

# Frequently asked questions regarding pet travel from the UK.

Please find below the answers to the most frequently asked questions regarding pet travel. If you need any further information please feel free to contact a member of our Shipping Department on: 08450 701701.

## Which destinations do you operate a pet service to?

We are able to welcome cats and dogs on board our flights to the following destinations:

Barbados	VS029	Tues & Weds only	Los Angeles	VS007 only	Mon – Fri
Boston	VS011	Mon – Fri	Miami	VS005	Mon – Fri
Chicago	VS039	Mon – Fri	Newark	VS001 only	Mon – Fri
Dubai	VS400	Sun – Wed	Orlando	VS015 only	Mon – Fri
Hong Kong	VS200	Sun – Thurs	San Francisco	VS019	Mon – Fri
JFK	VS045 only	Mon – Fri	Sydney	VS200	Mon & Tues only
Johannesburg	VS601	Sun – Thurs	Washington	VS021	Mon – Fri

Please note that during public holidays in the UK and USA we are unable to carry pets on board our flights. Also during the period 1st June until 30th September, we do not carry pets from Miami or Orlando to the UK. The above flight numbers are subject to change, therefore it is advisable to check at the time of booking.

## How does my pet travel and what would be the check-in time for him/her?

Your pet would travel as cargo in the part of the hold that is heated and air-conditioned just like the cabin. Check-in time at Virgin Atlantic Cargo will be 4 hours before departure of the flight.

## Which breeds of animals do you accept for travel?

We carry cats and dogs only, excluding snub/pug nose breeds such as Pekingese or Persian, and any dog listed under the Dangerous Dogs Act.

For clarification on whether your pet is snub-nosed or for a copy of our conditions of carriage, please contact us on 08450 701701.

## Can I sedate my pet for the flight?

We will not accept any pet on a flight that we believe has been sedated in any way.

## Do I need to be on the same flight as my pet?

Your pet can travel unaccompanied or accompanied, the cost will not be affected. The only exception to this is if you are travelling into Gatwick from Orlando or Barbados, in which case you must accompany your pet.

## When do I need to book a place for my pet?

We need to take your booking at least a week in advance.

## How much will it cost?

All costs are calculated on the size of the travelling cage. In order for us to give you an accurate quote, you need to provide us with 3 dimensions: the length, the height and the width of the cage. The minimum fare from the UK to the destinations above is £335. For an exact quotation, please give us a call.

## What paperwork will be needed for my pet to travel?

For a one-way trip to the USA you will need to obtain an Export Health Certificate from your local vet within 10 days of your pet's flight – this is simply a 'fit to fly letter' and must be on the vets letter headed paper. Alternatively, if you have a pet passport you can get it stamped in the relevant place and use this as the Export Health Certificate. We recommend that your pet has an up to date rabies vaccination but it is not a requirement of entry.

For Johannesburg, you will need an Import Permit obtained from Pretoria and an Export Health Certificate (6256 EHC for dogs and 6257 EHC for cats) obtained from DEFRA.

For Barbados you will need an Import Permit obtained from the Ministry of Agriculture in Barbados and an Export Health Certificate (3890 EHC) obtained from DEFRA.

For Dubai you will need an Import Permit obtained from the Ministry of Environment and Water in Dubai and an Export Health Certificate (3926 EHC) obtained from DEFRA. Your pet must be microchipped or tattooed and you must also provide all rabies inoculation certificates or pet passports containing rabies inoculation details.

For Hong Kong you will need an Import Permit obtained from the Hong Kong Agriculture, Fisheries and Conservation Department (based in Hong Kong) and an Export Health Certificate (3472 EHC) obtained from DEFRA. Also required is a separate signed statement from the shipper, stating that the animal has been resident in the UK since birth or for the last six months.

For Australia please call the shipping office on 08450 701701

## Should I feed my pet prior to the flight?

We recommend that you do not feed your pet up to 5 hours before the check-in time. Although you should give your pet water and we will provide a further supply prior to the flight.

## What travel kennel should I purchase for my pet?

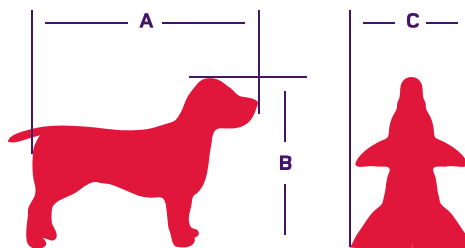
You must obtain an IATA approved crate in order to fly your pet on an aircraft. It needs to meet the following specifications:

- The crate must be made of wood or hard plastic
- It must be rigid on all sides (non-collapsible) and not have a roof with a grill that opens
- It must be equipped with an adequate sized water dish, attached to the inside door of the kennel
- It must be ventilated around all 4 sides
- The base must be leak-proof
- It must have absorbent material in the bottom of the pet kennel (i.e. shredded newspaper) for the comfort of your pet
- A door must form the whole of one side of the container and be either hinged or sliding

## How do I ensure that I purchase the correct sized kennel for my pet?

The size of the kennel should follow the guidelines below:

- A. Length in cm = Nose to root of tail – tail excluded
- B. Height in cm = Floor to top of head while standing
- C. Width in cm = At the widest point



These measurements will ensure that your pet will have sufficient space to stand up and lie down comfortably.

Kennels must be large enough to comfortably accommodate your pet to stand up and turn around freely, leaving at least 2" headroom space between the top of your pets head and the roof top of the kennel. Please note failure to have your kennel and pet checked for this very important detail could result in your pet being refused for transport on the day of your departure.