UK Pets Travel Scheme

April 2016

The UK Pets Travel Scheme is a UK DEFRA (Department of Environment, Food & Rural Affairs) initiative to facilitate the import of cats and dogs into the United Kingdom from countries with an acceptable health status.

The Scheme allows the release of the animals into the care of the owner/importer after satisfying specific criteria listed below.

All shipments of domestic pets under the Pets Scheme must comply with the following conditions –

- Be fitted with a microchip. The microchip must be ISO compatible (or the owner must provide their own microchip reader).
- Be vaccinated against rabies after microchipping.
- Be blood tested. The blood result must show that the vaccine has given your pet/s satisfactory protection against rabies and must have been done at least six months before export.
- Be treated against tapeworm and ticks.
- Be issued with an official Pets Certificate from the Australian Quarantine and Inspection Service (AQIS) for Australia or the Ministry of Agriculture and Forests (MAF) in New Zealand.
- Be transported in an approved cage.
- Travel on a carrier authorised by UK DEFRA to participate in the Pets Scheme from the originating country concerned. Qantas is an approved carrier.
- For cats that have been resident in Australia, a statement must appear on the AQIS Health Certificate stating that the animal being exported had not been in an area where “Hendra virus” has been confirmed during 60 days prior to departure.
- A valid Pets 3 Form to declare that your pet has not been outside pets-approved countries in the six months before it enters the UK.
- A completed Owners Residency Declaration must accompany the shipment.
- A completed HM Customs Form C5 must accompany the shipment.
- Shipments under the Pets Scheme can only be accepted to London Heathrow as final destination. Other destinations within the UK must enter under normal UK quarantine requirements.

Further information on the above requirements and how to obtain the documentation necessary should be directed to your local quarantine authority or your animal transport company.

Please note it is the shipper and/or agent’s responsibility to ensure any shipment under the Pets Scheme has the correct and appropriate documentation for entry into the UK. Under no circumstances will Qantas Airways accept liability for the failure of the clearance of pets due to incorrect or insufficient documentation.
Consigning your pet

After completing relevant paperwork and arranging for quarantine tests on your pet/s prior to departure, you will need to arrange the shipping of the animal/s to the UK by contacting either Qantas Freight via telephone on 13 12 13 (for Australia) or 0800 801 344 (for New Zealand) or a professional animal transport company.

To make a booking, please contact Qantas Freight.

When making the flight reservation with Qantas Freight staff, please ensure the team member is aware the shipment is being exported under the Pets Scheme.

Because of limited space on flights between Australia and New Zealand to the UK, there is a restriction on the number of animals we can carry per flight so it is highly recommended that as much advanced notice as possible is given when booking a shipment.

In certain circumstances you will be required to bring your crate, animal, quarantine documentation and photographic identification to the Qantas Freight Terminal, a minimum of one day prior to departure. At this time, the shipment and documentation will be checked and payment will be required.

All details of the proposed shipment are forwarded to the Qantas Freight office at London Heathrow Airport for arrangements to be made with our handling agent prior to arrival. Once confirmation is received by them, either the exporter (owner) or the animal transport company will be advised that the booking is confirmed.

The day of departure

On the day of departure your pet is to be lodged at the local Qantas Freight or appointed Ground Handling Agent’s Terminal at least two hours before flight departure. Upon receipt Freight acceptance staff will check that the correct documents are presented.

All documents will be checked that they have been officially stamped by the AQIS or MAF Veterinarian and the air waybill shows a contact name, address and phone number in the UK.

Once all airline checks have been completed, the original documents (the Health Certificate and the C5 Owner’s Declaration (if available)) will be placed in a sealed document pouch and attached securely to the outside of the animal crate.

It is recommended that photocopies of all documents are attached to the air waybill and a copy kept by the owner if travelling ahead or on the same flight as the shipment.

The owner or pet transporter should keep the pet’s original vaccination card and blood test report and carry them to the UK themselves.

Arrival at destination

On arrival, advance arrangements will have already been made by Qantas Freight’s appointed clearing agent, to transport your pet from the aircraft to the Animal Reception Centre (ARC) at London Heathrow Airport.

The contact details for this clearing agent are
James Cargo Services Ltd
Phone: 01753 682244
Fax: 01753 683407

The DEFRA staff at the ARC will inspect the shipment for compliance to the Pets Scheme, whilst James Cargo Services will undertake the necessary HM Customs and cargo documents clearance.

After these procedures have been successfully completed, your pet will be cleared for release by the ARC to be collected by you from there.

Their premises are located approximately eight kilometres south of the Airport.

Provided all documentation is correct and in order, the clearance process will take approximately four hours.
If your shipment fails the Pets Scheme check, a Failure Form will be raised by the Animal Reception Centre and given to the owner/importer/agent on their arrival. The form will explain the reasons why your shipment has failed to be cleared and the options open to you.

If the failure cannot be resolved immediately your pet may be detained at the ARC or moved to a quarantine approved cattery or kennel pending resolution of the problem. Any resulting costs will be at the importer/agent’s expense.

Qantas Freight at London Heathrow or James Cargo Services will assist where possible with any problems relating to a Pets Scheme shipment.

**Taking your pet to Europe from the UK**

If you wish to take your pet from the UK to one of the European Pets Scheme-approved countries, and return with it at a later date, you will need to obtain an official UK Pets Certificate from a vet in the UK.

To obtain this Certificate you should bring your pet’s vaccination record and its blood test report.

In the UK the pet’s certificate is completed and issued by a Government-authorised vet known as a local veterinary inspector (LVI). Most small animal veterinary practices in the UK have a resident LVI.

To obtain details of the location of the nearest LVI contact the local DEFRA Animal Health Divisional office.

**Effective 01 April 2016, charges for the standard clearance and handling of a Pets Scheme shipment on arrival at London will be as follows;**

For single animal shipments:
- Weekday arrival AU$775.00 / NZ$835.00
- Weekend arrival AU$910.00 / NZ$985.00
- Public Holiday arrival AU$1050.00 / NZ$1135.00

The following additional charges apply for each additional animal:
- AU$80.00 / NZ$85.00

The following transit fees apply:
- For transit at Singapore AU$50.00 / NZ$60.00
- For transit at Australian ports (for shipments originating in New Zealand only) NZ$60.00.

Charges may vary without notice. These charges must be paid at origin by the owner, or if handled by an agent, shown on the air waybill in the due carrier box.

**Need more information**

The following websites may be of assistance should you require any further information on the UK Pets Travel Scheme.

Department of Environment, Food & Rural Affairs (DEFRA)
www.defra.gov.uk

Australian Quarantine and Inspection Service (AQIS)
www.aqis.gov.au

NZ Ministry of Agriculture and Forestry (MAF)
www.maf.govt.nz

Qantas Freight
www.qantasfreight.com