

# IMPORTANT INFORMATION REGARDING THE AIR TRANSPORTATION OF YOUR ANIMAL



- Kindly be informed that the price of the flight is determined by the size of the crate. The total cost is determined either by the actual weight (kg's) or volumetric weight (LxWxH), whichever is higher. This price excludes crate rental.
- If you are traveling with Kulula.com or British Airways, provide us with your flight details & we will accommodate your animal on the same flight, depending on space availability.
- If your animal is travelling alone, you may choose a flight from our flight schedule when making the booking.
- The document labeled **Shipper's Live Animals Declaration**, (attached to your booking confirmation e-mail) should be completed by the person sending the animal.
- Bookings have to be done 24 hours' prior the flight date.
- If the sender is providing their own crate for flying their animal, it must be airline approved.
- Payment can be made on the day of departure at the PetLounge either by eft or card only, no cash is accepted. We unfortunately do not accept Diners/American Express cards.
- Please also note that any EFT, if done in the branch, needs to be done from your own device (i.e app on phone /tablet) and cannot be done from the PetLounge PC's.
- All documents to be handed in on the day of departure: Original updated Vet Books, Booking confirmation, completed Shippers Live Animals Declaration & Identity Document.
- Both the **SENDER** and the **RECEIVER** must show positive **IDENTITY DOCUMENTS** for the check-in and collection procedures.
- Check-in time for Domestic flights is **TWO HOURS** prior to the flight departure and for clearance it takes ± 45 minutes to 1 hour.
- Check-in time for Regional flights is **THREE HOURS** prior to the flight departure. (Depending on Airline Variations). Once the animal has arrived we will contact the state vet. Hand out times will depend on when the state vet arrives to clear the animal.
- **SEDATION** of animals, except under certain conditions and carried out under veterinary guidance, is not recommended. The combination of altitude and drugs is potentially fatal in old, chronically sick or stressed animals.
- **Pregnant Pets** - Heavily pregnant animals will not be allowed on our aircrafts, except under exceptional circumstances. This should be accompanied by a letter from your vet printed on a letter head with the stamp & vet signature present.
- In the event of your animal/s not being accommodated on the requested flight, due to airline operational restrictions, we will place your animal/s on the next available flight and advise accordingly.
- A blanket / soft toy may be placed inside the crate.
- Animals from 8 weeks up to 6 months old from the same litter may fly in the same crate regardless of gender up to a maximum of 2 animals. If they are older than 6 months they are allowed to fly together on condition that they are male & male or female & female, comparable in height & weight, up to a maximum of 2 animals & weighing no more than 14kg each. Animals over that weight must travel individually.
- Cats over the age of 2 years may not fly in the same container/crate.
- Snub nosed animals are not allowed to share a crate. They need a crate 2 sizes bigger than other breeds.
- For access to Cape Town & Durban PetLounges please bring proof of ID in order to enter premises via the boom gates.
- All further information is accessible to download & print in PDF format when making your online booking.

PetLounge

 BidAir  
Cargo



*They're in good hands*

