

CONTINENTAL QUICKPAK SERVICE AND REQUIREMENTS.

This applies to all International Carriers

PROCEDURES

Please note your pet(s) will be shipped on Continental via their specialist quickpak Service from Gatwick.

You will need to deliver your pet(s) to the Gatwick Cargo Terminal 3 Hours prior to flight departure. You need to make your way to Servisair Cargo Shed C2 where we will meet and assist you through the booking in procedure. Servisair will check your kennel to make sure it is suitable and then process your veterinary paperwork. A map can be down loaded from our website www.pbs-int.co.uk with directions to the Cargo Terminal.

Pets have priority and will be the last to be loaded onto the aircraft, then on arrival at your chosen destination will be the first to be un-loaded. On arrival at the final destination they will be transported from the Aircraft in Temperature controlled Vehicles and will therefore never be exposed to any adverse temperatures. In Newark they will be taken to the Quickpak Office and await clearance and collection and in Houston they will be taken to Continentals In-house Animal Centre, and await Customs clearance and Collection.(see next Paragraph for Details)

All pets must be cleared through US Customs, for Houston this will either need to be done on arrival or if on the later flight and customs is closed our Agent will be appointed and do the clearance prior to the pets arrival. For Newark, Customs is open until Midnight and you will need to do this on arrival.

Should your pet be travelling Via Houston or Newark to their final destination, then they will require Onsite Kenneling, or Overnight kennelling, and possibly Customs Clearance by our Agent. Charges for these will be payable prior to departure from Gatwick.

Please note that there will be local handling and customs charges to be paid on arrival at the final destination this varies according to each individual airport and you will be charged upon collection.

PAPERWORK REQUIREMENTS

The requirements for shipping pets to the United States are as follows.

*We will require the Pet(s) to be
Microchipped
Rabies Vaccinated
Separate Rabies Certificate
Valid Health Certificate.*

If travelling on the Full Pet Passport then this is required to travel with the Pet(s)

*The Health Certificate should be on Vet Letter headed Paper and should show the full description of your Pet and the Microchip number. It must also state that they are fit to travel and free from any infectious signs of disease.
You will also need to have your full UK address and also your overseas address.
It must have original Signatures by the issuing Vet.*

KENNEL Requirements:

PBS have a policy that all animals must be acclimatised to their travel kennel before their flight, this eliminates any unnecessary stress and worry that may occur due to a strange environment, therefore a minimum of one week should be allowed to get your pet used to its box.

We can deliver the kennel to you flat packed for convenience.

We recommend that you feed your pet in the kennel and encourage them to enter and exit, additionally we suggest a favourite toy and bedding to allow your pet to be comfortable in a new environment.

Note: Toys are not permitted when travelling, however a small item of your clothing is recommended to give your animal reassurance.

Finally if kennel acclimatisation is not possible due to an emergency situation we will consider permitting travel however we will require a disclaimer stating that you understand our recommendations for the welfare and well being of your pet, and PBS/the Airline will not be held responsible for any repercussions that may occur, and that you have chosen not to do as recommended.

Your Kennel(s) must be large enough for your pet(s) to be able to stand up, lie down (not Curled up) and turn around with plenty of room.

PBS hold a stock of approved travel kennels, please contact us with your pets details and we can supply a price and also arrange delivery prior to travel.

You need to measure your pet as follows..

Nose to root of the Tail

Width Shoulder to Shoulder

Height Top of the ears to the floor from their highest upright position.

*Please allow for the bedding and then allow **at least** three clear inches in all dimensions of the kennel.*

If the Airline do not approve of the kennel then they will not be allowed to fly in it.

We can recommend the required Kennel size for your dog but as we do not see your pet in the kennel until the morning of departure we cannot be held responsible if the Airline refuse it.

Please ensure you give us an accurate weight for your pet as quotes are based on weights and kennel sizes given. Servisair will check weight your pet(s) in their kennel and should weights be different extra costs could be incurred, and these will be passed on accordingly.

Please read these guidelines and call if you have any questions.