



# *TAKE THE STRESS OUT OF FLYING YOUR FURRY FRIENDS ABROAD...*



## *INTRODUCING EMIRATES PETS*

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A pet's safety and wellbeing will always be at the top of any pet owner's priority list as they truly are part of the family.

Emirates Pets offers a service specifically designed to provide your pets with the highest levels of care and attention, whenever and wherever they fly, by strictly adhering to International Air Transport Association's Live Animal Regulations (IATA LAR).

A dedicated team in Dubai will ensure that, be it departure, transit or arrival, your pets receive the Emirates treatment.



## ***PURPOSE-DESIGNED SOLUTION***

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In line with the UAE Ministry of Climate Change and Environment (MOCCAE), Emirates SkyCargo has temperature-controlled facilities for live animals, for pets departing and arriving in Dubai, as well as pets in transit.

All transit pets must have a minimum connection time of 6 hours between flights to ensure the transit care they require.

While in Dubai, our transit care partners will assist us to ensure your loved ones are well taken care of. Your pets will be cleaned, fed and watered, and will also be administered any special food or medication, as long as these instructions are provided at the time of booking and supplied prior to departure. The entire timeline of transit care is also documented for each and every pet shipment.

In addition, our specially designed pet transport vehicle is used to transfer pets to our temperature-controlled facilities from the aircraft, and vice versa.

Pets are always placed in the temperature-controlled hold of the aircraft, and care is taken to ensure that your pets are the last to be loaded and first to be retrieved upon arrival, to ensure protection from the elements.



## ***KEY FEATURES***

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- Separate transit area in Dubai
- Dedicated team 24/7, 365 days a year, responsible for reviewing and approving:
  - full details of your pet
  - cage details (with pictures)
  - medical and veterinary reports
  - vaccination certificates
  - confirmation from the destination-airport for an 'OK to forward'
- IATA LAR trained staff across the network
- Professional transit care in Dubai
- Veterinary Services available in Dubai 24/7, 365 days a year



## A SNAPSHOT OF WHAT WE OFFER:

AT ORIGIN	EMIRATES PETS	EMIRATES PETS PLUS
All-inclusive airfreight	✓	✓
Collection from home		✓
Local travel documents, including import/export permits and veterinary certificates		✓
Vet support/assistance at Animal Care area in Dubai	✓	✓
Boarding (if required)		✓
Kennels (if required)		✓
Pet cleaning/grooming (if required)		✓
Kennel cleaning (if required)		✓
AT DESTINATION		
Import customs clearance, local authority registration		✓
Boarding (if required)		✓
Delivery to selected end-destination		✓

For pets beginning their journey in Dubai, we can also offer the **Emirates Pet Plus** service, where individuals making bookings can be connected to our contracted service provider to assist with the pick-up/ collection of your pet from within the city-of-origin, and drop-off/ delivery of your pet at its final destination. The service provider will also assist you with all the necessary documentation and permissions required for your pet's journey. This is an optional service.

## SAFE, COMFORTABLE, RELIABLE & COMPLIANT



We conform to IATA LAR taking into account both State (country) regulations and our own Emirates (operator) variations. Our dedicated team works 24/7, 365 days a year and are responsible for checking all required documentation, as well as your pet's enclosure requirements, to ensure that the animal's journey is as smooth as possible. This is a service unlike no other and it requires complete compliance.



## **BREEDS NOT ALLOWED ON EMIRATES SKYCARGO**

The following breeds of cats and dogs and any of their crosses are not allowed for carriage on Emirates SkyCargo. This is so your pet can rest, be given water, exercised and closely monitored prior to their flight.

<b>DOGS</b>	
Affenpincher	King Charles Spaniel
American Cocker Spaniel	Lhasa Apso
Boston Terrier	Lowchen
Boxer	Neapolitan Mastiff
Brussels Griffon	Newfoundland
Bulldog (all types)	Pekingese
Bullmastiff	Pit Bull Terrier
Cane Corso	Presa Canario
Cavalier King Charles Spaniel	Pug (all types)
Chihuahua (apple headed)	Shar-Pei
Chow Chow	Shih Tzu
Dogo Argentino	Staffordshire Bull Terrier
Dogue de Bordeaux	Tibetan Spaniel
Japanese Chin	

<b>CATS</b>	
British Longhair	Himalayan
British Shorthair	Persian
Burmese	Scottish Fold
Exotic Shorthair	Selkirk Rex
Exotic Fold (Foldex)	



## ***IMPORTANT INFORMATION – BREEDS RESTRICTED BY THE UAE:***

The import into Dubai of the following breeds of fighting and dangerous dogs or their hybrids are banned as per United Arab Emirates Government regulations. These breeds may be accepted for carriage if not being imported into the UAE, and if allowed by the destination country.

Emirates SkyCargo can handle these restricted breeds providing they are not destined to the UAE and are allowed by both origin and destination authorities with the correct permits/licences if applicable. Due to the strength of these dogs we will insist on upgraded and reinforced containers.

- Pit Bulls (aka Pit Bull Terrier, American Pit Bull Terrier, American Staffordshire Terrier, American Bully)
- Mastiff Dogs (Fila Brasileiro / Brazilian Mastiff, Dogo Argentino / Argentinian Mastiff, any Mastiff or hybrid)
- Tosa (Japanese Tosa or hybrid)
- Rottweiler breeds or hybrid
- Doberman Pinschers / Doberman
- Canario presa
- Boxer
- Karabash (aka Kangal)
- Caucasian Ovcharka
- Any mixed breed of the breeds of dog mentioned above, or hybrids

Emirates SkyCargo will not transport greyhounds used for racing or other commercial activities. Only greyhounds that are domesticated and transported as pets, including those which have been rescued, will be transported by us.

Acceptance of dogs and cats is governed by the following restrictions:

- The minimum age of any dog or cat is 15 weeks
- This may be increased to 27 weeks if from a 'High Risk' country

Please contact [skycargodxbcc@emirates.com](mailto:skycargodxbcc@emirates.com) or your local Emirates SkyCargo office for more details.

**NOTE:** A 24-hour emergency contact number must always be shown on the animal's travel container.

**We also require** a signed copy of our **Customer Acknowledgment Form** with every shipment.

Aside from Origin & Destination specifics, Emirates requires the following (as a minimum):

- Dedicated form for acceptance and authorisation
- Medical and/or veterinary health certificates
- Fit to fly statements
- Micro chip

## ***CONTACT US***

To make a reservation or learn more, visit [skycargo.com](http://skycargo.com) or contact your local Emirates SkyCargo office.

