

Pet conditions of carriage

Important Notice – Please read & sign

While every effort is made to ensure that your pet travels safely and comfortably, the carriage of animals can be very stressful, so please read these conditions of carriage thoroughly before signing.

Virgin Atlantic Airways and Virgin Australia (“Virgin”) and its agents cannot under any circumstances accept liability or responsibility for death or injury through natural causes while your pet is in our custody.

The following conditions which must be read in conjunction with Virgin’s General Conditions of Carriage for Cargo (available on request) will also apply to the carriage of your pet:

1. The shipper and/or pet owner undertakes to indemnify and reimburse Virgin against all damage or penalties suffered by or imposed on Virgin, by reason of the irregularity, incorrectness or incompleteness of any particulars or documents furnished to Virgin, or for the shipper’s and/or pet owner’s failure to comply with the applicable regulations governing the carriage of live animals.
2. The shipper and/or pet owner remains responsible for complying with all applicable laws and regulations governing the carriage of pets in the country of origin and destination, including compliance with the applicable regulations governing the packing, carriage or delivery of the pet. Virgin is not liable for the shipper’s and/or pet owner’s failure to comply with this provision.
3. Pets must not be sedated before flight, and Virgin reserves the right to refuse carriage if it believes this requirement has not been complied with.
4. Virgin requires a photograph of the pet alongside their cage once the booking has been made to ensure the appropriate cage size is being used and, the correct breed is being declared. If the photograph is not supplied the pet may be refused for travel.
5. Virgin will only accept one pet per travelling cage regardless of age or weight. However, we will accept pets travelling in a double wooden cage with a mesh divide.
6. Virgin reserves the right to inspect the packaging or shipping container used, and to refuse carriage if the packaging or container does not comply with the regulations governing the carriage of live animals. Virgin does not accept pet travelling cages smaller than 71 x 52 x 54 cm (external measurements). Please ensure that the cage is not damaged when tendering your pet.
7. Virgin will only move pets point to point, with the exception of London Heathrow to Melbourne. Any pets travelling from London to Melbourne, must have a comfort stop in Los Angeles.
8. The shipper and/or pet owner undertakes to indemnify and reimburse Virgin upon request for all expenses incurred in ensuring the well being of the pet during the course of the pet’s carriage by air.
9. The shipper and/or pet owner undertakes to discharge in full upon request all expenses, taxes and/or fees incurred by Virgin or its agents relating to the pet’s carriage by air until final delivery.
10. Full contact details for the shipper and consignee (name, address and phone number) must be provided at time of booking. An emergency phone number must also be provided should Virgin need to contact the owner or, appointed person(s) at point of origin on day of the pets departure.
11. The shipper named on this document certifies that the animal has received food and water during the four hours prior to delivery to Virgin and that the animal has not been sedated or tranquillized. If medication is needed to be attached to the pet container, the prescribing veterinarian must ensure that the medication is allowed into the country of destination. The medication must be put in a clear pouch and contain a veterinarian statement that reads “The medication is needed for this animal on arrival and is allowed to be taken into _____ and is not a sedative”
12. Dog breeds that fall within the list published in the UK Dangerous Dogs Act 1991 (per the list on the back) and all cross-breeds where part of the breed is from the prohibited list, will be refused carriage by Virgin. Virgin reserves the right to refuse carriage if it believes that the dog is a crossbreed from the prohibited list despite its description in the PETS certificate. The following breeds of dogs, either pure or cross-bred, will not be accepted for carriage as they fall under the Dangerous Dogs Act 1991: American Staordshire Terrier, Dogo Argentino, Fila Brasileiro, Japanese Tosa, Pit Bull Terrier (Including the American Pit Bull Terrier or Pit Bull types).
13. Under the legislation of the Australian Customs Service, dogs of the following pure breeds are prohibited and are not eligible for importation into Australia: Dogo Argentino, Fila Brasileiro, Japanese Tosa, Perro de Presa Canario/Presca Canario, Pit Bull Terrier/American Pit Bull Terrier.

14. Under the legislation of the Department of Environment, Water, Heritage and the Arts (DEWHA), cats derived from serval cats (*Felis Serval*) are not eligible for import into Australia in accordance with the Environment Protection and Biodiversity Conservation Act 1999 (EPBC Act). This includes cats derived from cross-breeding a domestic cat (*Felis Catus*) with a serval cat or a savannah cat (*Felis Catus* x *Felis Serval*).
15. Savannah cats are now eligible to enter the UK under the UK Pet Travel Scheme. They may require licensing to enter the UK, please check with DEFRA.
16. Bengal cats are eligible to travel under the UK Pet Travel Scheme only if they have an accompanying pedigree certificate to prove they are F5 Bengal or beyond. For more information on this please speak to DEFRA.
17. Virgin have the following regulations in relation to pug or snub-nosed dogs and cats, and reserve the right to refuse the carriage of certain breeds. The following breeds of animals have been identified as pug or snub nosed and will not be accepted for carriage on Virgin:

Dogs:

- All Pugs
- Boston Terrier
- Brussels Griffon
- English Toy Spaniel/King Charles Spaniel
- Japanese Spaniel (Chin)
- Pekingese
- English Bulldog

- French Bulldog
- American Bulldog
- Shih Tzu
- American Bully
- Affenpinscher
- Lhasa Apso
- Tibetan Spaniel

Cats:

- Himalayan
- Persians
- Exotic Shorthair
- Scottish Fold

Breeds that are crossed with snub or pug nosed breeds may be accepted for carriage on Virgin as long as the predominant snub features are not around the nasal area. Photographs must be supplied before booking and a local decision will be made as to whether we carry the pet.

During July and August, Virgin Atlantic will not accept breeds that are crossed with snub or pug-nosed breeds, along with the following breeds: Douge de Bordeaux/any Mastiff/Sharpei/Chow Chow/Boxer/ Staffordshire Bull Terrier.

Virgin also refuse the carriage of the following dogs:

- Boerboel
- Bully Cutter (Kutta)

18. Virgin refuses to carry any pets that are younger than 15 weeks old.
19. To comply with local regulations in St Lucia, Virgin are unable to accept for carriage, Bull Terriers and Staffordshire Bull Terriers.
20. Virgin reserve the right to refuse pet travel if the weather conditions at origin or destination is detrimental to the welfare and safety of the pet or our staff.
21. Virgin will not accept any pets wearing collars or clothing – this includes calming collars.
22. Virgin have the right to refuse acceptance and offload any pet showing signs of illness, physical distress or injury. Should Virgin feel the need to consult with a veterinarian over the welfare of the pet, this will be at the owners' costs. If the pet has caused damage to its cage while in Virgin's care, the pet will automatically be offloaded.
23. Travelling in the cargo hold can be stressful for your pet, so please ensure your pet has been acclimated to the cage before travelling, as this could help to keep your pet calm during transit.

If this is a pet agent booking, please ensure your customer has read and signed the conditions of carriage.

I have read the above conditions and I accept them accordingly. This signed document is an authorisation for the shipment to be transported and issuance of an air waybill in accordance with this information and agreement to the conditions of the carrier described in the air waybill including limitations, tariffs and regulations.

AWB: 932- Date: (dd/mm/yy)/...../.....

Shipper's name: Signed:

Please provide an emergency contact number - this must be someone who can collect the pet should they be off-loaded.

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If we are unable to contact anyone in the event that the pet is offloaded, they will be boarded at a local kennel at the owners cost.