

Hawaiian Airlines Pet in Cabin Travel Guide

We understand that pets are an important part of your family. This guide outlines the necessary requirements for your pet to travel safely and comfortably in the cabin with us.

Here are the things you should know:

Preparing for Travel	Pet Carrier Guidelines	Animal Guidelines	Documentation Requirements
Day of Travel	FAQ	Additional Resources	



Preparing for Travel

To promote a stress-free travel experience with your pet, we encourage you consider these guidelines when booking your flight.

Advance Notice

We recommend that you provide at least 48-hour advance notice of your intent to travel with your pet by calling our Reservations Department at 1-800-367-5320. Failure to disclose an animal to us prior to boarding may result in future travel restriction. If your travel plans include another airline, please contact them directly for booking and information.

Restrictions and Seating

Only domestic cats and dogs are permitted in the cabin.

Pets are not permitted to travel in the cabin on flights to/from International locations and PPG.

For US mainland flights arriving in HNL before Animal Quarantine opens at 8:30 AM:

- ☐ The State of Hawaii requires that you and your pet remain in the terminal with an agent until the facility opens and can be escorted there.

Guests traveling with a pet in cabin cannot occupy these seats:

- ☐ First Class on any flight between US mainland and Hawaii.
- ☐ Bulkheads, exit rows, and any seat without adequate under-seat stowage for your pet.

Stowage requirements during travel:

- ☐ Your pet must stay completely inside its carrier while in the terminal or onboard the flight.
 - You may open the carrier momentarily to place your own food or water inside.
- ☐ Your pet/carrier must always be stowed under the seat in front of you during the flight.
 - The pet or carrier cannot be placed on your lap, on a seat, or an overhead bin.
 - Under-seat stowage dimensions varies by aircraft type and seat location. If your pet carrier does not fit properly beneath the seat, you may have to be resealed or opt to transport your pet in the baggage compartment using a hard-sided kennel.

Pet Carrier Guidelines

Pets traveling in the cabin must use a carrier that complies with policy requirements. An agent will inspect the carrier at check-in to confirm all requirements are met.

Carrier Compliance and Limits

To be accepted for travel, the pet carrier must be:

- ☐ No larger than 17" long x 11" wide x 9.5" tall
- ☐ Composed entirely of soft material with ventilation panels (two or more)
- ☐ Leakproof on the bottom (base that will sit on the aircraft floor)
- ☐ Able to close securely and fully encase the animal
- ☐ Clean and free from damage, holes, or offensive odors
- ☐ Able to be stowed properly beneath the seat in front of you

Each ticketed guest may bring one pet carrier in the cabin. A single carrier may contain:

- ☐ 1 adult cat or dog, OR 2 puppies or kittens of the same breed (age 8 weeks and weaned)
- ☐ US mainland to/from Hawaii: Carrier counts as part of the carry-on baggage allotment

Example

Closes securely and completely with the use of velcro, zippers, etc.

Composed of soft-sided material

Base is solid and leakproof



Damage free and clean with no offensive odors

Has ventilation panels (two or more)

Fully encases the animal

Animal Guidelines

The airline requires that animals fit safely and comfortably in their carrier. An agent will observe and inspect your pet at check-in to confirm all requirements are met.

Animal Fit, Comfort, and Behavior

To be accepted for travel, your pet must:

- ☐ Be a domestic dog or cat.
- ☐ Show no visible signs of illness, injury, or physical discomfort.
- ☐ Be small enough to lay down comfortably with their head in the upright position while the carrier is closed and when stowed beneath the seat.
- ☐ Be well behaved. No excessive barking, whining, or disruptive behavior.

Example



ACCEPTABLE:

Fits comfortably, space to lay down easily, head able to stay upright.



NOT ACCEPTABLE:

- Too big for the carrier
- No space to lay down comfortably with head upright
- Does not fit entirely in carrier
- Head cannot be comfortably enclosed



Documentation Requirements

To maintain Hawaii's rabies-free status, the State of Hawaii has very strict animal entry requirements. The airlines also has some additional requirements to help ensure your pets are fit to travel. Please make sure to obtain the proper documents for your pet.

Health Certificates

For the safety and well-being of your pet, we require a health certificate for travel on most routes.

Health certificate requirements by route:

- ☐ Only within Hawaii: NOT REQUIRED
- ☐ Between Hawaii and US Mainland: **REQUIRED**
 - Must be dated to show an inspection occurred no more than 14 days prior to arrival at your destination. A printed copy must be given to HA at check-in.
 - For return flights to US Mainland (booked in the same reservation), the original certificate can be used if the inspection was conducted less than 30 days ago.

State of Hawaii Animal Entry Requirements

All guests traveling from US mainland to Hawaii must contact the **State of Hawaii Animal Industry Division** for information regarding government requirements and fees to enter Hawaii.

Non-stop flights from US mainland to HNL

- ☐ Honolulu (HNL) is the only Hawaii airport that has an onsite Animal Quarantine Facility to conduct an arrival inspection of your pet.

Non-stop flights from US mainland to OGG, LIH, and KOA

- ☐ These airports do not have an animal quarantine facility onsite. An Authorized Inspector will come to the airport and conduct an arrival screening of your pet in the terminal.
- ☐ You must obtain a Neighbor Island Inspection Permit (NIIP) from the **State of Hawaii Animal Industry Division** and provide a printed copy at check-in.
- ☐ If your flight is changed or delayed, contact the Authorized Inspector on your NIIP directly to book a new airport inspection appointment. The airline cannot do this on your behalf.

Day of Travel

Air travel can be challenging for people and pets alike. Familiarizing yourself with this guidance can help provide a more hassle-free trip.

Airport Check-In

When traveling with a pet, all self-service check-in options will be restricted. Please see an agent at the Service Counter in the lobby before going to the gate.

Lines are long during peak periods. To expedite check-in, we recommend getting in line at least 3 hours prior to scheduled departure with printed copies of all documents in hand. Our agent will inspect your pet and their carrier, verify applicable documents, collect your pet fee, and place a special tag on your carrier to identify your pet to our gate and flight crew.

Pet in Cabin fees

- ☐ Within Hawaii: \$35 USD
- ☐ Between Hawaii and US mainland: \$125 USD
 - This fee includes connecting interisland flights on the same day when booked in the same reservation.

Boarding and Arrival

Boarding

- ☐ Please board with the zone on your boarding pass.
- ☐ FAA cabin safety regulations require proper stowage of all items, including pets. If your pet cannot fit properly beneath the seat in front of you, you may have to be reseated or have your pet travel in the baggage compartment using a hard-sized kennel.

Arrival into Hawaii

- ☐ Please identify yourself to the arrival agent as you deplane the flight. The agent is required by law to escort you and your pet to animal inspection.
- ☐ It is a State of Hawaii violation to leave the arrival gate without an airline escort or depart the airport before your animal has been screened.
- ☐ If your flight arrives in HNL before the Animal Quarantine Facility opens at 8:30 AM, you will need to remain in the terminal with an agent until it opens and can be escorted there.

Frequently Asked Questions

To help you best prepare for travel with your pet in the cabin, we have provided answers to some of the most frequently asked questions.

Q: Can I buy an extra seat specifically for my pet?

A: No. For safety purposes, pets must be stowed beneath the seat directly in front of the one you occupy. They also cannot be placed on a seat or in your lap.

Q: Can I travel with more than 1 pet in the cabin?

A: Each ticketed individual may travel with only 1 pet carrier. However, a pet carrier may contain up to 2 puppies or 2 kittens if they are of the same breed and between 8 weeks and weaned. The animal fit requirements still apply.

Q: Does the airline offer pet carriers for purchase or rent?

A: No. Please provide your own compliant carrier to transport your pet.

Q: What happens if my pet/carrier doesn't fit under the seat when I board the flight?

A: Stowage dimensions vary among fleets types and individual seat locations. The FAA requires that all items, including pets, be stored properly onboard. If your pet is approved at check-in, but cannot properly fit under the seat, you cannot travel in that seat with your pet.

When available, the agent may offer to relocate you to another seat in the same class of service that can accommodate your pet. Otherwise, you may opt to be rebooked on another flight and transport your pet in the baggage compartment using a hard-sided kennel.

Q: What are the requirements if my pet travels in the baggage compartment?

A: Pets traveling in our baggage compartment have additional requirements to ensure their safety and comfort during transit. Please visit our [**Pets Traveling as Checked Baggage**](#) page for more information.

Q: If the airline determines my pet is too large to travel in the cabin, can I sign a waiver and allow them to fly anyway?

A: No. While we understand that you may feel comfortable with your pet's ability to travel, we must abide by our safety standards to ensure the well-being of your pet while onboard.

Frequently Asked Questions

Q: Can I gate check my pet stroller?

A: Pet strollers do not qualify for complimentary gate checking. If you are traveling with a pet stroller, it may be checked as baggage at the front counter (standard bag fees apply). Alternatively, you may opt to carry it onboard as one of your two items, provided it meets our standard carry-on size limits.

Q: I traveled with my pet in the cabin before. Why is it being denied this time?

A: We take the safety, comfort, and well-being of your pet seriously. To maintain a high level of service to our community while still complying with regulatory standards, we have updated our Pet in Cabin program.

Changes include a larger allowable carrier size and more relaxed fit guidelines, as well as consistent and enhanced enforcement of our acceptance requirements.

Q: Do the animal carrier and size/fit rules apply to my service animal?

A: Service animals are not required to travel in a pet carrier onboard. However, since your service dog is a live animal, the carrier compliance and animal fit rules would apply if you choose to use a carrier. Please visit our [Service Animals](#) page for more information.

Q: Can my emotional support or comfort animal travel in the cabin with me?

A: The US Department of Transportation's Air Carrier Access Act (ACAA) no longer recognizes emotional support or comfort animals as service animals. Due to this regulation, your support or comfort animal will be considered a pet for the purpose of travel on Hawaiian Airlines. They may travel onboard with you if all standard Pet in Cabin requirements are met. This includes remaining in the carrier and being stowed beneath the seat while onboard.

Q: Can my pet travel to US East Coast or International cities with me?

A: To ensure the safety and comfort of your pet, we only accept pets in the cabin or as checked baggage on interisland and domestic flights to/from Hawaii. Please visit our [Pets Traveling as Checked Baggage](#) page for more information.

If you would like to transport your pet to other locations, please contact our Cargo Capacity team at 1-877-HA-CARGO (422-2746) for information.

Additional Resources

Call Us

To book your pet in cabin or get more information, call our Reservations team.

- ☐ Availability: 24 hours, 7 days a week
- ☐ Toll Free: 1-800-367-5320
 - For guests with hearing or speech disabilities (TTY), dial 711 for relay services.

Website Links

Click on any of the items below to be redirected to the corresponding website.

- ☐ Hawaiian Airlines **Contact Us** page
- ☐ Hawaiian Airlines **Pets Traveling in the Cabin** help page
- ☐ Hawaiian Airlines **Pets Traveling as Checked Baggage** help page
- ☐ State of Hawaii **Animal Industry Division, Animal Quarantine Branch** information page



Mahalo for choosing Hawaiian Airlines. We look forward to seeing you onboard.