



March 2021

Dear Valued Client,

Please note the below corrective safety measures implemented from a PetLounge perspective with regards to the reinforcement of wooden crates.

Aggressive Power Breed Dogs:

- Double mesh on all crates – 2.5mm thick
- In addition to the above, all wood should be 12mm thick

Please note for smaller crates:

- For all Crate # 1, 2, 3 4 – As per IATA regulation the crates should be Nose & Paw Proof

Kindly note that this is an **IATA** recommendation based on information from the LIVE ANIMAL REGULATIONS book, 47th Edition, January 2021

Should the dogs appear aggressive upon check-in we would have no option but to suggest you calm them down with a mild natural calming tablet. Once they are calm we can accommodate them on the next flight, alternatively you have the option to rent one of our aluminium crates if we have any in stock.

This is a preventative measure that we are putting in place to ensure that the animals and staffs' safety is not compromised at any given time while the animal is in the crate or to prevent embargo from the airlines.

Thank you for understanding

The PetLounge Team

