

How It Works Pet Shipping



01.



Obtain proper paperwork

We will liaise with you and your veterinarian via email and phone to collect the relevant details and documents we need to make the travel arrangements. We will provide you with the next steps to ensure your pet is compliant with the regulations for your country of import.

02.

Arrange permits/quarantine

If you are moving to a country that requires import permits and/or quarantine, we can make these arrangements on your behalf.



03.



Book flights

Once the airline booking window for live animals opens (usually not until 10-14 days prior to travel), we will book your pet's flight(s) through the cargo side of the airline.

04.

Travel itinerary

1-2 weeks prior to travel, we will email you your pet's complete travel itinerary with pick up/delivery times, flight details and a list of items to provide us at pick up.



05.



Home pick up

If you have selected our premium service with home pick up, we will collect your pet right from your home and drive them to the airport to check in for their flight.

06.

Transit updates

Once your pet has been picked up, we will try to provide some photos when possible as well as email updates when your pet is checked in, departed and landed.



07.



Home delivery

If you have selected our premium service with home delivery, we will deliver your pet straight home to you! We always look forward to photos or videos when your pet is settled in!

