

## SERVICES CONDITIONS PET ON BOARD

At JetSMART Airlines we want your pet to travel SMART as well. The transport of your pet in the cabin is a service to which the conditions of luggage transport will apply, for all legal purposes, circumstance that is accepted by the Passenger and by the person who hires the service, if they are not the same, and it will be conditioned to the payment of the respective service according to the value informed during the booking process, and to the compliance with the terms of service. To ensure the standards of service to our Passengers and the welfare of your pet, the provision of this service is subject to the following terms and conditions:

- In-cabin pet service is only available on direct, non-connected flights, and the informed value of the service is one price per Passenger per leg.
- Only dogs and cats of gentle behavior are allowed on board, without prejudice to the exclusions duly indicated in this document. Transportation of other types of pets is not permitted;
- A passenger may only carry one (1) pet (dog or cat). The maximum number of pets to be transported on each flight corresponds to three (3). Considering the above, the provision of the service will always be subject to availability, which must be checked by the Passenger through the Contact Center at least forty-eight (48) hours before the departure of the flight;
- Pets may not weigh more than seven (7) kilos, must be at least eight (8) weeks old, may not be pregnant, may not be under the effect of tranquilizers, and may not present an unpleasant odor or generate noises that annoy passengers and/or crew on board;
- Passengers using this service must ensure that their pet is in appropriate health conditions for transport under the highest safety standards, and agree to be responsible for their care, medication and attention throughout the trip, as well as any contingencies that may arise from it.
- The acceptance for the transport of animals is subject to the provision that the Passenger assumes full responsibility for the animal. JetSMART Airlines will not be liable for damage, loss, delay, illness, or death of the animal if it is denied entry or transit through any country, state or territory.
- Passengers using this service are responsible for obtaining, paying for and managing all valid health and vaccination certificates, entry permits, International Veterinary Certificates and all other documents and/or procedures required by the exit and entry states.

- Pets must travel and stay in a personal, enclosed in a soft kennel for the entire duration of the flight. They must enter the kennel standing up and that placed under the front seat the kennel must have the following characteristics:

- o 36 centimeters in length;
- o 33 centimeters wide;
- o 20 centimeters tall;
- o Waterproof/absorbent floor;
- o Adequate ventilation so that the pet can breathe without problems.

- Passengers using this service may not travel in a front-row seat or emergency exit row;

- Since not all pets present the physiological conditions necessary to be transported safely by air, and although it is the ultimate responsibility of the Passenger to ensure that their pet has the necessary physiological conditions, the following breeds - as well as any of their derivations - will not be eligible to be transported by JetSMART Airlines:

- o Dogs:
  - Affenpinscher (otherwise known as Monkey Terrier)
  - Boxer
  - Bullmastiff
  - French Mastiff
  - Lhasa Apso
  - Canary Mastiff
  - Shih Tzu
  - Pit Bull
  - American Staffordshire
  - Brussels Griffon
  - Cane Corso
  - Staffordshire English Bull Terrier
  - Mastiffs
  - Pug
  - Tibetan Spaniel
  - Boston Terrier
  - Bulldog
  - Chow
  - Japanese Chin
  - Pekingese

- Shar Pei
- English Toy Spaniel

o Cats:

- Birman
- Himalayan
- Exotic shorthair
- Persian

- Without prejudice to other documentation and procedures that may be required by the Carrier or by the competent authorities, the acceptance and transport of the pet on domestic flights is subject to delivery of the following documentation at the counter, with a minimum anticipation of two (2) hours from the departure of the flight:

- o Certificate issued by a veterinarian (in Argentina, according to the model provided by the Council or College of Jurisdiction) with a validity not greater than 10 days counted backwards from the date of the flight, that gives account of their age and breed, and that proves that their state of health is suitable for the trip;

- o Anti-rabies vaccination certificate (make sure that the certificate contains all the required data - owner, animal, vaccine used - in legible form), for pets older than 3 months. For these purposes, it is hereby stated that the anti-rabies vaccination must have been given not less than 30 days and not more than 1 year prior to the departure of the flight; and,

- o Card and/or proof of vaccination and deworming, as appropriate.

- Without prejudice to other documentation and procedures that may be required by the Carrier or by the competent authorities, the acceptance and transport of the pet on international flights is subject to delivery of the following documentation at the counter (original and photocopies), with a minimum anticipation of three (3) hours from the departure of the flight:

- o Certificate issued by a veterinarian (in Argentina, according to the model provided by the Council or College of Jurisdiction) with a validity not greater than 10 days counted backwards from the date of the flight, that gives account of their age and race, and that proves that their state of health is suitable for the trip;

- o Anti-rabies vaccination certificate (make sure that the certificate contains all the required data - owner, animal, vaccine used - in legible form), for pets older than 3 months. For these purposes, it is hereby stated that the anti-rabies vaccination

must have been given not less than 30 days and not more than 1 year prior to the departure of the flight.

- o Card and/or proof of vaccination and deworming, and,
- o Export Zoosanitary Certificate (CZE), issued by the Servicio Agrícola y Ganadero (SAG), if applicable and/or International Veterinary Certificate (CVI) issued by the Servicio Nacional de Sanidad y Calidad Agroalimentaria (SENASA) of Argentina if applicable, certifying that the pet meets the entry requirements required by the country of destination. Check the requirements demanded by the destination country at <http://reqpecuaria.sag.gob.cl/> (see information below for Argentina)

Without prejudice to what is indicated in the preceding paragraphs, the transportation of the pet is subject to health restrictions and documentation established by the health authority of each country, so it will be the responsibility of the Passenger to be informed of them and will be charged any cost of compliance.

For Argentina, both entry and exit of the territory of pets (dogs and cats) on a temporary basis, as well as its internal transport, is the sole responsibility of the Passenger, who in addition to the presentation of the above requirements, is obliged and responsible for knowing and complying with all documentary requirements and procedures imposed by the competent health authorities.

For more information, we encourage you to contact us:

Department of Documentation and Public Information of SENASA by any of these channels:  
E-mail: [cdei@senasa.gob.ar](mailto:cdei@senasa.gob.ar). Telephones: (54-11) 4121-5460/5461 - Toll-free: 0800-999-2386. Opening hours: Monday to Friday from 9 am to 5 pm.  
[http://mascotas.senasa.gob.ar/index.php/consultar\\_requisitos](http://mascotas.senasa.gob.ar/index.php/consultar_requisitos)  
<http://mascotas.senasa.gob.ar/index.php/default/index>

For flights originating from or to Brazil, an IVC (International Veterinary Certificate) or a passport is required for the transit of dogs and cats (for countries with which Brazil has an equivalence agreement), issued by GEOGLAM (Brazilian acronym VIGIAGRO), International Agriculture Monitoring Initiative). Resolution No. 280 of the National Civil Aviation Agency determines that guide dogs must be transported free of charge on the floor of the aircraft cabin, together with their owner and under their control, equipped with a harness and are exempt from using a muzzle . The guide dog must be accommodated so as not to obstruct the corridor of the plane, and must carry certificates proving the fact that they are guide dogs. In addition, the requirements of national health authorities and those of the country of destination must be met.

With reference to the transport of guide dogs, for the Federative Republic of Brazil, the rules established in Resolution 280 of the ANAC - National Civil Aviation Agency (For more information, consult: [https://www.anac.gov.br/assuntos/legislacao/legislacao-1/resolucoes/resolucoes-2013/resolucao-no-280-de-11-07-2013/@@display-file/arquivo\\_norma/RA2013-0280.pdf](https://www.anac.gov.br/assuntos/legislacao/legislacao-1/resolucoes/resolucoes-2013/resolucao-no-280-de-11-07-2013/@@display-file/arquivo_norma/RA2013-0280.pdf)).

