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Steps for Pet Travel from Hong Kong

Booking Enquiry Stage

1. Make sure your pet is **not** on the embargo list
<https://www.cathaycargo.com/Default.aspx?tabID=718&language=en-US>
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 [any of the following pet agents](#) when arranging the transportation of a brachycephalic (snub-nosed) pet.
2. Give the Cathay Cargo Terminal a call at +852-27679888 to reserve a Master Air Waybill (AWB) Number.
3. Make a booking enquiry via Pet Booking e-form
(https://cathaypacific.formstack.com/forms/pet_booking) 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 cgo8resa@cathaypacific.com. 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), **signed Appendixes C1 and D1** to Cathay Cargo Terminal (CCT) **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, CCT 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)

<https://www.cathaycargo.com/en-us/aboutcathaypacificcargo/contactus.aspx>

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 Cargo office (<https://www.cathaycargo.com/en-us/aboutcathaypacificcargo/contactus.aspx>). Our staff will be happy to help you.

Special arrangements apply to brachycephalic (snub-nosed) breeds. Please approach [any of the following pet agents](#) 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: https://www.afcd.gov.hk/english/quarantine/qua_ie/qua_ie.html

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>

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 ($\frac{3}{4}$ inch x $\frac{3}{4}$ 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.

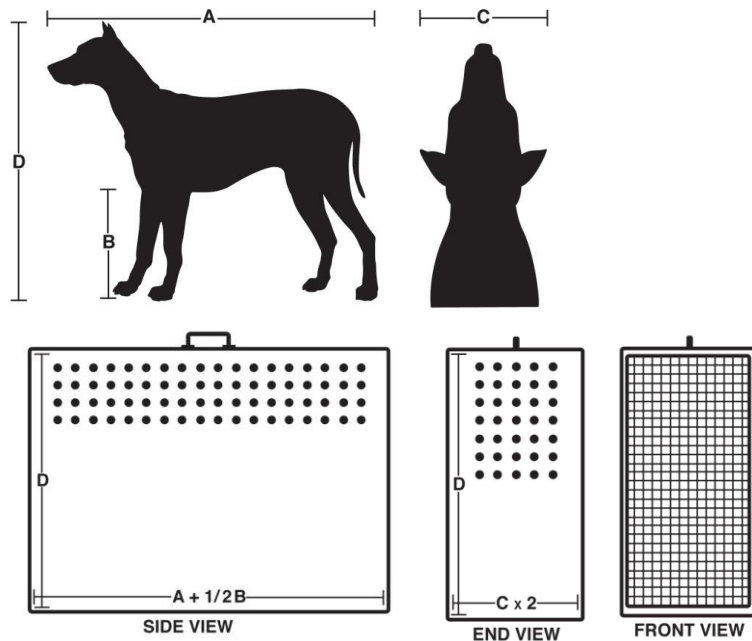


For Cat: Smaller than 19mm x 19mm
For Dog: Smaller than 25mm x 25mm

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 [any of the following pet agents](#) for arrangement.



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- 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

$$A + \frac{1}{2} B = \text{Length}$$

$$C \times 2 = \text{Width}$$

$$D = \text{Height}$$

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.cathaycargo.com/Download/tabid/283/language/en-US/Default.aspx?f=DownloadLeaflet_2394_Calculation%20Guideline%20for%20Acceptable%20Dimensions%20of%20Container%202021-04-22\\$\\$\\$\\$\\$.xlsx_en-US_2.xlsx](https://www.cathaycargo.com/Download/tabid/283/language/en-US/Default.aspx?f=DownloadLeaflet_2394_Calculation%20Guideline%20for%20Acceptable%20Dimensions%20of%20Container%202021-04-22$$$$$.xlsx_en-US_2.xlsx)

SHIPPER				
TELEPHONE NO.		For Carrier's Use Only AWB Number:160-		
CONSIGNEE		<div>CATHAY PACIFIC</div> <p>You are hereby requested and authorized upon receipt of the consignment described herein to prepare and sign the Air Waybill and other necessary documents on our behalf and dispatch the consignment in accordance with your Conditions of Contract.</p> <p>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 Air, as applicable.</p>		
TELEPHONE NO.				
NOTIFY PARTY				
TELEPHONE NO.				
AIRPORT OF DEPARTURE	AIRPORT OF DESTINATION			
REQUESTED ROUTING				
REQUESTED BOOKING				
MARKS AND NUMBERS GOODS		NO & KIND OF PKGS	DESCRIPTION OF	GROSS WEIGHT MEASUREMENT
Item 1 Commodity and Number: Breed: <div>Import Permit Others 1 (Please specify)</div> <div>Health Certificate Others 2 (Please specify)</div> <div>Vaccine Record Others 3 (Please specify)</div> Item 2 Commodity and Number: Breed: <div>Import Permit Others 1 (Please specify)</div> <div>Health Certificate Others 2 (Please specify)</div> <div>Vaccine Record Others 3 (Please specify)</div> <div>(For UK shipment only) Customs clearance fee: Prepaid in HKG To be paid at the UK</div>				Item 1 Weight (inc. cage) (kg): DIM (L x W x H, in cm): Item 2 Weight (inc. cage) (kg): DIM (L x W x H, in cm):
AIR FREIGHT CHARGES	<input type="checkbox"/> PREPAID <input type="checkbox"/> COLLECT	OTHER CHARGES AT ORIGIN	<input type="checkbox"/> PREPAID <input type="checkbox"/> COLLECT	INSURANCE - AMOUNT REQUESTED NOT AVAILABLE
(Make one to apply) (If Services Available)		(Make one to apply) (If Services Available)		
DECLARED VALUE				DATE:
For Carriage		For Customs		
HANDLING INFORMATION AND REMARKS				SIGNATURE:

e-AWB Consent Form for Walk-In Customers

CARRIER NAME	Cathay Pacific
SHIPPER IDENTIFICATION:	
SHIPPER NAME:	
SHIPPER EMAIL ADDRESS:	
<p>It is agreed that the goods tendered under this agreement shall be in apparent good order and condition.</p> <p>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.</p> <p>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".</p> <p>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.</p> <p>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.</p>	

SIGNATURE OF SHIPPER

DATE

SHIPPER'S LETTER OF INSTRUCTIONS FOR ISSUING AIR WAYBILL

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
<p>It is agreed that the goods tendered under this agreement shall be in apparent good order and condition.</p> <p>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.</p> <p>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".</p> <p>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.</p> <p>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.</p>	

_____ SIGNATURE OF SHIPPER	08NOV2021 _____ DATE
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CGO/ACSMCH/009/Oct20/ Rev.2



Shipper's Declaration Letter for Live Animals

TO WHOM IT MAY CONCERN

Air Waybill Number: _____

Flight Number / Date: _____

Routing: _____

Commodity Name: _____

Number of Heads of Animal: _____

Purpose of Transportation: _____

I/We, _____ (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): _____

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 | Owner: CSD-AM Cargo Service Development

Appendix D2 – Shipper's Declaration Letter for Live Animal - Sample**Shipper's Declaration Letter for Live Animals****TO WHOM IT MAY CONCERN**Air Waybill Number: 160-12345678Flight Number / Date: CX251 01JAN2022Routing: HKG/LHRCommodity Name: Live Dog (Poodle)Number of Heads of Animal: 1Purpose of Transportation: Immigration

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 MANPlace 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 | Owner: CSD-AM Cargo Service Development**

Appendix E – Checklist on Pet shipment

Advance arrangement

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

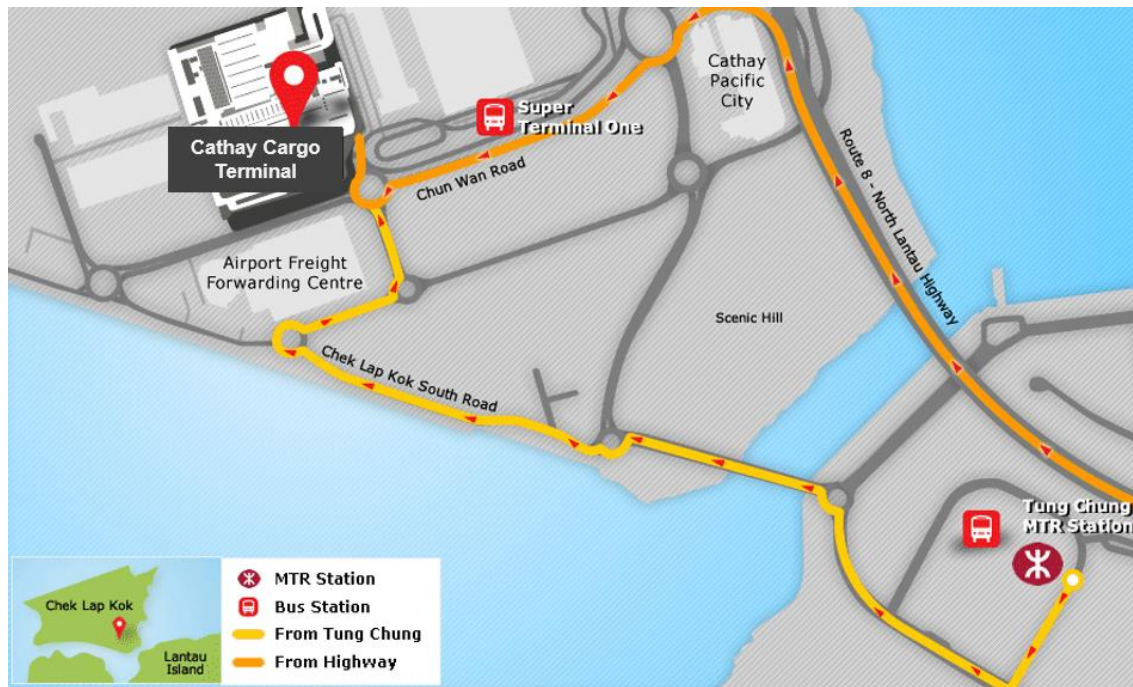
Container

<input type="checkbox"/>	Prepare an appropriate container (not wooden cage, foldable cage) for your pet.	<input type="checkbox"/>
<input type="checkbox"/>	Affix an open water container inside the container.	<input type="checkbox"/>
<input type="checkbox"/>	Ensure that your pet can stand, turn and lie down in a natural manner in the container.	<input type="checkbox"/>
<input type="checkbox"/>	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.	<input type="checkbox"/>
<input type="checkbox"/>	Fix feeding and watering instructions to the container (if any). Food and water and ensure that they are easily accessible from outside the container.	<input type="checkbox"/>
<input type="checkbox"/>	Place absorbent bedding on the floor of the container such as cloth or blanket.	<input type="checkbox"/>

On the Day of Departure

<input type="checkbox"/>	Place a piece of your pet's favorite toys in the container.	<input type="checkbox"/>
<input type="checkbox"/>	Remove collars/vests/harnesses from animals prior to crating.	<input type="checkbox"/>
<input type="checkbox"/>	Attach feeding and watering instructions to the container (if any).	<input type="checkbox"/>
<input type="checkbox"/>	Remove any wheels attached to the container.	<input type="checkbox"/>
<input type="checkbox"/>	Check that your pet looks healthy and fit for travel.	<input type="checkbox"/>
<input type="checkbox"/>	Give your pet a light meal and a little water no less than two hours prior to departure.	<input type="checkbox"/>
<input type="checkbox"/>	Toilet your pet before placing it in the container.	<input type="checkbox"/>
<input type="checkbox"/>	Bring original copies of all relevant certificates and other documentation to check-in	<input type="checkbox"/>
<input type="checkbox"/>	Ensure your pet is safe and secured inside the kennel before delivery	<input type="checkbox"/>
<input type="checkbox"/>	To prevent animal escape that may impact animal welfare and cause injury to handling staff, opening of kennel door is not allowed unless in a confined and dedicated area for Pets and with mandatory presence and prior consent of Cathay appointed acceptance staff	<input type="checkbox"/>

Appendix F – Bring your pet to Cathay 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
 - a taxi; or
 - bus S52P, S64, S64C and get off at bus station Super Terminal One; or
 - bus S52, S52A and get off at bus station Chun Wan Road South
- Walk towards Cathay 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 Cargo Terminal

Driving

- Follow the routes on the map above from Tung Chung or from Route 8 highway
- Enter the terminal via the “P” lane and proceed to the assigned truck dock shown on the kiosk
- On G/F, register with the Truck Control Office and wait for the allocation of a truck dock
- Proceed to the assigned truck dock via the designated lane on G/F once you receive notification from the Interactive Voice Response System

Export Pet Shipment Delivery at CCT

Proceed to Customer Services Counter on 4/F, Core SE, CCT for documentations and pet delivery