

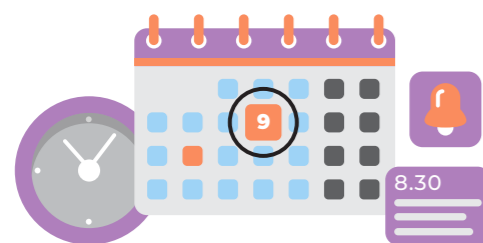
# 4 STEP PROCESS FOR PET BOOKING



01

## TENTATIVE BOOKING

First thing is to create a booking and secure the space for your pet on our flight.



02

## APPROXIMATE QUOTATION

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

Once you accept the quotation, we'll proceed to the next step.



03

## 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 clearing 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.



04

## HAND-OVER

Finally, when the booking is approved, we'll notify you by email, and will also be sending you a .PDF file to guide you on the handover and payment process.

\*Handover and payment process may vary based on the origin station. The respective station will communicate the local handover process and timeline.

