



OUR GUIDE TO PET TRAVEL

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Introduction and Overview of Our Services

At **WorldCare Pet Transport** we're passionate about pets. We're not just saying that because we move pets around the world; we're saying that because we love animals and know that they are an extremely valued member of your family. We strive every day to provide our furry friends with all the love and care they deserve and make it our company mission to ensure their safe and comfortable door-to-door transport. The level of "first-class" service that you and your pet will receive through WorldCare Pet and our global network of preferred partners will be everything that you expect.

Caring for a traveling pet can be quite different from caring for a pet at home, so we ask that you read through the guidelines in this document so that your pet is properly prepared for every step of its important trip. While we've tried to include as much information as possible in this document, additional guidelines may exist depending on the airline, destination country and type of pet being moved.

Thank you for entrusting your precious pet to our kind and capable hands and we look forward to embarking on this special journey with you and your pet!

Please e-mail our management team any time at QualityService@WorldCarePet.com with any questions, concerns or comments. We will immediately address any issues.

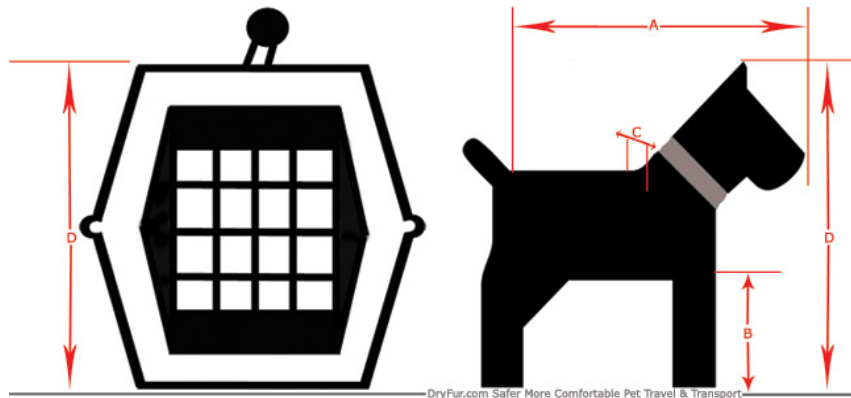


Preparing Your Pet for Travel

What Size Travel Carrier Does My Pet Need?

Like people, pets prefer to fly first class. Selecting the most appropriate-sized travel kennel for your pet's upcoming trip is an important first step toward ensuring your pet's comfort. The size of the carrier must be such that it will allow your pet to stand in a natural position, turn around and easily lie down without a problem. There needs to be at least 2 inches of extra head room from the top of your pet's head to the top of the inside of the carrier and the same distance from the nose of your dog to the front gate of the kennel once your dog's rump is in the back of the kennel.

By following the few simple steps below and providing us with your pet's measurements, we can help you to select the best sized carrier for your pet's needs and prepare for his comfortable transport.



Pet Measurement:

A = length of the pet from tip of nose to root of tail

B = height from ground to top of leg or elbow joint



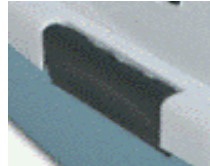
C = width across right and left shoulders

D = height of the pet in natural standing position from ground to the top of the head or the tip of the ear in erect ear breeds (for a cat you might find it easier to measure height while cat is sitting with head erect)

What Are The Best Airline Approved Travel Carriers?

The best airline-approved travel carriers are hard plastic and non-collapsible with ventilation holes on all three sides (two sides and the back) and with a metal gated door in the front. For domestic travel, ventilation on only two sides is generally accepted, but in the summer, there should be ventilation in the back of the crate also. Wheels or collapsible kennels are not accepted by the airline. All kennels must have the food and water cups that attach to the inside of the metal gate door.

We recommend kennels that use nuts and bolts to secure the top and bottom half of the kennel together versus twist locks and snap locks that are not as sturdy for your pet.

Recommended	Not recommended	Not recommended
Nuts and bolts	Twist lock	Snap lock
		

Other Recommendations:

- Purchase Dryfur bedding or moisture magnets to absorb any accidents while your pet is in transit.
- Remove any loose objects such as toys, bones or other things your pet can potentially choke on during travel.
- Provide a thin blanket (no more than ½” thick) that smells like home to help alleviate any anxiety your pet might feel on the day of travel. Sometimes these blankets can become soiled and when necessary, the airline may remove them. Please do not include anything of value.

Acclimating My Pet to the Travel Carrier

If your pet will be home for the next few weeks, you can get your pet acclimated to the travel kennel to help reduce anxiety on the day of departure.

Before you begin with the kennel training, place the kennel in the room most used by the family or next to the pet's food. This will allow your pet to associate with this new piece of "furniture" as an addition to its personal space.

First, remove the door from the kennel! Many times, the swinging door is what scares a pet the most. Encourage your pet to enter voluntarily by tossing or placing a treat or familiar toy into the far end, praising your pet enthusiastically once it enters, then letting it come right back out.

After your pet starts getting used to the kennel's presence, install the door back onto the kennel but secure it in the open position so it does not swing freely. Once your pet enters the kennel confidently, coax him or her to lie down and relax, using food, if necessary. Shut the door briefly while you sit beside the kennel or when there are people in the room.

When you feel your pet will remain quietly in the kennel, leave it alone for 15 - 30 minutes. If all goes well, you can leave your pet for longer intervals. While traveling, your pet will be in the kennel for a long period of time, so it is best to practice longer and longer intervals.

Depending on your pet's age, temperament and past experiences, full kennel training may take days or weeks, but don't be alarmed if you don't have that much time. Though kennel training is highly recommended, it is not a legal requirement for airplane travel, and your pet will be able to fly without being kennel-trained.

Consider the Season

Many pets travel successfully during warmer and colder climates. Some airlines at the domestic U.S level require an acclimation certificate in colder climates, and several U.S carriers will not accept your pet for travel if the temperature at both the origin and destination side is above 85 degrees for **NON-snub nosed** pets and 75 degrees for **snub-nosed** pets. These 2 groups exclude bulldogs, pugs and Boston terriers. These dogs have separate regulations discussed on the next page.

WorldCare Pet Transport will make the most informed decision when selecting your pet's flight itinerary based on your pet's age, the season, length of total journey and the departure and destination locations. When available, we will select airlines that use temperature-controlled vans to transport your pet to and from the aircraft and, therefore, do not carry the same temperature restrictions. Sometimes this means that we cannot book a non-stop flight for your pet – but we will always use our expertise and best judgment to determine what routing would be in the best interest of your pet.



A Note on Special Breeds (Snub-Nosed Pets)

Whenever possible, snub-nosed breeds should not be transported in very warm climates. These brachycephalic breeds have anatomical abnormalities that cause respiratory issues which increase with heat and stress. Typically, these breeds are best transported when temperatures don't exceed 75° degrees at any point during the transport.

Many U.S.-based airlines have summer embargo restrictions on the transport of snub-nosed breeds to prevent injury to these animals. Additional restrictions are in place between May 15 and September 15 for bulldogs, pugs and Boston terriers.

Snub-nosed breeds include, but are not limited to, the following:

Snub-nosed Dogs	Snub-nosed Cats
<p><u>Affenpinscher</u>, <u>American Bulldog</u>, <u>Boston Terrier</u>, <u>Boxer</u>, <u>Brussels Griffon</u>, <u>Bulldog</u>, <u>Bullmastiff</u>, <u>Cavalier King Charles Spaniel</u>, <u>Cane Corso</u>, <u>Dogo Argentino</u>, <u>Dogue de Bordeaux</u>, <u>English Toy Spaniel</u>, <u>French Bulldog</u>, <u>Japanese Chin</u>, <u>Lhasa Apso</u>, <u>Neapolitan Mastiff</u>, <u>Pekingese</u>, <u>Presa Canario</u>, <u>Pug</u>, <u>Rottweiler</u>, <u>Shar-Pei</u>, <u>Shih Tzu</u>, <u>Tibetan Spaniel</u>, <u>Valley Bulldog</u>, <u>Chow Chow</u></p>	<p><u>British Shorthair</u>, <u>Himalayan cat</u>, <u>Persian cat</u>, <u>Exotic Shorthair</u></p>

For the safety of your snub-nosed pet, please speak with your pet relocation counselor so that we can plan your pet's flight details and travel month accordingly.



Boarding Your Pet for Any Length of Time

Choosing the Right Boarding Facility & Required Vaccinations

If you are considering boarding your pet, it is important that you are comfortable with the services, accommodations and care that will be provided to your pet while you are away.

A few things to consider or ask before making your decision are:

- ✓ **Level of professional attention:** Trained staff will know how to care for and handle your pet while you are away. They should also attend to any special needs or medication requirements your pet may have.
- ✓ **Proper exercise and diet:** A well-run facility will provide an adequate diet and exercise for your pet. Many facilities offer daily exercise and play time as a part of their services.
- ✓ **Safety:** A good boarding facility will provide accommodations for your pet that are clean, deodorized, sanitized, and free from any loose material that your pet might ingest. Make sure that the pet boarding facility is in a safe location away from heavy traffic and noises. The perimeter should be securely fenced to prevent any pet escapees.
- ✓ **Required vaccinations for boarding:** For safety reasons, all pets should be vaccinated prior to boarding. Dogs should be up-to-date on DHPP and Bordatella and cats should be up-to-date on FVRCP.

WorldCare Pet Transport strongly recommends that you take the time to visit the boarding facility you are considering in order to ask questions, meet the staff in person, ensure the facility is clean and safe, and check that the accommodations are comfortable and adequate for your pet's stay.



Pet-Friendly Airline Information

How Will My Pet Travel On The Plane?

WorldCare Pet Transport partners with the world's finest airlines for pet travel. Some of our preferred airlines include Continental, KLM, Lufthansa and British Airways. All pet-friendly airlines are well versed on how to handle live animals and you can rest assured that your pet will receive the very best of care every step of the way.

Your pet will fly in an area beneath the passenger cabin, towards the front of the aircraft. This area is strictly devoted to traveling pets, and is separated from other cargo and luggage. This area is quiet, dimly-lit and is temperature-controlled and pressurized. The pilots will have a manifest informing them of the type, name, breed and age of any pet on board. The dim-lighting, the steady hum of the engines, the comfortable temperature and the altitude all combine to create an environment that truly is conducive to peaceful travel.

For safety reasons, your pet travels with a fine netting that fits around its kennel, securely locking your pet in place during take-off, landing and any turbulence. Just like humans, pets also need to wear their seatbelts!

Sedation or Other Medications During Travel

Sedation

We understand that airline travel can be stressful on pets, but with advanced preparation (see "acclimating my pet to the travel kennel"), we can help you to minimize the anxiety your pet might experience on the day of travel without jeopardizing your pet's safety. It is recommended that you **DO NOT** give tranquilizers to your pet when traveling by air because it can increase the risk of heart and respiratory problems. Snub-nosed dogs and cats sometimes have even more difficulty with travel.

Airlines may require a signed statement that your pet has not been tranquilized prior to flying. According to Dr. Patricia Olsen with the American Humane Association, *"An animal's natural ability to balance and maintain equilibrium is altered under sedation and when the kennel is moved, a sedated animal may not be able to brace and prevent injury."* Pet anxiety can be more effectively controlled by acclimating your pet to his or her travel kennel in advance and by providing us with an article of clothing or a thin blanket (no more than ½" thick) that smells like home.

We can include this blanket in the travel kennel so that your pet flies with an article that has a familiar scent.



Medication

If your pet requires regular medication, please speak with your veterinarian about any potential risks you should be aware of, if your pet needs to take this medication during airline travel. When feasible, WorldCare Pet Transport can arrange to attach your pet's medication to the top of its travel kennel and ask the airline personnel to administer this during an adequate layover. While we can try our best to make these medication arrangements for your pet during a lengthy rest stop, it is important to note that this responsibility ultimately lies with the airline and local customs officials. **WorldCare Pet Transport** is not responsible for any lost or confiscated medication. Furthermore, it is up to the discretion of the carrying airline if they will agree to administer medication to your pet while in transit.

Some medications (i.e., those with sedative-like qualities) can have dangerous side-effects for your pet given the different changes of altitude it will experience during the journey. For this reason, many airlines will refuse to accept your pet for travel if your pet shows signs of being under sedation. Ultimately, please speak with your veterinarian about any medication to be provided to your pet during travel.

Airline Delays/Cancellations

The safety of your pet is our absolute highest priority. We do everything we can to make each move as comfortable and stress-free as possible, but of course, we can't control the weather. If extreme weather conditions will put your pet at risk, we may need to make alternate accommodations for your pet and adjust the time or date of your pet's departure and arrival. We endeavor to avoid any inconveniences, but we must follow airline regulations on this matter.

We will always inform you when your pet's travel details need to change because of circumstances outside of our control. When needed, we can make the necessary boarding arrangements for your pet's well-being and comfort until new flights can be booked for your pet's upcoming journey.

Rest Stops and Layovers

When direct flights are not a feasible or recommended option for your pet's safe journey, **WorldCare Pet Transport** will make arrangements for a "Comfort Stop" for your pet.

Airports such as Frankfurt, Amsterdam and London have excellent on site boarding facilities making it a perfect rest stop for your pet. Each airport's pet hotel adheres to strict EU standards with regard to hygiene and veterinary care, and each has experienced experts for your pet's organized care, feeding and shelter.



Rest Stops and Layovers, cont.

In the U.S., Houston, Newark and New York (JFK airport, specifically) all have on-site pet facilities that provide great accommodations, food, water and exercise for your pet's important needs.

If your pet is transiting through an airport without on-site pet accommodations, we will always make alternate arrangements with a nearby boarding facility if your pet's layover is more than six hours.

Day of Your Pet's Travel

Day of Travel Tips

The day of your pet's travel can bring with it feelings of both excitement and worry for the pet owner. On one hand, your pet will soon be on its way to a new home with lots of new sights, sounds and smells to get used to! On the other, many pet owners worry about how their pet will handle the transport itself. Please rest assured that these feelings are perfectly normal, and many healthy pets handle airline travel just fine when cared for and transported the proper way. At **WorldCare Pet Transport**, all arrangements are made with your pet's safety and comfort as our **FIRST** priority.

We've prepared some suggestions below that will help ensure that your pet is properly cared for during his or her transport:

- 1.) **Preparing your pet for pick-up:** If you already have your travel kennel, please make sure to put your pet in its travel kennel prior to us picking up your pet. This is especially important for cats. If **WorldCare Pet** will be providing your kennel upon pick-up, it is best to put your pet in a safe, secure area when we arrive in order to safely get your pet inside his or her carrier.
- 2.) **Clipping your pet's nails:** A day or two before your pet's move, we **STRONGLY RECOMMEND** getting its nails clipped. This will prevent injury to your pet if it is more inclined to scratch or claw the inside of the travel kennel while inside.
- 3.) **Giving your pet a haircut:** If you are moving from a cold or mild climate to a warmer one and have a longer-haired pet, we **SUGGEST** giving your pet a haircut prior to the move. This will help your pet adjust to the hotter temperature better and provide a more comfortable climate for your pet while it gets used to its new environment. Do **NOT** leave your pet outside when arriving in a warm climate. It will take time for your pet to acclimate to the change in temperature.
- 4.) **Alleviating anxiety:** Please provide us with an article of clothing or an old blanket that smells like home. We will put this in your pet's travel kennel on the day of transport so your pet will travel with this familiar smelling article. It will act as extra padding for comfort and also will help to alleviate anxiety during travel. It may get soiled during travel and be removed.



Day of Travel Tips and Suggestions, cont.

- 5.) **Food:** Please provide us with 4-6 oz. of your pet's favorite food or treat in a plastic zip lock baggie. This will be placed in the food cup prior to the flight. For pets in transit and that have rest stops, airlines will feed pets at their discretion.
- 6.) **Collar and ID tags:** It is recommended that you remove your pet's collar and ID tag as it does present a potential risk of getting caught on the front gate door. Your pet will be readily identifiable by the paperwork attached to the travel kennel.

Dog Leashes: You are allowed to provide us with a leash for your pet, however, many of our partners already have leashes and the airlines tend to lose them. If you opt to provide us with a leash, it is a good idea to have a spare leash on hand in case your pet arrives home without one.

- 7.) **Feeding before flight:** Ask your veterinarian for specific feeding instructions prior to your pet's flight on the day of his departure. For your pet's comfort, air travel on an almost empty stomach is usually recommended. The age and size of your pet as well as the time and distance of the flight and your pet's regular dietary routine will be considered when feeding recommendations are made.
- 8.) **Toys/Bones:** Do **NOT** provide us with any toys, bones or other items that your pet can potentially choke on during travel. They will NOT be allowed to travel with your pet.



Updates on My Pet's Journey

WorldCare Pet Transport understands that your pet is a very important member of your family and that you want to hear from us on how your pet's travels are progressing. Our team of dedicated professionals will ensure that you are updated on a timely basis while your pet is in flight – excluding unreasonable hours when significant time differences are applicable.

Your **WorldCare Pet Relocation Counselor** will also email you a detailed trip itinerary for your pet in advance of its move which outlines your pet's complete travel details and flight(s) and to make sure you don't have any questions or concerns.

Customs Clearance (International moves only)

If your pet is moving overseas when customs clearance is involved, our professional staff will make every effort to get your pet cleared as quickly as possible. On average, customs clearance may take up to four hours, but could take longer.

You will normally receive a phone call from our **WorldCare** partner on the date of your pet's delivery once customs has been cleared and our driver is en route to your residence. Please make sure to provide us with a contact number for you that works in order to avoid any unnecessary delays with delivering your pet.

What to Expect/Do When My Pet Arrives Home

Temperature Adjustments and Preventing Heat Stroke

If you have relocated your pet from a cold climate to a warm one, there are several things you can do to prevent heat-related problems for your pet:

- Monitor outdoor temperature and minimize your pet's activity on hot, humid days.
- Remove the pet from the hot area immediately.
- Limit sun exposure during the hours of 11 AM to 3 PM on hot days.
- Walk or exercise your pet in the morning or evening.
- Keep your pet in a comfortable environment (air-conditioned room or partially open windows with a breeze) during extremely hot weather.
- **NEVER leave your pet in a car** (even with the windows partially rolled down) for any reason at any time. **Leaving pets in a car during warm (not hot) weather is the most common cause of heat stroke.**



Temperature Adjustments and Preventing Heat Stroke, cont.

- Provide your pet with plenty of fresh water and plenty of shade. Take extra care with puppies and kittens.
- If possible, allow your pet to acclimate gradually to high temperatures. **Heat illness is common in the spring when the animal has not had sufficient time to acclimate to the warmer temperatures.**
- After traveling to a warmer climate, allow your pet several days to become acclimated before allowing any vigorous exercise.
- Make sure outside cats and dogs have access to shade.
Allow your cat and dog to have access to cooler areas of the house.

Feeding After Travel

Caring for your pet after the flight is in many ways similar to caring for your pet prior to the flight. Though you might be very excited to see your pet, remember that your pet has just gotten back from an adventure that was most likely very different from what it is used to, so it's best if you give your pet a chance to slowly readjust to being back on the ground.

Tips on making sure your pet's arrival home is a safe one:

Feeding:

1. Do not over-feed or over-hydrate your pet on its first day home. ½ normal portion is fine.
2. If you can, avoid highly stressful situations or try to minimize stress as much as possible.
3. Do not exercise several hours before or after eating.
4. Do not permit rapid eating.
5. Do not give excess amounts of water one hour before or after a meal.
6. Keep an eye on your pet to make sure that it is not experiencing any signs of discomfort or abnormal behavior on the first night home.



Helping My Pet Adjust to its New Home

Nothing is more important to a pet's sense of safety and comfort than the sight, smell and sound of familiar things. While moving can be stressful on your pet, your pet may find it even more difficult to adapt to new surroundings. Signs that may indicate your pet is struggling with this new transition may include, but are not limited to, the following:

- ✓ Heightened separation anxiety
- ✓ Constant barking
- ✓ Territory marking
- ✓ Prolonged hiding
- ✓ Not eating, losing fur or being aggressive

It is important to be considerate of your pet's needs while it adjusts to this change, and by following a few of our suggestions below, you can help your pet adjust to his new home more easily. Some suggestions include:

- ✓ **Confine your pet to a single room:** If your house still needs unpacking or your movers are there, we recommend confining your pet to a single room with all of its favorite things. This will make your pet feel safer to be away from the chaos of moving-day activities, and also reduce the possibility of escape if a door is left open or your pet decides to bolt because of stress.
- ✓ **Being consistent:** Pets are creatures of habit. Try to keep up your pet's regular routine as far as feeding, walks and play time activities. Designate one spot in your new home for their favorite and familiar bedding and toys, and provide as much routine, comfort and security as you can while your pet adjusts to this new change.
- ✓ **Slow introductions:** Allow your pet to slowly get used to each room on its own terms and explore the new environment. Dogs should be leashed when walking outside and given the opportunity to check out their new neighborhood gradually.
- ✓ **Locate a vet in your area:** Make an appointment and take your pet's records.

With a little advanced planning and consideration for your pet's needs, you and your pet will be on the way to enjoying life in your new home!

