CATHAY PACIFIC CARGO

Contents

Steps for Pet Travel from Hong Kong	2
Booking Enquiry Stage	2
Make a Booking	2
Departure	3
Arrival	3
Appendices	4
Appendix A – Pets Travel Documentation	4
Appendix B1 – Kennel Requirements	5
Appendix B2 – Kennel size – An example	6
Appendix C1 – Shipper's Letter of Instructions for issuing Air Waybill	7
Appendix C2 – Shipper's Letter of Instructions for issuing Air Waybill - Sample	9
Appendix D1 – Shipper's Declaration Letter for Live Animal	11
Appendix D2 – Shipper's Declaration Letter for Live Animal - Sample	12
Appendix E – Checklist on Pet shipment	13
Appendix F – Bring your pet to Cathay Pacific Cargo Terminal in Hong Kong	14

Steps for Pet Travel from Hong Kong

Booking Enquiry Stage

 Make sure your pet is *not* on the embargo list <u>https://www.cathaypacificcargo.com/Default.aspx?tabID=718&language=en-US</u>

When moving or travelling with brachycephalic (snub-nosed) animals, you are required to work with a pet travel agent, who will ensure they meet all conditions of travel. Please approach <u>any of the following pet agents</u> when arranging the transportation of a brachycephalic (snub-nosed) pet.

- 2. Give the Cathay Pacific Cargo Terminal a call at +852-27679888 to reserve a Master Air Waybill (AWB) Number.
- Make a booking enquiry via Pet Booking e-form (<u>https://cathaypacific.formstack.com/forms/pet_booking</u>) after obtaining the Master AWB Number. If you are a Hong Kong-based customer, you can contact us via Livechat during office hours for any questions.
- 4. While the booking is not yet confirmed at this stage, you can start looking for a suitable container in accordance with the IATA Live Animals Regulations. Please refer to *Appendix B1 and B2* of this document. Kindly note that the booking process is NOT YET confirmed at this stage.

Make a Booking

- 5. When the departure date is approaching, our Hong Kong Cargo Reservation team will contact you to confirm your booking with a preliminary quotation if space is available.
- 6. Prepare the required documents and fill out the forms required for your pet shipment:
 - a. Required documents (*Appendix A*);
 - b. Kennel Specification (Appendix B1 and B2);
 - c. Shipper's letter of instruction for issuing Air Waybill (*Appendix C1*, sample in *Appendix C2*); and
 - d. Shipper's Declaration Letter for Live Animal (*Appendix D1*, sample in *Appendix D2*)



- 7. Send the following documents to our Hong Kong Cargo Reservation team at <u>cgo#resa@cathaypacific.com</u>. We'll get back to you within two working days:
 - a. Shipper's letter of instruction for issuing Air Waybill; and
 - b. Shipper's Declaration Letter for Live Animal;
- 8. Our team at the destination will contact the consignee to confirm the shipment collection details. Our Cargo Terminal *won't* accept your shipment if the consignee hasn't confirmed the collection upon pet's arrival in the departure Cargo Terminal. To avoid any delays, please contact our Hong Kong Sales team via our live chat service on our website *two days before the departure date* and give us your AWB number. We'll check whether the consignee has acknowledged the shipment details and if your pet is ready for carriage.

Departure

- 9. Please see the final checklist (Appendix E)
- 10.Bring your pet, documents required (e.g. Permit / Health Certificates), <u>signed</u> <u>Appendixes C1 and D1</u> to Cathay Pacific Cargo Terminal (CPCT) within four to six hours BEFORE flight departure
 - a. Location and working hour details (Appendix F)
 - b. Proceed to Customer Services Counter on 4/F, Core SE, CPCT for documentations and pet delivery
 - c. Settle your payment by Cash or EPS

Arrival

11. Collect your pet at the destination; contact destination port for more information about quarantine requirements (if applicable) <u>https://www.cathaypacificcargo.com/en-</u> <u>us/aboutcathaypacificcargo/contactus.aspx</u>

Appendices

Appendix A – Pets Travel Documentation

The following information applies mainly to domestic dogs and cats. To obtain further information and advice about shipping your pet overseas or other animals, please contact your local Cathay Pacific Cargo office (https://www.cathaypacificcargo.com/en-us/aboutcathaypacificcargo/contactus.aspx). Our staff will be happy to help you.

Special arrangements apply to brachycephalic (snub-nosed) breeds. Please approach <u>any of the following pet agents</u> for arrangement.

The majority of countries require the following documentation for pets travelling to or via their territory:

- Valid import/export permits from the relevant authority of the countries.
- Valid health certificate from a registered veterinarian, stating that the pet is free from rabies and any other diseases.
- Valid vaccination record to show that the pet has received all necessary vaccinations.
- Any additional documentation or validations required by the destination country.
- Transit permits and any other documentation required by the relevant authority of all transit countries.

Some countries require your pet to be microchipped and/or quarantined. Please ensure that you are fully aware of the specific requirements of your destination country.

Please note that these requirements vary from country to country and are subject to change.

Please check with local authorities for specific documentary requirements of the destination country and any transit countries, please refer to the publications or websites of local authorities.

For export pet shipment from Hong Kong, please refer to the website of Agriculture, Fisheries and Conservation Department, the Government of the HKSAR for details: <u>https://www.afcd.gov.hk/english/quarantine/qua_ie/qua_ie.html</u>

For destination importing requirement, please refer to the IATA Pet's Travel Corner for details:

https://www.iata.org/en/programs/cargo/live-animals/pets/#tab-2



Appendix B1 – Kennel Requirements

The construction and design of the containers must comply with the IATA Live Animals Regulations. In general, containers must be appropriately sized, well-ventilated, rigid and fitted with solid and leakproof flooring. In addition, they must comply with the following regulations:

- Containers must be constructed from fibre-glass, metal, rigid plastics or welded metal mesh. No wooden cage is allowed.
- Foldable container fixing by removable pin will not be accepted for carriage as it is not a rigid design.
- Containers made entirely of welded mesh or wire mesh will not be accepted.
- Containers must be clean and leak-proof.
- Any wheels attached to the container must be removed.
- Animals must be able to stand, turn and lie down in a natural manner.
- Containers must be adequately ventilated, ventilation must be provided on all 4 sides of the container. Ventilation openings on the sides and the back must be placed over the upper two thirds of the container. The door must be ventilated from the top to the bottom.
- The maximum size openings in the welded mesh is 25 mm x 25 mm (1 inch x 1 inch) for dog's container, and 19 mm x 19 mm (³/₄ inch x ³/₄ inch) for cat's container. All openings must be nose and paw-proof.
- Water container must be present within the container with outside access for refilling.
- Water container must be open on the top surface allowing the animal unrestricted access and must be securely affixed to the inside of the shipping container.
- Water bottles or similar dispensers that are attached either inside or outside the shipping containers are not considered to be open containers.
- Separate food and water troughs should be provided and easily accessible for replenishment in case of delay.
- All feeding and watering instructions must be provided in writing and affixed to the outside of the container.

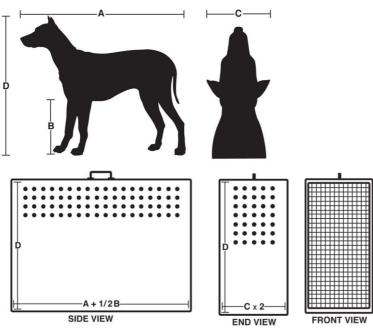


For Cat: Smaller than 19mm x 19mm For Dog: Smaller than 25mm x 25mm

Appendix B2 – Kennel size – An example

It is important you purchase the right sized container for your dog or cat. The following indications are to ensure pet has enough space to turn about normally while standing, to stand and sit erect, and to lie in a natural position.

Special arrangements apply to brachycephalic (snub-nosed) breeds. Please approach <u>any of the following pet agents</u> for arrangement.





Index

A. From the tip of the nose to the root of the tail

B. From the elbow to the ground

C. The width of the dog at the widest point

D. From the floor to the tip of the ears or the top of the head, whichever is higher. Ears must not touch the top of the kennel when animal standing naturally

Calculation of kennel's dimension

 $A + \frac{1}{2}B = Length$ C x 2 = Width

D = Height

Above dimensions are internal measurements. Kennel not meeting these criteria will be refused uplift. You may use the spreadsheet for calculation purpose from the link below:

https://www.cathaypacificcargo.com/Download/tabid/283/language/en-US/Default.aspx?f=DownloadLeaflet 2394 Calculation%20Guideline%20for%20Acc eptable%20Dimensions%20of%20Container%202021-04-22\$\$\$\$xlsx_en-US_2.xlsx

SHIPPER'S LETTER OF INSTRUCTIONS FOR ISSUING AIR WAYBILL

SHIPPER	For C AWB Number:160-	arrier's Use Only
TELEPHONE NO.		
CONSIGNEE		AY PACIFIC
TELEPHONE NO. NOTIFY PARTY	consignment described he Waybill and other necessa	and authorized upon receipt of the erein to prepare and sign the Air ary documents on our behalf and n accordance with your Conditions
TELEPHONE NO. AIRPORT OF DESTINATION	I certify that the contents of this consignment are properly identified by name. Insofar as any part of the consignment contains dangerous goods, such part is in proper condition for carriage by air according to the International Air Transport Association's Dangerous Goods Regulations. Technical Instructions For the Safe Transport of Dangerous Goods By	
REQUESTED ROUTING	Air, as applicable.	
REQUESTED BOOKING		
MARKS AND NUMBERS NO & KIND OF PKGS DESCRI GOODS	TION OF GROSS W	
ltem 1	<u>Item 1</u>	
Commodity and Number:	Weight (in	c. cage) (kg):
Breed:		V x H, in cm):
Import Permit Others 1 (Please specify)		v x ri, in onj.
Health Certificate Others 2 (Please specify)		
Vaccine Record Others 3 (Please specify)		
ltem 2	Item 2	
Commodity and Number:		c. cage) (kg):
Breed:	DIM (L x V	√ x H, in cm):
Import Permit Others 1 (Please specify)		
Health Certificate Others 2 (Please specify)		
Vaccine Record Others 3 (Please specify)		
(For UK shipment only) Customs clearance fee: Prepaid in HKG To be paid at the		
AIR FREIGHT OTHER CHARGES CHARGES COLLECT AT ORIGIN	PREPAID INSURANCE COLLECT	- AMOUNT REQUESTED
(Make one to apply) (If Services Available) (Make one to apply) (If Services		NOT AVAILABLE
DECLARED VALUE	DATE:	
For Carriage For Customs		
HANDLING INFORMATION AND REMARKS		
	SIGNATUR	<u>=</u> :

e-AWB Consent Form for Walk-In Customers

CARRIER NAME	Cathay Pacific
SHIPPER IDENTIFICATION:	
SHIPPER NAME:	
SHIPPER EMAIL ADDRESS:	
ALL GOODS MAY BE CA CONTRARY INSTRUCTION INTERMEDIATE STOPPING NOTICE CONCERNING CA of liability by declaring a hi INSURANCE – If carrier offe to be insured in figures in f SHIPPER HEREBY CONS INSTANCES WHERE NATI ISSUANCE OF A PAPER A STAMPED SIGNATURE), SI It is agreed that the good	tendered under this agreement shall be in apparent good order and condition. RRIED BY ANY OTHER MEANS INCLUDING ROAD OR ANY OTHER CARRIER UNLESS SPECIFIC S ARE GIVEN BY THE SHIPPER, AND SHIPPER AGREES THAT THE SHIPMENT MAY BE CARRIED VIA PLACES WHICH THE CARRIER DEEMS APPROPRIATE. THE SHIPPER'S ATTENTION IS DRAWN TO THE RRIER'S LIMITATION OF LIABILITY in the Conditions of Contract. Shipper may increase such limitation gher value for carriage and paying a supplemental charge if required. rrs insurance, and such insurance is requested in accordance with the conditions thereof, indicate amount ield "Amount of Insurance". ENTS TO THE USE OF ELECTRONIC MEANS TO PRESERVE THE RECORD OF CARRIAGE. FOR ONAL LAW, APPLICABLE INTERNATIONAL TREATIES OR ANY CIRCUMSTANCES REQUIRES THE AIR WAYBILL, SHIPPER AUTHORIZES CARRIER TO MAKE OUT AND SIGN (THROUGH PRINTED OR UCH PAPER AIR WAYBILL ON BEHALF OF SHIPPER. ds tendered under this agreement for carriage shall be SUBJECT TO CARRIER'S CONDITIONS OF national law or applicable international treaties requires issuance of a paper air waybill where IATA iy.

SIGNATURE OF SHIPPER

DATE

Appendix C2 – Shipper's Letter of Instructions for issuing Air Waybill - Sample

SHIPPER'S LETTER OF INSTRUCTIONS FOR ISSUING AIR WAYBILL

	INSTRUCTIONS FOR ISSUI		
SHIPPER CHAN TAI MAN			For Carrier's Use Only
ROOM A, 10/F, CATHAY BUILDING, 1 AIRPORT ROAD CHEK LAP KOK, HONG KONG SAR		AWB Numbe	er:160- 12345678
TELEPHONE NO. +852-27477222			
CONSIGNEE CHRIS WONG			ATUAN DACIEIC
B521A CX ROAD, HEATHROV			ATHAY PACIFIC
TW6 3JJ, LONDON, UK	ARFORI,	You are hereby	requested and authorized upon receipt of the
TELEPHONE NO. +44-330 024 934	7	consignment d	escribed herein to prepare and sign the Air ner necessary documents on our behalf and
NOTIFY PARTY ABC PET (if consignee is not the	ne notifyig party, e.g. Pets agent)	dispatch the co	nsignment in accordance with your Conditions
B521A PETS ROAD, HEATHR		of Contract.	
TW6 3JJ, LONDON, UK			e contents of this consignment are properly ame. Insofar as any part of the consignment
TELEPHONE NO. +44-000 000 1234		contains dange	erous goods, such part is in proper condition
		Association's	air according to the International Air Transport Dangerous Goods Regulations. Technical
HKG	LHR	Instructions For Air, as applicab	r the Safe Transport of Dangerous Goods By ole.
REQUESTED ROUTING		,, uppiloab	
HKG/LHR REQUESTED BOOKING		-	
CX251	01JAN2022		· · ·
		-	
MARKS AND NUMBERS NO GOODS	O & KIND OF PKGS DESCR	IPTION OF	GROSS WEIGHT MEASUREMENT
<u>ltem 1</u>			<u>Item 1</u>
Commodity and Number: Liv	ve Dog x 1		Weight (inc. cage) (kg): 12.6
Breed: Poodle			DIM (L x W x H, in cm): 45 x 30 x 35
☑Import Permit ☐Othe	ers 1 (Please specify)		
Health Certificate Othe	ers 2 (Please specify)		-
✓Vaccine Record Othe	ers 3 (Please specify)		
Item 2			<u>Item 2</u>
Commodity and Number: N/,	A (Input N/A if no item 2)		Weight (inc. cage) (kg):
Breed:			DIM (L x W x H, in cm):
Import Permit Othe	rs 1 (Please specify)		
Health Certificate			
□Vaccine Record □Othe	rs 3 (Please specify)		
(For UK shipment only) Custor	ms clearance fee:	UK	
	EPAID OTHER CHARGES	PREPAID I	NSURANCE - AMOUNT REQUESTED
CHARGES CO (Make one to apply) (If Services A	VLLECT AT ORIGIN vailable) (Make one to apply) (If Service	COLLECT es Available)	NOT AVAILABLE
	DECLARED VALUE		DATE: 08NOV2021
For Carriage	For Customs		
NCV	NCV		
HANDLING	G INFORMATION AND REMARKS		
No Commercial Value			
			SIGNATURE:

CGO/ACSMCH/008/Oct20/ Rev.5

e-AWB Consent Form for Walk-In Customers

CARRIER NAME	Cathay Pacific		
SHIPPER IDENTIFICATION:	C123456(7)		
SHIPPER NAME:	CHAN TAI MAN		
SHIPPER EMAIL ADDRESS:	chan_sample@cathaypacific.com		

It is agreed that the goods tendered under this agreement shall be in apparent good order and condition. ALL GOODS MAY BE CARRIED BY ANY OTHER MEANS INCLUDING ROAD OR ANY OTHER CARRIER UNLESS SPECIFIC CONTRARY INSTRUCTIONS ARE GIVEN BY THE SHIPPER, AND SHIPPER AGREES THAT THE SHIPMENT MAY BE CARRIED VIA INTERMEDIATE STOPPING PLACES WHICH THE CARRIER DEEMS APPROPRIATE. THE SHIPPER'S ATTENTION IS DRAWN TO THE NOTICE CONCERNING CARRIER'S LIMITATION OF LIABILITY in the Conditions of Contract. Shipper may increase such limitation of liability by declaring a higher value for carriage and paying a supplemental charge if required.

of liability by declaring a higher value for carriage and paying a supplemental charge if required. INSURANCE – If carrier offers insurance, and such insurance is requested in accordance with the conditions thereof, indicate amount to be insured in figures in field "Amount of Insurance". SHIPPER HERERY CONSENTS TO THE USE OF ELECTRONIC MEANS TO PRESERVE THE RECORD OF CARRIAGE, FOR

SHIPPER HEREBY CONSENTS TO THE USE OF ELECTRONIC MEANS TO PRESERVE THE RECORD OF CARRIAGE. FOR INSTANCES WHERE NATIONAL LAW, APPLICABLE INTERNATIONAL TREATIES OR ANY CIRCUMSTANCES REQUIRES THE ISSUANCE OF A PAPER AIR WAYBILL, SHIPPER AUTHORIZES CARRIER TO MAKE OUT AND SIGN (THROUGH PRINTED OR STAMPED SIGNATURE), SUCH PAPER AIR WAYBILL ON BEHALF OF SHIPPER.

It is agreed that the goods tendered under this agreement for carriage shall be SUBJECT TO CARRIER'S CONDITIONS OF CONTRACT, except where national law or applicable international treaties requires issuance of a paper air waybill where IATA Resolution 600b would apply.

SIGNATURE OF SHIPPER

08NOV2021

DATE

CGO/ACSMCH/009/Oct20/ Rev.2

► CATHAY PACIFIC CARGO

Shipper's Declaration Letter for Live Animals

TO WHOM IT MAY CONCERN

Air Waybill Number:
light Number / Date:
Routing:
Commodity Name:
Number of Heads of Animal:
Purpose of Transportation:
/We, (Name of the shipper in block etter) hereby certify my/our live animal shipment fully complies with Cathay Pacific Airways' shipping requirements as specified in the embargo list in the website, and am/are in all respects in proper condition for transport acqording to applicable international and national governmental regulations (including but not limited to current IATA Live Animals Regulations and IATA TACT Rules).
/We, declare that all of the applicable air transport requirements have been met.
Shipper's Name (Block Letter):
Place and Date:

Shipper's Signature:

Warning: Shipper who fails to comply in all respects with the applicable IATA Live Animals Regulations and any other international and national government regulations may be in breach of the applicable law and subject to legal penalties. In case of any fine imposed by the authority for non-compliance or costs arise due to damage caused to carrier properties and her vendors but not limited to, due to improper packing or mis-declaration, shipper will be fully responsible for the penalties and the approval status will be revoked. Carrier holds the right to recover from shipper all costs arising from irregularities caused by the shipment.

Note 1: This declaration letter is not applicable to horse, bee, cold blood animals, aquatics or live fish shipment (except cetaceans)

Document: Shipper's Declaration Letter for Live Animals Revision: 15 Mar 21/ V7 Dept: CGO I Owner: CSD-AM Cargo Service Development

Appendix D2 – Shipper's Declaration Letter for Live Animal - Sample

CATHAY PACIFIC CARGO

Shipper's Declaration Letter for Live Animals

TO WHOM IT MAY CONCERN

Air Waybill Number:
Flight Number / Date: CX251 01JAN2022
Routing: HKG/LHR
Commodity Name:
Number of Heads of Animal:
Purpose of Transportation:
I/We, CHAN TAI MAN (Name of the shipper in block
letter) hereby certify my/our live animal shipment fully complies with Cathay Pacific Airways'
shipping requirements as specified in the embargo list in the website, and am/are in all
respects in proper condition for transport according to applicable international and national governmental regulations (including but not limited to current IATA Live Animals Regulations
and IATA TACT Rules).
I/We, declare that all of the applicable air transport requirements have been met.
Shipper's Name (Block Letter): CHAN TAI MAN
Place and Date: HONG KONG 08NOV2021

Shipper's Signature:

Warning: Shipper who fails to comply in all respects with the applicable IATA Live Animals Regulations and any other international and national government regulations may be in breach of the applicable law and subject to legal penalties. In case of any fine imposed by the authority for non-compliance or costs arise due to damage caused to carrier properties and her vendors but not limited to, due to improper packing or mis-declaration, shipper will be fully responsible for the penalties and the approval status will be revoked. Carrier holds the right to recover from shipper all costs arising from irregularities caused by the shipment.

Note 1: This declaration letter is not applicable to horse, bee, cold blood animals, aquatics or live fish shipment (except cetaceans)

Document: Shipper's Declaration Letter for Live Animals Revision: 15 Mar 21/ V7 Dept: CGO I Owner: CSD-AM Cargo Service Development



Appendix E – Checklist on Pet shipment

Advance arrangement

0	Weaned puppies and kittens younger than eight weeks (2 months) will not be		
	accepted for carriage.		
0	Check the specific export, transit and import requirements for your pet with all		
	destinations and transit countries/cities.		
0	Refer to the latest DEFRA leaflet or website and observe its requirements if bringing		
	pets into UK.		
0	Obtain all required health certificates and vaccination records from a qualified		
	veterinarian and have your pet micro-chipped if necessary.		
0	Apply for and obtain any other documentation required by the relevant authorities		
	of all destination and transit countries.		
0	Contact your local Cathay Pacific Cargo office and the offices of any other carriers		
	to arrange book your pet shipment.		

Container

0	Prepare an appropriate container (not wooden cage, foldable cage) for your pet.	
0	Affix an open water container inside the container.	
0	Ensure that your pet can stand, turn and lie down in a natural manner in the container.	
0	Check that there is enough ventilation space. Ventilation must be provided on all 4	
	sides of the container. Ventilation openings on the sides and the back must be	
	placed over the upper two thirds of the container. The door must be ventilated from	
	the top to the bottom.	
0	Fix feeding and watering instructions to the container (if any). Food and water and	
	ensure that they are easily accessible from outside the container.	
0	Place absorbent bedding on the floor of the container such as cloth or blanket.	

On the Day of Departure

0	Place a piece of your pet's favorite toys in the container.	
0	Remove collars/vests/harnesses from animals prior to crating.	
0	Attach feeding and watering instructions to the container (if any).	
0	Remove any wheels attached to the container.	
0	Check that your pet looks healthy and fit for travel.	
0	Give your pet a light meal and a little water no less than two hours prior to departure.	
0	Toilet your pet before placing it in the container.	
0	Bring original copies of all relevant certificates and other documentation to check-	
	in	



Cathay Pacific City **Ferminal** One oute 8 - North Lantau Chun Wan Road ermina Airport Freight Forwarding Centre Scenic Hill Chek Lap Kok South Road Tung Chung MTR Station MTR Station **Bus Station** Θ From Tung Chung Lantau From Highway

Appendix F – Bring your pet to Cathay Pacific Cargo Terminal in Hong Kong

Address

3 Chun Wan Road, Hong Kong International Airport, Lantau, Hong Kong

Working Hours

24-hours daily, including weekends and public holidays

MTR

- Take the MTR Tung Chung line to Tung Chung
- Take
 - o a taxi; or
 - o bus S52P, S64, S64C and get off at bus station Super Terminal One; or
 - o bus S52, S52A and get off at bus station Chun Wan Road South
- Walk towards Cathay Pacific Cargo Terminal if you are taking a bus

Bus

- S52, S52A, S52P, S64, S64C, S64P, E11, E11A, E21, E21C, E22, E22A, E22C, E23, E23A, E32, E33, E33P, E36, E36P, E36S, E37, E41, E42N11, N21, N23, N26, N29, N30, N31, N42, N42A, N64
- Get off at bus station Super Terminal One (or Chun Wan Road South for S52, S52A, E21C, N23, N26, N29, N42, N42A) and walk towards Cathay Pacific Cargo Terminal