

Australian airExpress



A Partnership of



Household Pet Air Travel Guide

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ABOUT THIS CUSTOMER GUIDE

There are strict guidelines regarding the transportation of animals by air. These guidelines have been created by airlines and transport providers in consultation with animal welfare agencies and veterinary practitioners. They are designed to ensure your pet travels safely and comfortably.

This customer guide mainly provides information on the air freight services available for the carriage of cats and dogs on domestic flights by Australian air Express (AaE). The carriage of any live animals on aircraft must comply with the current edition of the International Air Transport Association (IATA) Live Animal Regulations.

Visit the IATA website www.iata.org/whatwedo/cargo/live_animals/Pages/pets.aspx to obtain information about these guidelines.

If you require additional information about air transport for other types of animals, please contact AaE on 13 12 13 or visit our website www.aae.com.au.

All pets lodged for transportation with AaE are subject to AaE Service Conditions. Please review the conditions at www.aae.com.au/applications/consignment_note_copies/service_conditions

The information in this guide provides you with all the information that you need to know if you are lodging your animal/pet for air transport. Alternatively, you can engage an animal transport service provider in your state to manage the shipment of the pet by air on your behalf. These service providers are listed in the telephone directory or can be found on the internet.

AaE offers an airport to airport service only. AaE does not pick up or deliver animals.

AIR TRAVEL FOR PETS SHOULD BE CAREFULLY CONSIDERED

Not all pets are suited to travel via air. There are a number of things you should consider before planning your pet's travel.

Your pet's health

Your pet should be fit and healthy and able to cope with being confined for an extended period. An airport is an unfamiliar and noisy environment that can cause animals to become stressed and agitated.

It is strongly advised that you consult your Vet before you transport your pet by air. They will be able to check your pet's health and assess your pet for air travel.

In some instances you will be required to provide a certificate from your Vet confirming that your pet is fit to travel by air. The conditions when veterinary certificates are required are listed in this document. Without these required certificates the animal will only be accepted at owners own risk and at AaE's discretion.

When to travel

If your pet is travelling in summer, avoid flights during the middle of the day, and in winter avoid early or late flights in the cooler parts of the day. When you make a booking with AaE we will assist you to identify the most suitable flights available.

Australian air Express does not recommend transport of animals during extreme weather. If at any stage of the planned journey the temperature is forecast to be above 35 C or below 5 C consider carefully the animal's welfare and the need to transport by air.

Do I need a permit?

It is the responsibility of the owner/shipper to make themselves aware of any state quarantine requirements that may restrict transportation of their pet into that state. As state laws and regulations are subject to change we strongly recommend that each time you are planning to travel with your pet that you check the current state rules to confirm if you are affected.

The Australian Quarantine and Inspection Service (AQIS) provide a Traveller's Guide on Interstate Quarantine. Visit the AQIS website www.daff.gov.au/aqis/travel/within-australia/guide

Decide who will lodge your pet

Make a decision on whether you will lodge your pet directly at the AaE freight terminal or whether you will engage a specialist animal transport service provider to manage the lodgement and pickup of your pet on your behalf. These service providers are listed in the telephone directory or can be found on the internet.

To assist in this decision please check AaE's website for details on our locations.

CAN AND SHOULD YOUR PET TRAVEL WITH AaE?

Some types of animals are prohibited from air travel, some can only travel if a veterinary certificate (dated within 10 days of the travel date) is supplied certifying the animal is fit to travel and for some pets travel is not recommended or should only be undertaken after careful consideration.

Animals that are not permitted to travel with AaE:

- The following dog breeds (full and cross bred) are not permitted at all on Qantas or QantasLink services:
 - Brazilian Fila
 - Japanese Toga
 - Dogo Argentino
 - American Pit Bull
 - American Staffordshire Terrier

- Pit Bull Terrier
- Aggressive or highly agitated animals
- Animals that exhibit aggressive behaviours, excessive chewing and cage destruction
- Puppies or kittens less than eight weeks old, or animals that have been weaned within five days of the travel date are not accepted for travel. Very young animals are not suited to air travel as they are still dependant on their parent or owner and become easily distressed.

Animals for which a Veterinary Certificate (dated within ten days of the travel date) is required:

- A pregnant animal or an animal that has given birth within 48 hours prior to travel
 - A pregnant animal will only be permitted to travel if a veterinary certificate is supplied certifying that the animal is fit for travel and there is no risk of it giving birth during the journey.
- Animals over 12 years of age
 - Older animals are less able to cope with the stress of air travel. A veterinary certificate must be supplied stating that the animal is fit for air travel.
- Animals between the ages of 8 and 12 weeks
 - Young animals aged between 8 and 12 weeks may be accepted for transportation if they are lodged with a health certificate issued by a competent, authorised veterinary authority stating the animals are in good health and fit for travel with verification of the animal age and breed.
- Sick or injured animals
 - Travel can cause animals to suffer if they are unwell or have been injured recently. You should check with your Vet and obtain a fitness to travel letter if your animal is unwell, has been injured, or has had recent surgery.

Animals for which air travel is not recommended and/or for which restrictions apply:

- Brachycephalic or snub-nosed dog/cat breeds
 - Animals belonging to brachycephalic breeds are more likely to suffer from respiratory distress and heat stress due to upper respiratory tract anatomical anomalies, which are prevalent in these breeds, placing them at risk.
 - It is recommended that you check with your Vet about the suitability of air travel for these breeds.
 - Due to the potential health risks these dogs/cats are only accepted for travel at owner's risk and will not be accepted when the total elapsed time for the flight or combination of flights between the origin port and the final destination exceeds five hours. This is a restriction applies on all Qantas and QantasLink services.

The following breeds are subject to the Qantas restriction on flying time:

- Bulldogs (English, French, British)
- Boston Terrier
- Japanese Spaniel (Chin)
- Pekingese
- Pugs
- Dogs and cats with heavy coats such as Newfoundlands, Malamutes, Siberian Huskies, Samoyeds and Persian cats.
 - In planning air transport for these breeds, take into consideration the temperature at the origin, destination and any connecting ports. Animals travelling from cooler regions to hotter regions have a greater susceptibility to heat stress and these breeds with heavy coats are even more at risk.
- Anxious animals
 - Air travel can be very stressful to many animals. Although not common there have been occasions when animals have died during a flight as an outcome of becoming highly stressed and anxious. Please discuss the suitability of air travel with your Vet if you think that your pet is likely to become upset in noisy and unfamiliar environments.
- Very large pets e.g. Great Danes and Irish Wolfhounds
 - If the container holding a large animal is unable to be loaded into the usual space of the aircraft, the booking, planning and travel of the animal will need to be managed by AaE's Special Movements Department, which can be contacted via the AaE Contact Centre on 13 12 13.
 - The maximum height of the container for most aircraft is 84cm. If travelling on a B717, Fokker 100 or Fokker 50 the maximum height must not exceed 72cm.
 - The dimensions of your container and the size of the animal will be checked both when you make a reservation and at acceptance at the Freight Terminal.

Qantas Accompanied Pet Rate

Animals that are considered household pets travelling on a Qantas Domestic Flight numbered QF400 or above, as accompanied pets are eligible for the special Qantas accompanied pet rate.

If your pet is travelling unaccompanied or its travel is being coordinated by the AaE Special Movements Department, even if you are travelling on the same flight the shipment is not eligible for the Qantas passenger rate for accompanied pets.

Skywest accompanied pet rate

Animals travelling on the same Skywest flights as their owner are eligible for an accompanied pet rate.

Visit the Skywest website www.skywest.com.au

On Skywest, the maximum allowable weight of combined pet and cage is 50kg. Anything over this weight is subject to prior arrangement. Please note that some of the larger containers will not fit on Skywest aircraft.

MAKING A RESERVATION

The number of pet containers allowed on an aircraft is limited and there are many flights particularly on the weekends or early in the morning when the service is not available. AaE strongly recommends that you make a booking with AaE to confirm both the availability of the service and whether there is space for your pet on the flight.

At the time of booking you will need to advise us of the dimensions of your pet container to assist us in checking the service availability and space. This is also important because not all large pet containers can be loaded on all aircraft types.

If you are travelling with your pet we strongly recommend that you check availability of the service with AaE prior to making any flight reservations if you wish to travel on the same flight and receive the applicable concessional rates for accompanied pets.

To ensure you receive the special Qantas accompanied Pet rate Qantas recommends that you first book your cat or dog with AaE before confirming your own reservation on a Qantas Domestic service numbered QF 400 or above.

Qantas recommends booking your Household pet no later than 48 hours before departure.

Qantas and AaE reserve the right to have your household pet travel on an alternative Qantas service due to unforeseen circumstances.

Please advise us at the time of booking if you are planning to travel with your pet. To be eligible for the Qantas accompanied pet service and rate, at the time of lodgement at the AaE Freight Terminal you will need to provide proof of travel e.g.: itinerary, e-ticket confirmation or a boarding pass, with your full name, address and a 24 hour emergency contact number

Bookings can be made by calling AaE on 13 12 13 and selecting the Animal Reservations option. Following completion of a booking we will send you confirmation via email or mail with details of your booking and the information you need to prepare your animal for travel.

PREPARING YOUR PET FOR TRAVEL AND DOCUMENTATION REQUIREMENTS

Check the location of the AaE Freight Terminals at both your port of departure and arrival

The location of the AaE freight terminal is not always close to the passenger departure and arrival areas in major airports. In some instances the freight terminal is not within easy walking distance of the passenger terminal.

We encourage you to take the time to check the location of the AaE freight terminal in both your port of departure and arrival, so that you can plan how you will lodge your pet with AaE and make sure that you can pick up your pet on arrival in a timely manner. Details of our freight terminal locations are available on our website at www.aae.com.au.

Your pet must be lodged at the AaE Freight Terminal **a minimum of 90 minutes** prior to the scheduled flight departure.

Pets may not be lodged before this acceptance window. This is to minimise the time that the pet is in the freight terminal where opportunities for hydration, exercise and toileting are limited or do not exist.

If you are unable to satisfy this lodgement requirement, we suggest you consider using one of the specialist animal transport service providers that can undertake this lodgement on your behalf.

Choose the correct container

It is very important that the container you choose meets certain standards that have been adopted by airlines throughout Australia and internationally. These standards ensure that the animal will be kept as safe and as comfortable as possible throughout the journey, and reduce any risk of injury or escape.

Qantas will only accept pet containers that comply with IATA regulations. Some examples of pet containers that comply with IATA regulations are:

- Pui Chin/Sky Kennel/Varikennel/Kemalex K11 and K29/Prestige Pet Products

PP20 and PP40 Pet packs can be purchased from AaE. AaE does not offer a hire service.

If your container does not meet the following minimum standards you will be required to purchase a pet pack from AaE at the time of lodgement. If you have a larger animal, an animal transport service provider can be engaged to supply a larger container.

All Containers

- The container must be strong enough to protect the pet at all times.

- Animals lodged in containers too small for the animal's size will not be accepted by AaE. The container must be big enough to allow your pet to stand without touching the top of the container, turn around and lie down comfortably.

If the container does not meet this requirement the animal may be subject to unnecessary pain and suffering. Where, in the reasonable opinion of AaE, the container is considered to be inappropriately small, AaE may refuse to carry your pet.

- Please ensure that none of your pet's body parts can protrude through any ventilation openings.
- See how to calculate the correct dimensions for the container on the IATA website.
- Visit the IATA website www.iata.org/whatwedo/cargo/live_animals/Pages/pets.aspx.
- All containers must have protective handles that prevent the dog or cat touching the person handling the container.
- The container must have sufficient ventilation.
- The container must have a water holder that remains in an upright position at all times and is accessible from the outside.
- To ensure containment of any spills the container must have a spill tray installed. The base needs to be lined with an absorbent material (not straw, kitty litter or newspaper).
- The container must not be lodged with wheels attached.

Plastic Containers

- Plastic cages manufactured in 2 parts (i.e. upper and lower) must be joined using metal screws and bolts. Plastic joiners or clips can fail during handling and loading and as such do not meet our requirements.
- Door hinges and locking pins must extend beyond the horizontal extrusions above and below the door opening by at least 1.6cm.

Wire Containers

- Wire Mesh – minimum of 12 standard gauge.
- Wire cage style containers are suitable for large dogs and must have a leak proof galvanised tray with corners and edges soldered and rolled up to 9cm.
- Collapsible wire cages will not be accepted by AaE.

Wooden Containers

- Outer frame must be made of 25mm X 75mm timber, screwed or bolted together and lined with solid wood or exterior grade plywood with a minimum thickness of 12mm.
- Welded mesh for ventilation must be 25mm X 25mm or smaller to ensure they are nose or paw proof.
- Doors must have at least 2 means of securing the door closed.

- The total ventilated area of the container must be at least 16% of the total surface of the four sides (including the door).

Secure door lock

- The locking mechanism on the door of the container, and any hinges must be secure and strong enough to prevent any possibility of escape.

Loose objects in the container

- There should not be any additional solid objects placed in the container. These can become dangerous if any turbulence is experienced during the flight.

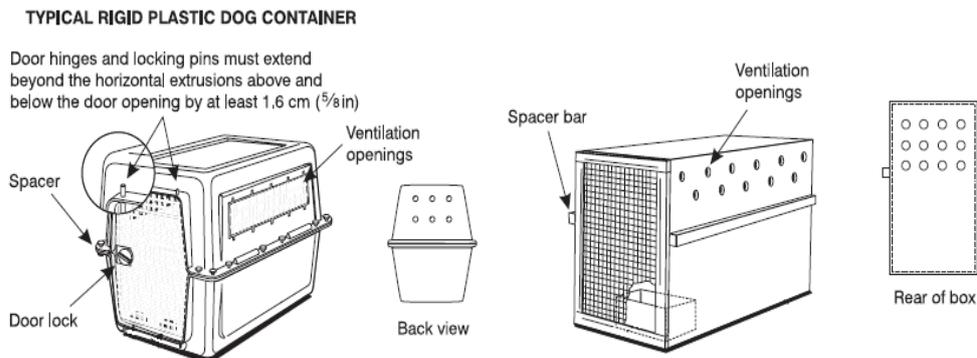
Appropriate Labelling

- Please label your container with the name of your pet and a 24 hour emergency contact number so you or your agent can be contacted for advice in the event of disruption or any incident impacting your animal.

Familiarise your pet with its container

- We recommend that your pet spends some time becoming familiar to being confined in the container prior to travel, for example sleeping in it for one or two nights in the days leading up to the flight date.

Examples of acceptable containers for dogs and cats



Complete the Household Pets Shippers Statement

This statement assists in ensuring that only cats and dogs that are fit for travel and are permitted by the airline operator are accepted for carriage. A statement will be sent to you when we send the confirmation of your pet booking. This statement is only required when the animal is a cat or dog.

The statement contains a series of statements regarding the breed, the fitness of the animal to travel and cage size that the shipper is asked to complete. We also ask for confirmation that the shipper understands that air travel is not without hazard and that the 24 hour emergency number is correct.

Here is a copy of the statement. It is quick and easy to complete. The shipper needs to complete the white sections only.

HOUSEHOLD PETS - SHIPPER'S STATEMENT AND ACKNOWLEDGMENT				
A statement should be completed for each household pet lodged for air transport				
Date of Shipment		Reservation Number		
Shipper's Details				
Name		Contact	Telephone	
Address		Suburb	State	Pcode
Email		24 Hour Emergency No		
To be completed by Shipper – Please circle your answer as appropriate				
Animal's Name		Gender	Office Use only (Please circle as applicable) * If this response recorded – shipment is not accepted	
Animals Breed			Permitted Breed	Yes No*
Is the animal of a brachycephalic / snub nosed breed?	(Please circle) Yes No	If Yes, AaE will only accept on owners own risk If the total elapsed time for the flight or combination of flights between the origin port and final destination exceeds 5 hours AaE will not be able to accept this animal for carriage*	Restricted Breed	Yes No
Is the animal pregnant?	Yes No	If Yes, a veterinary certificate must be provided stating that the animal is fit for travel and is not at risk of the birth occurring during the flight or acceptance at owners own risk and AaE's discretion	Certificate provided	Yes No N/A
Is the animal sick or injured	Yes No	If Yes, a veterinary certificate must be provided stating that the animal is fit for travel or acceptance at owners own risk and AaE's discretion	Certificate provided	Yes No N/A
Is the animal over 12 years of age?	Yes No	If Yes, a veterinary certificate must be provided stating that the animal is fit for travel or acceptance at owners own risk and AaE's discretion	Certificate provided	Yes No N/A
Has the animal been sedated?	Yes No	If Yes, Shipper to supply details of animals weight, name of drug, the dose, method of administration, the time given and acknowledgement of acceptance at owners own risk on label on the container	Details provided	Yes No N/A
Has the animal been measured to confirm correct container size?	Yes No	AaE will only accept animals in containers suitable for their size. The container must be big enough to allow your pet to stand without touching the top of the container, turn around and lie down comfortably	Container size suitable	Yes No*
Shipper's statement and acknowledgment				
I declare and confirm that:				
<ul style="list-style-type: none"> I have read and accept the information provided to me by AaE, including AaE's Household Pet Air Travel Guide, and understand that transporting my pet by air is not without hazard; I understand that all animals consigned for carriage by AaE are also transported subject to AaE's service conditions and conditions of carriage of which I have received a copy, read and accept those service conditions and conditions of carriage. The details that I have provided pertaining to the animal's breed, physical state and age are correct; That the animal/s is not under 8 weeks of age. The 24 hour emergency number provided is correct; I understand that if the animal is a full or cross bred brachycephalic/snub nosed breed OR is lodged without the requested veterinary certificate that AaE will only accept at owners own risk. 				
Without prejudice to the limitation of AaE liability set out in AaE's service conditions and conditions of carriage, the Shipper accepts that neither AaE nor the carriers will be liable for any loss, damage or expenses arising from death due to natural causes or death or injury caused by the conduct or acts of the live animal itself or of other animals, such as biting, kicking, goring, smothering, nor that caused or contributed to be the conditions, nature or propensities of the animal.				
Shippers / Agent Name		Signature	Date	
Acceptance Check - Office Use only - if the asterisked response is circled the animal cannot be accepted for carriage				
Is the container of rigid strong build and does it have a protective handles?		Yes	No*	
If the container is plastic are the two halves joined with metal screws and bolts?		Yes	No*	
Is the container clean?	Yes No*	Is the animal clean?	Yes	No*
Does the container have a spill tray and is it lined with absorbent material?		Yes	No*	
Have four (4) safety cable ties been affixed and trimmed to prevent the door inadvertently opening?		Yes	No*	
Has the consignment note been correctly completed and attached to the container?		Yes	No*	
Have all loose objects been removed from the container?		Yes	No*	
Is the animal displaying any signs of aggression or chewing resulting in cage destruction?		Yes*	No	
Shipper has received and read AaE's service conditions and conditions of carriage		Yes	No	
Print Name	Signature	Consignment Note Number	Date	Time
Checked by AaE				
Australian Air Express Pty Ltd, ABN 74 054 307 336, Level 7 / 440 Elizabeth Street, Melbourne VIC 3000				

Shippers complete the white sections ONLY

The AaE acceptance clerk will complete the shaded areas as part of the acceptance process.

The AaE clerk is checking:

- The breed
- The fitness to fly
- The suitability of the cage.

We recommend that you complete this documentation before you arrive at the freight terminal.

On lodgement of your cat or dog, the AaE Acceptance Clerk will complete the shaded sections as they finalise acceptance of the animal and the container.

AaE Service Conditions

If you are a non account customer please ensure that you have read and understood the AaE Service Conditions, which are provided with your reservations confirmation.

Visit the AaE Website to read these service conditions

www.aae.com.au/applications/consignment_note_copies/service_conditions

PET PREPARATION

Exercise, food and drink

Your pet will be confined in its container from the time it is lodged at the AaE freight terminal until it is collected by you or your representative at its destination.

Before you place your pet in its container, make sure it has had plenty of time to stretch and exercise. It is important that your pet has had enough to drink, however animals should usually travel on an empty stomach so limit the amount of food they eat prior to travelling. Your Vet will be able to advise you further.

If your pet soils the cage prior to departure you will be required to return to the AaE terminal to clean the cage and if this is not possible it is likely that the aircraft loading staff will not load your pet onto the aircraft. If you are unable to return to the freight terminal, AaE will engage on your behalf and at your expense an animal transport service provider to clean the cage and re-lodge the pet with AaE.

Sedating your pet

Sedation is **NOT** recommended for animals travelling by air unless specifically prescribed by your Vet. Sedated animals can lose their ability to balance or brace against turbulence. Changes in pressure during air travel can affect respiration and heart function for animals that have been sedated and the combination of altitude and medication is potentially fatal in an old, sick or stressed animal. Please refer to the IATA website for additional information on sedation.

Visit the IATA website www.iata.org/whatwedo/cargo/live_animals/Pages/sedation.aspx

Should your Vet recommend sedation, a note must be attached to the container the animal is travelling in stating the:

- Animal's weight.
- Generic name of the drug used.

- The dosage.
- The method of administration.
- The time given.

This information would be used if the animal has an unforeseen reaction to the medication during transit and AaE needs to contact a veterinary practitioner.

ON THE DAY OF TRAVEL

Your pet must be lodged at the AaE Freight terminal 90 minutes prior to the scheduled flight departure.

Remember to bring the following documentation:

- Your AaE pet booking confirmation and your Qantas flight confirmation (if the animal is travelling as a Qantas accompanied pet).
- The completed shipper's statement for each cat and dog being lodged.
- Any required veterinary certificates.

If you do not bring the completed statement you will be required to complete this statement at the time of lodgement as AaE will not accept your cat or dog for travel without it. This will become a mandatory requirement as of 1st February 2011.

AaE staff will check your animal and its container to ensure that all requirements are met. If your pet is travelling as an accompanied animal, i.e. you are also travelling on the flight; you will need to provide proof of your own travel booking such as a boarding pass or confirmation letter.

AaE may refuse to accept your pet for travel if:

- The animal is a restricted breed that is not permitted to travel on an aircraft.
- The container for the animal does not meet the standards outlined in this document.
- The container or animal is unclean.
- The container is in a state of disrepair and the animal has the potential to escape.
- The animal is unwell, aggressive or appears unfit for travel.
- A required veterinary certificate is not provided.

ON ARRIVAL AT THE DESTINATION

You or your representative must be available to collect your pet and the container that it is travelling in from the AaE freight terminal at the airport within 60 minutes of the flight arrival.

Your pet will be brought into the AaE facility soon after the aircraft has landed and should be collected with as little delay as possible to avoid prolonging the time spent in unfamiliar and often noisy surrounds.

The person taking possession of the animal will be asked to sign a receipt. Once the animal has been signed for it is the responsibility of the receiver to ensure the animal is taken safely away from the airport.

The animal must only be released from its container within the AaE facility or surrounds in a secure area. Animals are often agitated by the noise and traffic in the area and can easily escape an opened container and place themselves in danger.

FREQUENTLY ASKED QUESTIONS

Should I put water in the cage?

Water holders need to be firmly attached to the cage. There should not be any additional objects placed in the container. These can become dangerous if any turbulence is experienced during the flight.

Does AaE feed the animal?

No as this can affect how your animal travels. In addition only a light meal is recommended a few hours prior to travel. If your animal soils the container you will be required to return to AaE and clean the container prior to travel. Animals will not be loaded for travel if they soil the container.

Should I sedate my pet?

Sedation of animals travelling by air is not recommended unless specifically prescribed by a Vet.

What is the temperature and cabin pressure of the cargo hold?

It is the same temperature as the passenger cabin.

Why must I lodge my pet at 90 minutes prior to flight departure?

The cargo load must be finalised at 60 minutes prior to a scheduled time of departure of the flight to ensure the flight departs on time. AaE allows an extra 30 minutes for our staff to undertake all checks on lodgement of your pet.

What size crate do we need?

Your animal must be able to stand up and turn around in the container without any difficulty and must also be able to lie down comfortably.

Note: Animals lodged in containers too small for the animal's size will not be accepted by AaE. Please refer to AaE's guidelines on suitable containers.

Can we put two animals together?

A maximum of two adult animals of comparable size up to 14kg each that are used to cohabitation may be shipped in the same container. Animals over that weight must travel individually.

Animals up to six months old from the same litter, up to a maximum quantity of three may be shipped in the same container.

Where are the animals put after lodgement?

They are safely housed at the freight terminal until it is time to take them to the aircraft.

Does AaE supply a crate?

Customer can purchase small and medium pet packs from AaE.

Can we pay ahead?

No we can only accept payment when the animal is at the airport and AaE has confirmed acceptance, the weight and dimensions.

Can I pay for someone else to lodge in another port?

Yes, however you must be at the receiving port at the same time as the sender is in the sending port.

How many animals can I take as accompanied travel?

A passenger is allowed two small crates, one medium or one large crate per person. There is no limitation for animals travelling unaccompanied. If you are a member of the canine, feline or the pigeon association you are allowed three crates at a discounted rate.

Can a greyhound dog travel with a passenger?

All racing greyhounds will be charged as unaccompanied animals unless a certificate of retirement is provided.

What happens if the flight is cancelled or changed?

Your pet will be moved to the next available flight and you will be contacted to discuss and confirm the change. This is why it is important that you provide a contact number that can be reached at all times.

What if my pet isn't collected before closing time?

If AaE is unable to contact you or your representative during business hours, your pet will be moved to an approved kennelling facility. Any costs incurred are payable by the owner/representative.

What if something happens to my pet while it is travelling?

AaE will make every reasonable effort to contact you as soon as possible. A Vet may be called.