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## Air canada pet policy

A small dog and his owners were denied boarding an Air Canada flight from Quebec City to Toronto in April, although Shih Tzu was less than half the maximum weight allowed by the airline. Kristina Botticchio has travelled on several occasions with Whisky, a fully grown 8.5-pound dog. Most recently, she flew with her husband, family members and Whisky, to Quebec aboard WestJet. That trip went ahead without incident. She says she has often flown with her dog on other airlines, including Air Canada, without incident. But after arriving at Quebec City airport, an Air Canada service agent and a manager refused to allow the dog, or her owners, to board a return flight to Toronto. Botticchio had paid a fee so her dog could sit under the seat in front of her. He said it was inhumane, she said, and described the reasoning for denied boarding at the airport. The story continues under the ad Air Canada, contacted by Global News, admitted that it did not allow the dog or owner on board. We couldn't let the customer travel with their dog in the cabin because the dog was too big for the carrier, Air Canada spokesman Peter Fitzpatrick said in an email. Botticchio says the denial came as a surprise since she used an approved soft pet carrier, and the size recommended by the manufacturer for the dog's height and weight. When she and her husband couldn't fly home, she said they were forced to rent a car, at an extra expense, and make an eight-hour drive from Quebec to Toronto in bad weather. This makes me suspect that in fact the plane was overbooked and Air Canada was just looking for an excuse to get some passengers off, said Gabor Lukacs, who operates Air Passenger Rights in Halifax. The story continues under the ad De (Air Canada) has the right to set requirements for the transportation of pets, but once these requirements are in place, they must comply with them, Lukacs added. READ MORE: Flying with your pet: Tips for keeping the animal safe on a plane The agent had told Whisky's owners that he was too big for the carrier, but the dog's weight was well within the limit set in the airline's tariff. The rules state that the animal and its carrier cannot exceed 22 pounds in total. Air Canada further states that dogs must be able to stand up and turn around in the carrier. Global News observed that Whisky was able to do both in the carrier, which must fit under the seat. They have no legal excuse to deny them transportation, so they should pay them, Lukacs said, adding that denied boarding compensation is \$800 for each passenger. Although Air Canada has so far decided not to pay any compensation, it has now agreed to credit the value of the two planes that could not be taken as a result of the denial. This happened after Global News was contacted. Even Botticchio - who is familiar with the airline industry's regulations - is reluctant to fly with his pet in the future. I'm afraid now, I don't know if I'd fly again; [it] should be a unified policy. The story continues under the ad - With files from Megan King © 2019 Global News, a division of Corus Entertainment Inc. Flying with a pet in the cabin be super stressful, especially if it's the first time for you... and things are not going well. It was the first time we flew with Mocsing. She was only 7 months old and we discovered what it was like to travel with a dog. Brand new dog owners fly with a small sassy dog... Let's just say we were scared. And as it turns out, we had the right to be. The experience with Air Canada was not a good one. We filed a complaint with them when we landed. Staff offer high-quality service. It's important to say that right off the bat. What are Air Canada's pet guidelines? Animal travel is stressful. It's even more stressful when you have to send your dog in cargo without being on the plane yourself. If you have to travel with your animal aboard Air Canada, here are the things you need to know. Does Air Canada allow pets in the cabin? After searching online, we found that Air Canada accepts dogs. The animal policy is clear: animals can fly in the cabin or in the hold. This applies to flights with Air Canada Rouge, Air Canada Express and Air Canada. You can travel with your pet on both. The dog must be at least 12 weeks old. You can not travel with more than 2 animals. Winter and summer cargo journeys for dogs can be stopped when the outdoor temperature is above 29.5 °C or if the temperature is too cold for animals. Transportation of pets is not allowed for snub nosed dogs. They cannot board the cargo hold for health reasons. The aircraft cannot be operated by an Air Canada partner. There must be an Air Canada flight for dogs to travel in the cabin. You must use Air Canada Pet Cargo for specific destinations such as Hawaii. Here are the official Air Canada pets in cabin travel policy. Flying With a Dog in Cabin Aboard Air Canada. Our review We wanted to fly with our little dachshund with us in the cabin in September 2018. We booked a flight from Montreal (YUL) to Barcelona. Apparently, Air Canada Rouge (not the same as Air Canada) was one of the few companies offering this service at the time we ordered. The experience was not one we want to repeat. We share our review and the pros and cons of choosing Air Canada to transport your dog. Side note: we had a great experience flying on board with Swiss and Austrian and used the same pet carry on. Great staff make a difference big pro: in-flight and ground staff are incredible. On the first flight we had some situations (some died almost before takeoff) that could have made this plane a complete nightmare. Stewardesses real heroes and got everything under control. It was really impressive. Conclusion: If you ever have a problem while on board an Air Canada flight, the cabin crew have your back. Attractive prices and destinations Prices are very attractive, especially at Air Canada Rouge. This combined with the fact that the airline has a wide region of flight destinations when departing airport is in Canada ... it makes it a great option for many Canadians traveling with their pets. These nameless stewardesses helped save a man's life, and were kind enough to give Momo a cuddle when his father was over. We keep them anonymous because we didn't want to penetrate their privacy. Air Canada Flight Reservation With a dog we have great prices and great destinations. But beyond that, you should know that the whole process of booking your journey with doggo in tow is going to be complicated and long. We could not choose our seats because if you reserve with a dog ... You can't do it for some reason. We ended up with the toilets on the other side of the island. Between the heavy foot traffic, the smells, the lack of space in the last row (it is known for it), it was not a fun experience for our dog. She was stressed AF. Trying to check in online? Yes, forget it too if you are traveling with a dog. We ended up in some pretty long check-in lines while at the airport with everyone in the line wanted to get the dog's attention. Not a fun time when traveling with a young hyperdog. Careful with seating with Air Canada Rouge We sat in a middle row with a family in front of us. The two little toddlers were repeatedly laid on the floor. The parents were told by flight attendants several times not to do so. We asked them nicely too. Nope. Toddlers continued to move the dog's bag as they wept for the dog. Let me make it clear: Our terrorized dog continued to be shaken in the dog badly by little hands she did not know and screaming cries. FOR SEVEN 7 STRAIGHT. We can not open the bag, take the dog out or even take the bag out of the situation (with the dog in it). Prohibited. We tried to soothe our stressed dog and were admonished to open the bad ones and try to pet the dog. We get it. We do that completely, rules are rules. But what kind of nightmare situation is this? We didn't pay for this. We paid for the proper care of our dog during her journey: aka just make sure she has a safe place during her travels. Toddlers and small dogs do not mix, especially in airplanes. Would we fly with Air Canada again? Air Canada offered a discount code for a future flight as a gesture. The staff realized that the situation was completely abnormal. We still have the discount code and are afraid to suffer another flight like this. To this date, the Air Canada option always pops up on our radar when we book our flights to Europe. Since we fly out some a year with the dog, there are many opportunities to always discuss whether we would reconsider. Five European flights later, we still come to the conclusion that we would rather not repeat the experience anytime soon unless there are concrete elements that would make us reconsider. Air Canada Pet Cabin Policies When You Fly With Your Dog Air Canada accepts dogs and cats in cabins. These are the rules you must follow in order to fly with your pet in the cabin: the dog must remain in the bag at all times. Store the bag in the seat in front of you. You need a plane ticket for your dog. A dog bag is pulled from the carry-on allowance. We thought it was strange that other airlines don't tend to do it (shout out to the Swiss for their awesome service). IThe human passenger must be an adult (18+). You can't bring more than one dog on board the cabin. You can't be in an emergency exit row. You cannot fly in Economy Plus. Your dog must be at least 12 weeks old. Air Canada Emotional Support Animals When it comes to Air Canada and emotional support animals, you must contact the airline 48 hours before your flight. You should have the correct ESA documentation. These include contacting the airline 48 hours before the flight date and having proper documentation from a psychologist, psychiatrist or other licensed mental health professional. Air Canada only allows service dogs that emotionally support animals. What are Pet Carrier Dimensions for Air Canada ? Air Canada is very specific when it comes to approved pet carriers. Pet carry on dimensions can be a nightmare. If you do not respect the guidelines, your dog may be refused to board the plane. The dimensions allowed for this are quite standard: 23 x 40 x 55 cm (height, width and length) for a bag of rigid walls and 27 x 40 x 55 cm (height, width and length) for a bag with flexible walls. We always fly with a soft bag. Please note that the company's Boeing 777-300ER and 777-200LR offer very limited space, so the size of the approved pet carrier is even smaller: 21 x 38 x 43 cm (height, width and length) regardless of type of bag. So be very careful when booking your flight, because there is a big difference. We were lucky enough to fly only on boeing 767-300s that did not involve these restrictions. Also note that if you are flying in Business Class, here are the allowed dimensions: 28 x 21 x 41 cm (height, width and length). Again, this severely limits the space available to your dog. Air Canada specifies that a bag of rigid walls is preferred here. Finally, Air Canada, like most airlines, requires that: The bag is large enough for your dog to get up and turn - which can be complicated in the most limiting cases mentioned above. Within it, the dog must also be able to lie down and must be able to go completely into it must also be waterproof, solid and well rigid or flexible, the latter case is preferred - except in Business class. Keep in mind that the company requires your dog to remain in the bag (closed) under the seat in front of you at all times, and counts it as carry-on baggage - something we didn't like because it made it difficult to travel without a carrying bag for one of us. It is interesting to see that the Air Canada site no longer mentions a weight limit, which is quite surprising, because when we flew with them, there was the famous limit of 8 kg bag included. How much does it cost to get a cabin plan ticket for a dog on Air Canada? The cost is \$50 to \$59 (CAD or USD if you come from the United States) for a flight to Canada or the United States. For international flights, the price varies between \$100 and \$118 (CAD or USD here again). Air Canada has recently changed its pricing plan and the fluctuations mentioned here are not clear - the company seems to be spending taxes on some flights, depending on departure. Air Canada Cargo for Dogs If you need to send a dog via cargo, please contact them directly. The online information is so sparse and confusing that we're going to recommend you to call them (they say the same thing, so it's a safe bet). Shipping an animal requires a lot of preparation. Warning: There are some destinations (Hawaii is the most notable) that do not allow dogs to fly in the cabin, we found the list of destinations here. How much does it cost to fly a dog on Air Canada Cargo? Also here, the prices offered by Air Canada are quite attractive: between 105 and 120.75 dollars (CAD or USD) for flights in Canada or between Canada and the U.S. between 270 and 318.60 dollars (CAD or USD) for international flights These price ranges are difficult to explain, and Air Canada doesn't really give any details about them. They seem to be based on local taxes (or maybe a lunar calendar, we are very confused as to how prices are set). Avec quelle bur votre chien peut voler à bord d'un avion d'Air Canada ? Air Canada IATA cage specifications are very strict. As for which cage to use to allow the dog to fly in the cargo hold of one of its aircraft: It can not exceed 292 cm (length + width + height)It must not exceed 45 kg with the dog in itIt can not accommodate more than 2 dogsIt can not have wheels loaded when the walls must be rigidIt can not be folded or netting The cage must protect the animal and must be well closed , solid (especially for strong dogs), ventilated and waterproofIt must allow the animal to get up, turn and lie down without any problem. Dogs must not be on a leash in the cage. Caution: cages that do not meet these requirements will be refused by Air Canada employees. Staff.

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