year from the date of application and at least 30 days before the date of flight) and current deworming (no more than 6 months from the date of return flight). The certificate must be issued by a veterinarian on letterhead and with the professional identification number.
- An original and a copy of the Health Certificate, issued by a veterinarian on letterhead and with the professional identification number duly signed and / or stamped, dated less than 5 days from the initial date of the trip. In the event that the return is later than 5 days from the issuance of the certificate, another must be submitted complying with the validity term.
- Sign the pet transportation form that will be provided in the airline's counters at the airport.
- An original and a copy of the export zoosanitary certificate issued by SAGARPA/SENASICA, in the case of flights from Mexico and to Central America.
- In the case of customers in Mexico with the Frequent Traveler Pet program, it's only required the official certificate issued by SENASICA with valid information and to fill the responsive pet form that will be provided in the airline's counters at the airport.

Of service animals and emotional support.

Service and emotional support animals may be transported at no cost according to the conditions established above, provided they meet the specific purposes of service or emotional support, being the passenger responsible for their care and management. The vaccination and health certificates must be presented with the aforementioned characteristics, as well as those corresponding to the purposes of service and emotional support.

Pets on board (transported in passenger cabin).

- It must be in an approved container for air transport, fully enclosed and measuring a maximum of 44 cm in length, 30 cm in width and 19 cm in height (17.5 x 12 x 7.5 inches).
- The pet must be able to stand and move inside the cage or container.
- In case the pet is a dog, the cage may be soft (cloth) or rigid (plastic) as long as it complies with the measures and requirements specified above.
- In case the pet is a cat, the cage must be rigid (plastic) and comply with the specified measures and requirements.
- The cage should go under the seat or in front of the owner. It must be insured at the time of boarding by means of a plastic strap that will be provided at the airport. Your pet can not leave it's cage during the flight for any reason.
- The owner cannot travel with the pet in emergency exit seats and must go in the window seats.
- In case the pet transported is a cat, the passenger and his pet should travel in the last row of the aircraft in a window seat.
- The owner of the pet must carry the necessary documents to transport it on domestic and international flights and must sign the pet transport form provided.
- The corresponding charge for the pet service on board must be covered.
- The passenger is responsible for the care, feeding and handling of the pet.

Of the Documented Pets

- The pet and the cage should not weigh more than 45 kg (100 lb) together.
- The cage must be of a rigid structure.
- It must be waterproof, well ventilated on all four sides and free of objects that could harm the pet.
- Must be scratch proof and with anti-leak closure.
- Must have handles to lift it.
- In case the cage measures more than 158 linear cm, a charge for oversize must be covered, in addition to the charge established for the transport of the pet.
- The pet should be able to turn freely on its own axis inside the cage.
- The cage must be labeled with the passenger's contact information and identification of the pet.
- The cage must have an aroma neutralizer. An absorbent material or sanitary stones can be placed in it.

- Food and water for pets (provided by the passenger), necessary for the journey, can be placed in the cage in spill-proof containers. Receptacles should avoid spills and the cage should contain absorbent material.

Pet documentation.

- Must be done with the same anticipation indicated to document baggage in flight.
- You must provide the required documents to the customer service adviser.
- You must fill out the pet transportation form that will be provided to you at the airport.
- You must make the corresponding payment for the pet service on board.
- Allow the staff to make a review in order to verify compliance with the transport conditions of your pet.