



FLIGHT DAY INFORMATION

Please see below to help flight day run smoothly.

- Your label/s (attached to your booking confirmation email) which need to be attached to the top of the crate which include, Dates, addresses of drop off and collection freight departments. Dates and times.
- Paperwork requirements at drop off and collection
- Tips on feeding
- Overweight shipments and stop overs
- Delays or non-collection of animals by the allocated time
- What is and is not allowed in the crate
- Quarantine issues or expectations
- Sedation and fit to fly certificates
- Keep check on your nominated flight and weather conditions.

Label (DOCUMENT WITH ALL FLIGHT DETAILS) must be fixed or details written on/to crate/freight box. Some use a plastic pocket which helps protect paperwork from the elements.

If you have multiple crates, your label will have the wording **of 2** on the top right-hand side.

You need to write in the number **1** of 2 on the first label, then **2** of 2 on the next and so forth for extra crates.

Each crate must have its own label. This shows staff you have multiple crates on the same shipment.

ANIMAL ACCEPTANCE FORM or IATA (Animal acceptance check list) Lodgement form Virgin, or **Shipper Statement and Indemnity** forms Qantas, filled out. THE DATE AND TIME NEEDS TO BE MARKED AS THE DATE AND TIME THAT SENDER IS DROPPING OFF and handed over at lodgement.

Both SENDER AND RECEVIER require copy the AIRWAY BILL NUMBER. Receiver will need ID

Please check all details are correct on your booking when emailed and advise if any changes need to be made asap.

DOGS AND CATS – PLEASE DO NOT FEED ON THE MORNING OF DEPARTURE. A DRY MEAL THE DAY BEFORE Or no closer than 12 hours prior to flight. ALWAYS HAVE FRESH DRINKING WATER AVAILABLE. SOME ANIMALS DO NOT TRAVEL WELL AND IF CRATE IS SOILED, YOU WILL BE REQUIRED TO CLEAN OUT (A FEE IS CHARGED FOR AN AGENT TO ATTEND ON YOUR BEHALF) OR THEY WILL NOT BE ACCEPETED ONTO THE FLIGHT.

CONNECTING FLIGHTS, IT IS RECOMMENDED THAT YOU **BOOK A COMFORT STOP**. THIS WILL INCUR AN EXTRA COST OVER AND ABOVE FLIGHT PRICE. AN AGENT WILL ATTEND TO YOUR PET for CRATE CLEAN OUT, FRESH PUPPY PAD IF REQUIRED AND SOME TIME OUT OF THE CRATE DEPENDING ON TIME LIMITS. THIS IS ESPECIALLY IMPORTANT FOR LENGTHY TRAVEL TIMES. AND, AS PER DROP OFF, IF YOUR ANIMAL SOILS THE CRATE AT ANY STAGE DURING A STOP OVER, AN AGENT WILL BE REQUIRED TO CLEAN THE CRATE OUT AT A COST TO THE CUSTOMER.

NOTE: IF YOU ARE TRAVELLING WITH YOUR PET OR YOU HAVE FAMILY OR FRIENDS IN THE AREA, YOU CAN PERFORM A COMFORT STOP. PLEASE ADVISE SO WE CAN MAKE NOTE ON THE BOOKING.

FOR BIRDS WITH SEED IN THE BOX, IT CAN BE A GOOD IDEA TO HAVE PLENTY IN CASE OF DELAYS, ESPECIALLY CONNECTING FLIGHTS.

YOU MUST BE MINDFUL OF WEATHER CONDITIONS. *Note: Especially If weather is 35 degree or above, please reschedule your flight. Weather at these temperatures can have extreme adverse effects on your animals/birds, some even resulting in death. It is the customer responsibility to decide if the heat on day of flight is too much for the animal no matter what the Temperature. Rescheduling is at no extra cost up to 24 hours prior to departure. On day of departure, we will do our best to change your flight at no extra cost depending on flight time. If it is not possible to change your flight and you miss lodging, you will not be refunded any out-of-pocket expenses. If you choose to freight on extreme temperature days, Aussie Pet Connections will NOT be responsible/Liable in any way.*

BRACHY BREED ANIMALS – PLEASE SEE BRACHY BREED INFORMATION SHEET.

RECORDED WEIGHT AT LODGING

Please ensure your crate/box including animal/bird & anything either inside or attached is measured and weighed prior to lodging.

Possible extra fees as per Terms and Conditions.

At the airport, you can ask for the recorded weight.

IF THE WEIGHT REGISTERED AT TIME OF LODGING IS GREATER THAN THE ALLOWANCE AT TIME OF BOOKING, YOU ARE REQUIRED TO PAY THE COST as per Terms & Conditions.

IF WE CANNOT PROVE CHARGES ARE INCORRECT, CUSTOMER WILL BE LIABLE

IF THERE IS AN OVERCHARGE AND YOU HAVE NOT KEPT A RECORD OF THE WEIGHT RECORDED AT TIME OF LODGEMENT AND DO NOT HAVE PHOTOS OF THE CRATE/BOX WITH THE AIRLINE LABEL AND CLEAR MEASUREMENTS TO SHOW PROOF OF WHAT THE SHIPMENT WAS, WE CANNOT DISPUTE AND YOU WILL BE LIABLE.

Lodgement is 2 hours or no closer than 90 minutes prior to flight departure (Check with Regional ports as some do not open 2 hours prior and may be 90 minutes to an hour prior)

If your route has a stopover planned, you will also need to pay any costs for agents to attend for a comfort stop, either for lengthy stop overs, to clean soiling or any other issues arising.

Collection Times

VIRGIN – generally 30 minutes to an hour from landing.

QANTAS - generally 45-60 minutes from landing, but could be longer.

YOU MUST NOTIFY US AS SOON AS POSSIBLE IF YOU ARE GOING TO BE LATE TO COLLECT YOUR ANIMAL.

NOTE: IF YOU DO NOT COLLECT YOUR ANIMAL BY THE ALLOTTED TIME, AIRLINE HAVE THEIR OWN POLICIES IN PLACE INCLUDING CALLING KENNEL OF THEIR CHOICE TO COLLECT THE ANIMAL AND HOLD UNTIL YOU COLLECT. YOU WILL BE CHARGED FOR THIS DIRECT. WE DO NOT COVER THIS COST FOR YOU.

INSIDE CRATES – you must have some form of absorbent material for bedding. Be mindful of blankets or towels that animals may chew or choke on. Vet bedding is a great option.

QANTAS ALLOW - A COLLAR, BUT NOT TREATS, FOOD OR TOYS AS THEY CAN BE A HAZZARD

VIRGIN DO NOT ALLOW ANY OF THE ABOVE INCLUDING COLLARS.

Airlines may change these requirements, so it is always best to check on their websites prior to flight.

You may ask the staff if you can attach collars or leads to the outside of the crate with cable ties, but we will not take responsibility for any missing items.

YOU MUST MAKE YOUR OWN ENQUIRY INTO ANY QUARANTINE RULES FOR THE AREA YOU ARE SENDING/RECEIVING ANIMALS TO BE SURE YOU HAVE UP TO DATE ADVISE ON ENTRY

OR YOU MAY BE DENIED ENTRY AND THE ANIMAL/BIRD SENT BACK TO POINT OF ORIGIN AT YOUR EXPENSE.

QUARANTINE REQUIREMENTS VARY FROM STATE TO STATE. **PERTH or TASMANIA FOR EXAMPLE WILL NOT ALLOW ANY FRESH FOODS OR SEEDS** without a quarantine inspection booked prior to flight date. This is at your own expense.

Tasmania require Worming Declaration for Dogs entering the state.

FOR ALL ANIMAL TRANSPORT - IT IS YOUR RESPONSIBILITY TO ENSURE ANY PERMITS or LICENCES REQUIRED ARE ATTENDED TO. WE DO NOT ARRANGE PERMITS. YOU MUST ALSO CONSIDER QUARANTINE REQUIREMENTS FOR THE AREA YOUR PET IS TRAVELING TO AND FROM.

SEDATION: If you choose to sedate your animal, you will need to hand staff a FIT TO FLY CERTIFICATE from your vet stating sedation.

If your animal has a medical condition OR is pregnant, you will need a fit to fly certificate.

If your animal is under 12 weeks old or over 12 years old, you will need to obtain a FIT TO FLY CERTIFICATE from your vet. (Brachy Breed Animals BOAS)

It is the customer responsibility to check flight status prior to and on flight date.

It is important that **you check flight status before lodging or pick up**. We are not always advised of cancelations or delays.

A couple of options below. OR you can simply type into GOOGLE the flight number (ie:VA1456 or QF1563)

<https://flightstatus.virginaustralia.com/flightNumber>

<https://flightaware.com/live/findflight>

<https://www.flightradar24.com/>

If you have any questions, or concerns, please reply with return email and we will address prior to your flight/road trip.