

4 STEP PROCESS FOR PET BOOKING



TENTATIVE BOOKING

The first step is to make a booking for your pet and secure their space, as per your local station requirement.



APPROXIMATE QUOTATION

We'll check the space availability and chargeable weight on the flight and send you an approximate quotation.

As soon as you accept the quotation, we'll proceed to the next step, as per your local station requirement.



APPROVAL

We need to receive the below at least 72 hours before the flight date, in order to obtain approval.

- Photos of your pet, in a natural standing position, inside its travel container*
- Pet passport with rabies vaccination records and microchip number
- Rabies blood test report (if applicable)
- EU health certificate (for EU destinations)
- UK annexe (for UK destinations)
- Import permit (if required)
- A valid UAE MOCCAE Veterinary Health Certificate
- Acknowledgement form completed and signed
- Name, email address and mobile number of the receiver
- If you're travelling on the same flight as your pet, we'll need a copy of your flight confirmation
- If you're using a cleaning agent at the destination we'll need their name and email address

*On a case-by-case basis, additional documents or pictures may be requested depending upon your pet's breed.



HAND-OVER

Once the booking is approved, we will notify you by email and send you a .PDF file to guide you through the handover and payment process.

Please note that this process may vary based on the origin station. The respective station will communicate the local handover process and timeline.

