

Customer acknowledgment form (Animal transportation)

We appreciate the trust you have put in American Airlines, Inc. ("American") to transport your animal. Their safety is paramount. As a condition of transporting your animal, we require that you: (1) obtain a valid and up-to-date health certificate for your animal (if required), (2) consider the risk factors associated with animal transportation, including those outlined below, (3) acknowledge your understanding and willingness to accept those risks, and (4) review and agree to the terms and conditions that apply when American transports your animal, as outlined below.

Risk factors associated with animal transportation:

- Not properly acclimating (getting animals used to) their travel crate prior to departure day may increase distress, injury, or chance of escape from their travel crate
- Strong or aggressive breeds may attempt to escape from their travel crate
- Stress may result from extreme temperatures
- Pre-existing health conditions may worsen due to stress during air travel
- Stress may result from multiple connections or long flight lengths

More information regarding these and other risk factors may be found at <https://www.iata.org>

As a condition of American accepting and transporting your animal:

- I confirm that I have reviewed the information provided by American, including its animal acceptance policies, and have prepared my animal for travel according to American's animal acceptance policies (the "American Policies").
- I confirm that a licensed veterinarian has certified my animal is healthy to fly as agreed, and that I have acquired a valid health certificate for my animal dated within 10 days of travel (if required).
- I confirm that a licensed veterinarian has issued the breed verification form and a letter of acclimation for cold weather restrictions for my animal (if necessary, based on temperatures between 44° F-20° F).
- I understand that American has the right to deny travel if my animal demonstrates aggressive behavior, or is otherwise deemed a risk for travel.

Additionally, and without limitation of the foregoing, I hereby certify and confirm (1) my understanding and acceptance of the risk factors above and understanding that they are not comprehensive and that animal air travel is inherently stressful and affects each animal differently and (2) that I have complied with all American Policies and IATA Live Animal Regulations, USDA/APHIS, U.S. Fish and Wildlife, and any other applicable local, state, federal and/or international animal travel requirements and live animal regulations, including those applicable to my animal's destination (the "Applicable Regulations").

I further acknowledge and agree that:

- (1) It is my responsibility to comply with all Applicable Regulations and American Policies.
- (2) American will not be liable for any loss, damage, delay or expense arising from injury to or illness of my animal, including any loss or expense due to my failure to comply with Applicable Regulations or my provision of inaccurate, incomplete and/or misleading information in connection with my animal's travel.
- (3) I accept and agree to all terms of this Customer Acknowledgement Form (Animal Transportation) as the conditions on which American provides transportation for my animal, and I accept and agree to be fully responsible for all associated costs as referenced herein.
- (4) Certain failures to comply with American Policies and Applicable Regulations constitute fraudulent misrepresentation for which American may seek recourse to the fullest extent permitted by law.

Fraudulent acts and/or misrepresentations for which American may seek recourse include without limitation (a) providing a health certificate that is false, intentionally incomplete, or prepared for a different animal, (b) providing false statements regarding the acclimation procedures previously performed and/or (c) providing false statements regarding the overall health or behavioral temperament of the animal.

(5) I authorize American at any point in my animal's travel to pursue emergency services as deemed necessary by American in its sole determination, including in the event of any incident or emergency that may concern my animal's health, by transporting my animal to a veterinary clinic, animal hospital, or similar facility; and I agree to be responsible for any associated charges and to promptly reimburse American for any such charges it may incur.

(6) I authorize American to take my animal to a local kenneling facility if, in American's sole determination, temperatures become unsafe during travel; and I agree that I will be fully liable for any associated charges and to promptly reimburse American for any such charges it may incur.

(7) I authorize American, if necessary, to fully investigate the cause of any illness or abnormal condition resulting in injury or death, including by necropsy, in the unlikely event death occurs.

I acknowledge and agree that American will not be liable for any loss or expense arising out of failure to comply with any Applicable Regulations or American Policies or the provision of inaccurate, incomplete and/or misleading information in connection with my animal's travel, including if my animal is refused passage into or through any state or country. I agree to indemnify American and its affiliates, and hold them harmless from and against any cost, fine, penalty, or other damage or expense of any kind (including attorney fees) arising out of or related to my failure to comply with any Applicable Regulations or American Policies and/or the provision of inaccurate, incomplete and/or misleading information in connection with the animal's travel and/or this Customer Acknowledgement Form (Animal Transportation).

If I am arranging for the transport of an animal on behalf of a third party, I represent and warrant that I have the knowledge and authority and have obtained the third party's consent to enter into and to make the certifications and agreements within this Customer Acknowledgement Form (Animal Transportation) on behalf of myself and any such third party.

My signature below certifies that I have read and understood the risks and requirements provided by American and agree to the terms and conditions set forth in this Customer Acknowledgment Form (Animal Transportation) as a condition of the transportation of any animal with American.

Shipper Signature

Shipper Agent Name

Company (if applicable)

Title (if applicable)

Phone number

Date

Time

Origin

Air Waybill #

For internal use only