

Janet Sinclair, Forrest Gitlin, and their pets, Sedona and Alika, arrived at United Airlines Cargo in San Diego at 5:50AM, July 3, 2013. The animals were confirmed to fly in the PetSafe Program and their confirmation numbers were EL956114 and EL551940. United charged \$684.96 for Sedona, the Greyhound and Alika, the Bengal cat, to be flown to Boston with a connecting flight at Houston/Bush International.

Ms. Sinclair confirmed with the United Airlines Cargo employee in San Diego that she had paid an additional fee for both animals to receive a Comfort Stop during their layover in Houston/Bush International airport. The Cargo employee assured her that both animals would be let out of their crates, allowed to relieve themselves, given water, and the food Ms. Sinclair provided, which had been taped on top of the crates.

Ms. Sinclair and Mr. Gitlin (confirmed LQ0HYQ) arrived at Gate #35 for United Flight #646 and boarding began at approximately 7:16AM. Ms. Sinclair was seated in seat #38E with a clear view of the luggage loading area to the plane. Both animals were transported to the plane on a luggage carrier, not an air-conditioned PetSafe van, as was advertised and promised by the United PetSafe Program. Ms. Sinclair and several other passengers witnessed a baggage handler aggressively yank the dog crate, which weighed 99 pounds, whereupon Sedona tumbled around in her crate. He then got the assistance of the other baggage handler and they placed the dog and cat crate on the conveyor belt. When Ms. Sinclair and Mr. Gitlin arrived in Houston, Ms. Sinclair witnessed the off loading of the animals. There was no PetSafe van waiting for the animals and the temperature in Houston, according to their I-Phones, was 91 degrees. With the added heat of the plane's engines and concrete one would expect the tarmac to have been even hotter. Sedona was taken off before all luggage.

Ms. Sinclair witnessed the baggage handler kicking Sedona's crate at least 6 times to move it under the wing of the aircraft. Sedona tumbled and fell about in the crate. Sedona remained outside under the wing while all luggage was unloaded from the plane and loaded on to baggage carts. Alika was removed last and also placed underneath the wing of the plane. All other passengers had exited the plane. Ms. Sinclair refused to leave the plane until she saw the animals transported from the stifling tarmac to a PetSafe van. Mr. Gitlin explained to the flight attendants and the co-pilot what they had seen and they were extremely concerned that the animals were still on the tarmac. The co-pilot told Mr. Gitlin that, "It will be handled." The flight attendants explained that they themselves were de-boarding and that Ms. Sinclair and Mr. Gitlin had to "get off the plane." Just as Ms. Sinclair and Mr. Gitlin were exiting the plane the PetSafe van finally arrived more than 20 minutes later.

During the three hour layover in Houston/Bush International airport Ms. Sinclair went to the United Airlines Customer Service Desk and expressed grave concern for her animals. The representative used her phone to contact the PetSafe desk at 832-235-1539, whereupon Ms. Sinclair explained to the supervisor that the animals had not been treated safely or as promised, and that it was imperative that they be given their paid for Comfort Stop. The PetSafe supervisor assured Ms. Sinclair that the animals would be taken out of their crates, be given water, food and be allowed to urinate and defecate. When Ms. Sinclair and Mr. Gitlin arrived at the connecting United flight #598, Gate E16, Ms. Sinclair informed the First Officer that she had two pets in the cargo and wanted to be sure that they were treated properly. As they were entering the plane at 4:01 PM, they noticed the animals already on the tarmac under the wing, in the stifling heat of well over 91

degrees. Ms. Sinclair and Mr. Gitlin had no idea how long the animals had already been on the tarmac. There was no sign of a PetSafe van that would have recently dropped them off. Ms. Sinclair's seat in #34F gave her a clear and direct view of the cargo and luggage loading area. At 4:08 PM Ms. Sinclair informed the male flight attendant that the animals were still on the tarmac and had been for an unknown length of time and needed to be tended to immediately. The flight attendant assured Ms. Sinclair that he would ask the First Officer to check on the animals. At 4:10 PM the animals were finally loaded on to the plane, just as the First Officer was coming down to speak with the baggage handlers. Ms. Sinclair took video of the animals on the tarmac from 4:01 PM until they were finally boarded at 4:10 PM.

At approximately 4:50PM, with the cargo doors still open, the passengers were informed that there were problems with some of the seatbelts on the plane and that a repairman was working on them. At 4:58PM the passengers were informed that there were problems with the air-conditioning on the plane. The cargo doors were still open. Shortly thereafter, the passengers were told that the plane was not flying that day and to exit the plane. The animals were not unloaded while the passengers de-boarded so Ms. Sinclair and Mr. Gitlin remained on the plane waiting to see the PetSafe van. Again, while the flight attendants made it clear that they had to de-board the plane, Ms. Sinclair and Mr. Gitlin were informed that they had to leave the plane immediately. They never saw the PetSafe van but the Pilot informed them that the van was on its way. Ms. Sinclair promptly returned to the Customer Service Desk to talk to a new customer service representative about the importance of making another flight and the animals making it on to that flight and being treated appropriately. This customer service representative told Ms. Sinclair that she "[had] no control over that department," but could provide a phone

number to the PetSafe department. While Ms. Sinclair waited on hold for the PetSafe supervisor, with whom she had previously spoken (eventually being told that he was too busy to talk to her), Mr. Gitlin checked on the status of Flight #598. Mr. Gitlin, along with the rest of the passengers, was informed that the flight would be departing on a new plane from gate #C36 in twenty minutes. Ms. Sinclair and Mr. Gitlin then rushed to the new gate without any assurance from the PetSafe department that their pets would be placed on the new plane, or had even been taken off the previous plane, for that matter. After boarding the new plane, Ms. Sinclair and Mr. Gitlin witnessed their pets being loaded.

Flight #598 arrived in Boston at 11:16 PM. The baggage handlers opened the cargo doors of the plane and stood motionless staring in to the cargo space for at least four minutes. Ms. Sinclair and Mr. Gitlin watched as the baggage handlers contemplated what to do. They were clearly surprised and possibly disgusted by what they saw and what they had to handle. Again there was no PetSafe van waiting. After several minutes, the PetSafe van finally arrived and unloaded the animals from the plane. After retrieving their luggage, Ms. Sinclair and Mr. Gitlin made their way to the cargo department to retrieve their animals. Upon presenting the Airbill paperwork, the cargo handler, Pablo Rivera, said that he had noticed that the animals had no water in their water bowls attached to their crates and looked very thirsty. Mr. Rivera told them that he had given them some water and had removed a bacon treat from the unopened bag that was taped to the top of Sedona's crate. Alika's food bags were also unopened. Mr. Rivera brought out their crates and what he saw prompted him to say, "This is animal cruelty." The entire inside of Sedona's crate was covered in feces, urine and blood. The inside of Alika's crate was covered in feces and vomit. The zip

ties to the door of the pets' crates, that had been placed by cargo handlers in San Diego, had been not been cut. They were in the exact same location. It appeared to Mr. Rivera, Ms. Sinclair and Mr. Gitlin that the animals had never been allowed out of their crates. They had been in their crates from 6:00 AM Pacific time until 12:30AM Eastern time, 12 1/2 hours! Sedona was violently shaking and panting and was extremely disoriented. She was unable to stand or get up and exhibited extreme lethargy. Several hours later, upon Ms. Sinclair witnessing Sedona urinating blood, she quickly rushed Sedona to the VCA South Shore Animal Hospital, where Sedona was admitted for severe dehydration and failing kidneys as brought on by suspected heat stroke. Sedona was in the ICU from July 4 until July 6th. Sedona continues to be under veterinarian care.

I, Janet Sinclair, believe that the way my pets were treated on July 3, 2013, by United Airlines directly resulted in the severe injury of my dog. I have a Health Certificate from Coastal Animal Hospital in Encinitas, California, of which your airline has a copy, certifying that my dog was in perfect health on June 28th. After flying with your airline, and entrusting my pets' lives with your employees, my animals were brutally neglected and my dog is still being treated for the internal injuries incurred by the failings of your "PetSafe" program. I expect to be reimbursed the \$684.96 United Airlines charged me for the transportation of my pets and \$2461.35 for the VCA South Shore Hospital. Sedona continues to be treated by the veterinarian for her significant injuries to her kidneys and liver. Additional compensation is expected, as additional treatment is required. I have video and pictures documenting this horrific treatment of my animals. Two of the many are attached to this correspondence. Sedona's previous medical

history and current medical records from VCA are available upon request.

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