PET TRAVEL

ALL YOU NEED TO KNOW
Welcome to Animal Doctors International,

Thank you for inquiring with Animal Doctors International. It will be our pleasure to assist you with your furry family’s move!

We’ve designed this booklet to introduce you to our philosophy, process and hopefully to answer some of the many questions that you will have!

At Animal Doctors International we provide a high quality professional service, ensuring ultimate peace of mind through every step of the process. With our veterinary hospitals in Vietnam and Laos, International veterinary surgeons and dedicated Pet Travel consultants we are proud to provide one of the leading pet transport services in SE Asia and the only veterinary hospital in Vietnam and Laos that is a full IPATA member.

We work only with highly qualified and experienced pet relocation specialists to ensure that your pet will have a first-class trip. Our service and expertise, availability of English speaking International Veterinarians, compliance with international standards and comprehensive network of reliable agents (as well as the many small ‘extras’ we do to ensure smooth and safe relocations) allows us to offer you a unique, one-stop service.

Uniquely to Animal Doctors we can offer the full care of clinical testing and certification that your pet might need for their travel - giving you a fully seamless & stress free experience!

Have a read of the information in this booklet, a google of the possibilities and consider all the options available – we’ve included an outline of the process for getting your precious cargo from A to B in the following pages.

We’re here to answer any more questions that you have as well as provide honest advice and guidance on any stage of the process.

All you need to do to get started is fill out the application form included at the end of this pack and send it back to us – we’ll take care of the rest!

We look forward to talking with you further and supporting you through this move!

Kindly Regards,

Dr. William
CEO
What To Expect

The team here at Animal Doctors International understands that relocating your pet can be a daunting undertaking. However, supplied with the right information and support tailored to you and your pet’s needs, ADI works to ensure that your experience of pet travel is as stress-free as possible.

Here are the steps to follow for a smooth move:

**Preparing for Relocation**

The first step is to provide ADI with a detailed list of requirements for your pet’s move including the origin and destination, travel date, pet breed and age so that we can determine the viability of travel and the suitable options available.

**Tailoring Your Move**

Once we know the essential details, we will begin to tailor your pet’s travel. We will identify the best routing options, provide detailed specifications for your pet’s crate and develop a robust contingency plan in case of unforeseen challenges during the relocation.

**Confirming Your Move**

Once you are happy with your tailored plan, we will immediately begin to confirm the logistics. As your pet’s safety and wellbeing is our priority, we undertake rigorous due diligence checks to ensure that we only work with trusted carriers and agents.

**Paperwork**

There can be a considerable amount of paperwork involved in pet travel but this is where the support from our experienced team really makes the difference – we will work closely with your vet, agencies and the necessary authorities to finalise all the prerequisite documentation for travel including health certificates, import permits and customs documents.

**Monitoring Your Move**

We will monitor your pet’s journey from departure to arrival and provide frequent updates along the way. In the case of any unforeseen events or delays, our team will work proactively to implement the contingency plan and ensure new logistics are arranged to minimise disruption, always keeping your pet’s wellbeing front of mind.

**Support on Arrival**

Even once you are happily reunited with your pet, our support continues. We will store your pet’s records in our system in case you need the details for another relocation and, in some locations, we can assist you to obtain a pet license or arrange boarding depending on your needs.

**Feedback**

Here at Animal Doctors, we are always striving to improve our services. Whilst we hope that your pet’s journey goes as smooth as possible, we are always pleased to receive honest feedback.
Travel Options

There are many considerations to make when selecting how your pet should travel and we encourage you to undertake your own research so that you are happy with your choice. However, from our extensive experience, we recommend cargo travel with a pet-friendly airline. Whilst this may come as a surprise, the more you conduct your research the clearer it becomes that this mode of transportation is the safest and least stressful option for your pet.

For now, familiarise yourself with some of key facts about pet air travel to guide your decision-making process:

- Be prioritised as last on, first off to minimise time spent on the aircraft, with check-in occurring at the airline’s cargo facility
- Travel in climate-controlled vehicles, never set down on the tarmac
- Be monitored carefully throughout their journey
- Travel in a pressurised and climate-controlled cargo hold
- Travel separately from the pet owner so that you have the flexibility to plan your own journey

Upholding such high standards of care, including handling your pet through customs, means that this option tends to be the more costly one. However, consideration must also be given to the size of your pet, as costs will vary according to the volumetric weight of the crate, rather than your pet’s weight.

That said, our experienced team think this option is well worth it for your pet’s safety and your peace of mind.
EXCESS BAGGAGE

Whilst it may seem more comfortable to travel with your pet on the same flight, it is common for pets to be reallocated to another flight when demand is high. This can present great challenges and unnecessary stress for pet owners. To add to this variability, pets aren’t provided with the same level of care and attention as a pet-friendly cargo operator guarantees. This makes it a more risky option both in terms of reliability and safety – indeed it is telling that the most pet-friendly airlines do not even offer to take pets as excess baggage.

In practical terms, it is worth considering that:

• Pets check in at the main terminal with their owner and travel on the same flight
• No two airlines have the same requirements, so it is worth checking what to expect directly
• It is unlikely that airline staff will have received pet handling training
• Pets may spend some time waiting on the tarmac as they can be transported with general cargo
• This option is more economical (typically ~50% cheaper)
• No guarantee of temperature-controlled transportation so pets may be prohibited to travel when it is either too hot or cold in line with airline travel restrictions

*Note: It is easy to be confused as some airlines refer to excess baggage as ‘cargo’. This is just to be differentiate between in-hold and in-cabin travel and not true cargo where your pet can travel independently.
Keeping your pet with you in the cabin may, quite understandably, seem the most reassuring option for a pet-owner. But the cabin can be loud and chaotic which is far more stressful for your pet than the quiet and regulated environment in the hold. Also consider that this option is only viable for very small animals given they must travel in an airline-approved crate located beneath the aeroplane seat. No matter the size of your pet some routes are still restricted whilst many international airlines do not offer this option at all.

We offer the following services:

1. **Excess Baggage** - we handle the veterinary inspections and import/export documents for pets travelling with the owners on a commercial airline.

2. **Manifested Cargo**:
   a. **Door-to-Door** - this is our premium service for your complete peace of mind. We will handle all steps from your home, anywhere in the world, to your final destination. From collecting your pet at a convenient time, arranging all paperwork and clearances and delivering them safe and sound to their new home we will support you every step of the way.
   b. **Door-to-Port** - we handle all services from your home to the destination Airport (vet procedures, paperwork, cargo bookings, export handling and customs clearances). This does not include the importation and handling services at arrival in the destination country.
   c. **Arrival Clearance** – we will receive your pet on arrival, clear customs, arrange import permits and permissions and deliver to your local address.
Crate Training Your Dog

After choosing your pet’s crate based on the specifications above, purchase it well ahead of your travel date to give your pet as much time to adjust as possible. The best starting point is to remove the lid of the crate, keep the door open and place their bed inside. After several weeks, you can replace the lid of the crate but continue to leave the door open. Once familiar, we recommend you to take your pet in their crate into a new environment so they can adjust to the more unfamiliar places whilst feeling the safety of their transportable home. Remember, slowly and patiently does it and keep offering positive reinforcement!

Crate Training Your Cat

Many cats are not easily accustomed to the idea of spending time in a crate. However, there are steps you can follow to help improve your chance of success. So whilst your cat will likely never love its home-away-from-home, you can at least make their experience somewhat more comfortable.

1. **Familiarity** – place the crate in an environment that is familiar to your cat so that it becomes used to the everyday sight of it. Always leave the door open so that is can explore at its leisure if it’s feeling curious.
2. **Treats** – when your cat does go inside the crate, a delicious treat and some praise won’t go amiss!
3. **Time** – your cat needs plenty of space and time to adjust so be patient and start early!
4. **Practice** – once your cat feels comfortable enough to enter at its own will, take it for some practice journeys in the car. Start for shorter durations and increase the journey time so when it does come time to relocate, the long trip is just like a walk in the park!
Plan for Contingencies

There is always the possibility of unforeseen events which scupper even the most thorough travel plans. We highly recommend thinking these through and having a back-up plan in place. This might simply mean having the relevant emergency numbers to hand. Alternatively, if you decide to work with professionals, the team will take responsibility for any deviations from your pet’s travel plan, ensuring they are dealt with swiftly so that you have peace of mind. This option minimises both your own and your pet’s stress and can be a wise choice if you are already bogged down with the logistic of your own move.

Crate Train Your Pet

Animal Doctors International cannot impress enough the importance of training your pet to be comfortable with, or even enjoy, spending time in their crate. It is one of the most critical steps to ensuring the safety and comfort of your pet during what can be a stressful journey. Yet this step is frequently overlooked. We encourage you to read the tips provided in more detail below to equip you with all the know-how you need!

Research Your Options

As we have already mentioned, we encourage you to conduct independent research into travel options including routes, airlines and mode of transportation to ensure you are comfortable with your ultimate selection. Consult with others about their experiences of pet travel and always feel free to contact our experts for advice and reassurance.

Assess Your Pet’s Health

It is highly advisable to book an appointment with our vet before you go ahead with confirming your pet’s travel. They will ensure your pet is travel-ready, avoiding any undesirable complications on the journey. Please remember: sedation is not recommended!

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With the right research, planning and preparations relocating your pet should be a stress-free and positive experience. So from the team here at Animal Doctors International, safe travels and happy reunions!
Traveling with your Pet on a plane

MYTH

"My Dog will be in the dark with Luggage packed around him."

FACT

The Pet Cargo area is Separate from the Baggage Compartment and is lit during travel.

"My Pet will freeze to death, or suffer from Heat exhaustion in the cargo area of an airplane."

FACT

The pet cargo compartment is temperature and pressure controlled just like the human Cabin.

"I have a flight on the 30th so I can start making my paperwork on the 26th."

FACT

Depending on your pet breed and the destination country the process can take several days to several months to prepare everything.

"All I need to relocate my pet is a flight ticket to take them on board."

FACT

Your pet needs to be clinically prepared inline with the Destination countries import requirements. You may not be able to take them on the flight with you due to Breed, Size or airlines restrictions. Pet Relocation can be stressful and complicated.

"All Countries have the same rules and requirements."

FACT

Each country has specific regulations your pet needs to meet before entering the country.
How We Measure

A - Length: From tip of nose to base of tail (not including tail)

B - From the elbow to the ground

C - Width: The width at the widest point

D - Height: Ground/floor to top of head (including ears)
Testimonials

We’re proud to have helped many pet parents relocated all over the world – here some of our pet owners share their travel experiences.

**Milly’s Move | Lao PDR to New Zealand**

"Yes she is here! She coped remarkably well with this journey, and is currently at my feet by the heater having a dream of some sort (probably chasing a tennis ball). I’ve attached a photo of her at the beach last weekend.

It has been a long process, but thanks to you and the team we have felt informed and supported throughout, so thank you so much! All your team were great communicators and I would highly recommend them. They sent me regular updates, photos and videos of Milly which made this whole thing easier and we felt reassured that she was happy and comfortable during that time.

Keep up the good work!"

**Zila and Basil | Vietnam to Sri Lanka**

"Thank you all - each and every one of you - for doing such a terrific job. Please forgive me for my occasional (!??) stress-attacks but thank you all for being so very understanding and supportive.

We are now on our way down to our new home. It will be good for us all to relax and calm down and get back to a normal routine.

Enormous thanks again to you all for doing such a terrific job."

**Binh’s Big Adventure | USA to Vietnam**

"We would just like to say a HUGE thank you for your constant support and advice! We thought long and hard about using your services compared to trying to move Binh by ourselves… and we are SO GLAD that we decided to go with Animal Doctors! We’re sure that we saved ourselves from both a lot of stress and extra expense – our advice to all other pet parents is to use Animal Doctors, after all you guys are the professionals! Thank you again!"

**Bamboo, Chingshih, GInko, Ikon, Okami, and Taipan | Laos to USA**

"The Puppies are here and loving life on the farm! We have very full household now with 6 growing puppies. They all arrived safely, and all are happy and healthy. Thank you so much for taking care of them while in boarding and helping handle all the aspects of the relocation for 6 puppies. It was a huge weight off my shoulders, knowing someone like you guys was handling my relocation!

The daily updates, and the tracking updates during their journey were excellent, and the communication from the team was fantastic. The whole process was worry free because of the excellent communication and now the puppies are here in their new home!"

**Scully big move during COVID-19 | Vietnam to USA**

"Words can’t express how grateful we are for all that you have done for us! This was such a difficult time to attempt to move the fur babies, but you made it happen! We will never forget you or all the work you did to get our babies home!"

**Maru’s journey | Vietnam to France**

"We just wanted to let you know that we successfully arrived to France with Maru. The journey went very well, with the cat being rather calm throughout our 2 flights, except for the first and the last hours of the flight where they were a bit agitated but some soft words and caresses did the job.

Thank you for all of your help in getting the needed paperwork for our boys to fly to France with us! Maru is now (very) busy exploring new house and garden, as well as getting to know new brother Yoda, a 10 years old male (neutered) cat.

Thank you again for your help!"
Should pets be sedated during air travel?

This is one of the most frequent questions asked to the team here at Animal Doctors International and one of the most easily answered: NO.

According to the American Veterinary Medical Association (AVMA) it is recommended that you do not sedate your pet when travelling by air because it can increase the risk of heart and respiratory problems and injuries. Airlines may require a signed statement to confirm that your pet has not been sedated before flying.

If your pet has a nervous temperament there are other ways to minimise the stress of travelling. The most effective is to acclimatise your pet to their crate as far in advance as possible (refer back to 'crate training your pet'). This will significantly help to relax your pet during their journey.

Can my pet fly in the cabin with me?

Staying with your pet in the cabin may, understandably, seem the most reassuring option. But the cabin is often loud and chaotic which is far more stressful for your pet than flying in the quiet and regulated hold. Additionally, this option is only viable for very small animals given they must travel in an airline-approved crate beneath the aeroplane seat. Even so, some routes still have restrictions no matter the size of your pet and many international airlines don’t permit this option at all.

Is cargo travel really safe?

Your pet’s safety is always our top priority and with that in mind we are confident in affirming that cargo travel is a safe option, permitting your vet gives the green light for travel beforehand. Nonetheless, we recommend you to always follow necessary precautions, putting into place robust contingency plans in case of any unforeseen events.

Can my pet still travel if it is sensitive and/or has particular needs?

No matter your pet’s temperament or needs, we can support you to accommodate them sensitively and safely. We have done so countless times before so get in touch to discuss the details with one of our experienced team members!

What is Pet Quarantine Really Like?

The thought of pet quarantine can be distressing for any owner however there are some important considerations to take into account:

- Many countries do not require quarantine, so make sure you check the specific requirements of your destination.
- Quarantine facilities are run by the government and staffed by trained professionals. While they may not be luxurious they are certainly safe, secure and dependable.
- If you conduct your research and plan appropriately, your pet will only need the minimum quarantine time but it is unlikely that you will be excused from a country’s official import rules.

Do I have to hire someone to help or can I do this myself?

There are many complexities involved in arranging travel logistics for your pet and requirements are constantly changing. Whilst you can organise it yourself, the benefits of working with experienced professionals to support the process and ensure due diligence along the way definitely outweigh the costs. In addition to the pleasure of not having to trawl through paperwork, agents often get lower rates from freight and cargo companies than individual owners and in some instances companies only work through agents.

What is the cost of hiring professional assistance?

We do not offer standardised pricing as costs vary according to your specific requirements. Factors include your pet’s size, origin and destination and specific needs so we encourage you to discuss the details with one of our expert travel consultants for a realistic estimate.
TRAVEL KENNELS
You must have an airline approved travel kennel for your pet(s). Kennels must be made of either plastic or wood, have ventilation holes on all four sides, have a metal grill door and a secure locking mechanism. When inside the kennel, your pet(s) must have plenty of room to stand up tall, turn around, sit down and lay down with AT LEAST three to four inches space spare all round. The airline has the right to refuse any animal in a kennel that is not the correct size or does not adhere to the current IATA regulations. Please note, if the size of the kennel changes this will affect the total travel cost. Animal Doctors International are not responsible for refusal of travel by the airline due to unsuitable travel kennels. In the event that a pet is refused travel at check in due to an unsuitable travel kennel any additional costs incurred are to be paid by the owner/shipper.

SPECIAL KENNELS
Some breeds require customised crates to meet IATA regulations, and some Pets just do not fit into standard manufactured crate sizes. Animal Doctors International can make bespoke crates for your pets needs, All specified to meet IATA and Live Animals Regulations.

DANGEROUS BREEDS
Some Airlines have a list of Dangerous or Fighting dog breeds that they will not transport, or they are subject to special rules and regulations for transport. The terminology seems harsh, but we at Animal Doctors understand that your pets are family and will work with you to ensure your pets meet any additional requirements required.

DELIVERY OF TRAVEL KENNELS
We strongly recommend that your pet(s) are well acclimatized to the travel kennels prior to travel, to avoid additional stress to the pet(s) on the day. Please be aware that the airline are within their rights to refuse travel to any animals which are too stressed to fly. Animal Doctors International are not responsible for any additional costs incurred due to the airline refusing to board a stressed pet. We recommend collecting or having the kennel(s) delivered AT LEAST two weeks prior to travel.

CLINICAL WORK
A large element of Pet Relocation requires your pet to be clinically prepared for entry into the destination country. At Animal Doctors International we have a choice of Clinics where our Pet Travel Team and Veterinary Doctors work hand in hand to give the best service to our clients. We have a team of Certified International vets who provide Vaccinations, tests and other needs for our Pet Relocations. We have access to Certified labs all over the world and can provide certificates for all travel requirements.

VET DOCUMENTATION
All original health documentation must be passed to the airline at check in or to our driver upon collection. If the vet preparation and health documents have been arranged by the owner/shipper, Animal Doctors International are not responsible for refusal by the airline due to incorrect or missing paperwork. Animal Doctors International will require copies of all relevant veterinary/health paperwork prior to departure.

AIRLINE DELAYS
All pets must check in four hours prior to departure. Unless Animal Doctors International are arranging transport, it is the owner’s/shipper responsibility to ensure that the pet(s) are delivered to the airline at the correct time. Animal Doctors International are not responsible for refusal by the airline due to late check in. Animal Doctors International are not responsible for any airline delays or flight cancellations which may cause your pet(s) to miss the flight. Any additional costs incurred as a result of flight delays or cancellations are to be paid by the shipper/owner, unless the airline has agreed to absorb these costs. We are not responsible for additional costs incurred due to circumstances that are beyond our control, whilst we will do our best to ensure your pet(s) travel as booked, situations can occur which we have no control over.

DESTINATION RULES & REGULATIONS
The rules and requirements for pets entering certain countries can sometimes change without prior notice, whilst Animal Doctors International will endeavour to ensure that our records our kept up to date, we are not responsible for last minute changes made by destination countries and third parties which could cause delay to your pet(s) travel. Upon arrival in final destination your pet(s) will need to be cleared through customs. Customs’ opening/ closing times may change without prior notice, Animal Doctors International are not responsible for any alterations to opening/ closing times, which may result in a change to your pets booking.

EXOTICS
Not only do we cater for Cats and Dogs but here at Animal Doctors we can take care of your Exotic Pets, Tarantula, Lizard and Turtles, just to name a few of the Exotic Pets we have helped to relocate.

LAND TRAVEL
Not all Pet Relocation takes place in the air, Animal Doctors can provide Overland Transportation for your pets. We use Private Climate Controlled Vehicles and the pets will be accompanied by trained staff or a Junior Vet.
Application Form

Owner's Information

FULL NAME

PHONE NUMBER   EMAIL

Where are you leaving from? (Country/Airport)

Where are you going to? (Country/Airport)

When do you want to travel? (DD/MM/YYYY)

Pet's Information

PET'S NAME

SPECIES: 
- Dog
- Cat
- Rabbit
- Bird
- Reptile
- Horse
- Other

BREED:

Does your pet have a Microchip?  
- Yes
- No
- Not Sure

Has your pet had a rabies vaccination in the last 12 months?  
- Yes
- No
- Not Sure

Do you have pet carrier?  
- Yes
- No
A - Length: From tip of nose to base of tail (not including tail): _____ (cm)
B - From the elbow measurement to the ground: ____ (cm)
C - Width: The width of the dog at the widest point: ____ (cm)
D - Height: Ground/floor to top of head (including ears): _____ (cm)

**Determination of Container**

- Length of container = A + 1/2B
- Width of container = C x 2
- Height of container = D + 10cms

- Head or ears must not touch the top of the kennel in animal’s natural standing position.
- Snub nosed breeds require 10% larger container.
- Contact us to have a customized crate following your pet’s size.

We look forward to supporting you and your pets with their future travel needs!

Please provide us with as much detail as possible so our team can create the perfect bespoke package for your needs!
ONE OF THE GREATEST JOYS IN LIFE IS TO LET YOUR PET SHOW YOU THE WORLD