

Domestic Pet Travel Guide



Thank you for choosing Virgin Australia to take care of your pet that is joining you on your upcoming travels. To ensure your pet is prepared for travel, please find some important information below including:

- A step by step guide for preparing your pet to travel.
- Pet drop-off/pickup operating hours.
- A checklist to print, complete and take along with you on the day of travel.
- A few handy tips to help the flight go smoothly.

One week before travel

- Arrange an appropriately sized container for your pet, meeting Virgin Australia guidelines.
- Ensure that all of your pet's vaccinations, flea and worming treatments are up to date.

The day before travel

- To prevent a potential upset stomach, please do not feed your pet a full meal within eight hours of travel – a nibble or treat will generally be okay.
- Ensure that your pet has had plenty of exercise.
- Review the pet drop-off and pick-up locations for your booking (see below). In some locations, the pet drop-off terminal will not be within walking distance of the passenger terminal.
- Ensure your pet's container meets Virgin Australia Guidelines and is clean.

The day of travel

Before you leave:

- Ensure your pet drinks plenty of water – good hydration is **essential**.
- Allow your pet some exercise and a toilet opportunity before travel.
- Pack a blanket or favourite toy into the container for your pet's comfort.
- Please utilise one of the self-check-in options for yourself such as online or mobile check-in prior to arrival at Cargo.
- Prepare to present your **boarding pass, completed AVI Acceptance Checklist** (attached below) and **Air Way Bill number (AWB)** to the Cargo agent when dropping off your pet

- On the day of travel, if the predicted temperatures in the departure and/or arrival port are expected to exceed 25 degrees, we strongly recommend changing your flight to an early morning or late afternoon service. This will ensure your pet's comfort whilst travelling with us.

When to drop-off your pet

- Pet drop-off generally closes 90 minutes before your scheduled flight departure. If departure is scheduled at or before **7:00 AM**, drop-off may close either 90 or 50 minutes prior to departure depending on the port (see chart below for specific port drop-off time requirements).
- Please note that Virgin Australia is unable to accept animals more than two hours before the scheduled departure time of your flight. This is to ensure your pet is not kept in its container for longer than is necessary.

Domestic drop-off/pick-up locations and operating hours

Airport (Airport Code)	Pet Drop-off Opens	Pet Drop-off Closes	Pet Pick-up Upon Arrival	
Brisbane (BNE) Cairns (CNS) Darwin (DRW) Derby/Curtain (DRB) Hobart (HBA) Karratha (KTA) Kununurra (KNX) Launceston (LST)	Mackay (MKY) Melbourne (MEL) Perth (PER) Rockahampton (ROK) Sunshine Coast (MCY) Sydney (SYD) Townsville (TSV)	120 minutes before scheduled departure	90 minutes before scheduled departure	Up to 30 minutes after arrival
Adelaide (ADL) Albany (ALH) Albury (ABX) Ayers Rock (AYQ) Ballina (BNK) Broome (BME) Bundaberg (BDB) Canberra (CBR) Cloncurry (CNJ) Coffs Harbour (CFS) Emerald (EMD) Esperance (EPR) Gladstone (GLT) Gold Coast (OOL) Hamilton Island (HTI)	Hervey Bay (HVB) Kalgoorlie (KGI) Mildura (MQL) Moranbah (MOV) Mt Isa (ISA) Newcastle (NTL) Newman (ZNE) Onslow (ONS) Port Hedland (PHE) Port Macquarie (PQQ) Whitsunday Coast / Proserpine (PPP) Ravensthorpe (RVT) Tamworth (TMW)	90 minutes before scheduled departure	60 minutes before scheduled departure	Up to 30 minutes after arrival

Flights departing at and before 0700 from Brisbane, Sydney, Melbourne, Adelaide and Hobart	90 minutes before scheduled departure	60 minutes before scheduled departure	Up to 30 minutes after arrival
Flights departing at and before 0700 from Perth	120 minutes before scheduled departure	90 minutes before scheduled departure	Up to 30 minutes after arrival
Flights departing at and before 0700 from all other airports	60 minutes before scheduled departure	50 minutes before scheduled departure	Up to 30 minutes after arrival

After you arrive

- Your **Air Way Bill number (AWB)** will be required for pet collection.
- You will be required to collect your pet within 90 minutes of your flight arriving.
- Virgin Australia will not hold your pet longer than 90 minutes after your flight arrives into your destination. This is to ensure your pet is not contained for longer than is necessary.
- Failure to collect your pet within 90 minutes of your flight arriving may result in Virgin Australia contacting a pet care company to collect your pet at your expense.

Key information

- Your pet will be in its container from the time of drop-off through to when it is picked-up at your destination. For safety reasons, Virgin Australia or its agents will not release your pet from its container at any time. It is important that your pet is fit and healthy and able to cope with being contained for an extended period of time.
- We recommend that you check with your Vet about the suitability of air travel for your pet before its scheduled flight.
- If your pet appears unwell or dehydrated upon drop-off, Virgin Australia reserves the right to refuse acceptance of your pet.
- If your pet soils the container prior to departure, you may be required to return to the pet drop-off area to clean the container, otherwise we may not be able to load your pet onto the aircraft.

If you are unable to return to the pet drop-off area, we will do our best to assist and work towards a suitable solution for you and your pet.

- If you or your pet is on a connecting flight with Virgin Australia and the time between flights is greater than two hours, you will be required to visit your pet and provide it with a comfort stop at the Cargo facility.
- Once dropped-off and prior to being loaded on to the aircraft, your pet will be kept undercover in shaded, well-ventilated areas for as long as possible before being taken to board their flight.
- We also focus on keeping the loading and unloading time at the aircraft to a minimum when handling your pet to ensure they are not exposed to the elements for longer than is necessary.
- You will be asked to sign an AVI Acceptance Checklist, when you drop off your pet, whereby you will acknowledge the increased risks associated with transporting your pet. By signing this form, you acknowledge that you will take ownership of any challenges faced by your pet during carriage.
- If you choose to transport your pet in adverse temperatures or conditions (such as in the middle of the day), please be advised that this is at your discretion and Virgin Australia will not be responsible for any implications as a result of this.
- Please refer to the travelling with pet's webpage (www.virginaustralia.com/au/en/plan/specific-needs-assistance/pets/) for all information regarding appropriate container requirements.

Brachycephalic (Snub-Nosed) Breeds

- For all Brachycephalic or snub-nosed breeds (including cross breeds) five years or older, Virgin Australia strongly recommends they are NOT booked/presented for travel due to known challenges faced by this breed when travelling.
- Whilst Virgin Australia does transport these animals, they are more likely to face challenges in transit, including respiratory and heat stress, which places them at a higher risk during air travel.

Brachycephalic Dog Breed list

- Affenpinscher
- American Staffordshire Bull Terrier (Staffies)
- American Bulldog
- Boston Terrier
- Boxer
- Brussels Griffon
- Bullmastiff
- Cane Corso
- Chihuahua (apple-headed)
- Dogue de Bordeaux
- English Mastiff
- English Bulldog
- French Bulldog*
- Japanese Chin (Japanese Spaniel)
- King Charles Spaniel
- Lhasa Apso
- Neapolitan Mastiff
- Newfoundland
- Odle English Bulldogge
- Pekingese
- Pug
- Shar-Pei
- Shih Tzu
- Tibetan Spaniel

Brachycephalic Cat Breeds

- Persian cat
- Himalayan cat
- Scottish Fold
- British Shorthair
- Exotic Shorthair

Summary

To enjoy a safe, easy journey with Virgin Australia, please ensure your pet:

- Has had some exercise prior to drop-off.
- Clean container that is secure as per Virgin Australia's Guidelines.
- Is fit, well and capable of travelling.
- Has relieved itself.
- Is hydrated.
- Has had limited feeding prior to travel.

Container requirements by aircraft type

Aircraft Type	Total containers allowed per flight	Height	Width	Length	Notes
A330, 737,	2	85cm	77cm	131cm	0 - 10kg pet 11 – 20kg pet 21 – 30kg pet 31kg + (max 65kg)
ATR	1	80cm	60cm	110cm	0 – 10kg pet 11 – 20kg pet
F100	2	65cm	70cm	110cm	0 – 10kg pet
F70	2	65cm	70cm	110cm	0 – 10kg pet
A320	We do not accept pets on any A320				

If you have any further questions or queries, our Cargo Control Centre is on hand to assist. Please contact our friendly team at 13 8789

Please complete and print the following forms prior to lodgement of your pet.

Animal Acceptance Checklist

VIRGIN AUSTRALIA – CARGO

Owner/Authorised Representative to Complete



Date of Lodgement:	Consignment/AWB No.:	
Flight Number:	Destination:	
Owners Details		
PNR/Ticket Number:	Passenger Pet: <input type="checkbox"/> YES <input type="checkbox"/> NO	
Name:	24 Hr Contact Telephone No:	
Address:	State:	Post Code:
Suburb:	Email:	

To Be Completed by Owner/Authorised Representative (tick appropriate answer)

Animal Breed:	Pet Name:	Gender: Male/Female	Age:
Is the animal of a Brachycephalic/snub nosed breed? <input type="checkbox"/> YES <input type="checkbox"/> NO	If yes, owner/authorised representative accepts responsibility for any challenges faced by the pet. Virgin Australia strongly recommends that if the temperature is forecast above 20 degrees Celsius at the port of origin and destination and/or it is a multi-sector journey, guests should consider changing their flight to one where the temperature is more conducive to your pet's comfort.	Owner/Authorised Representative Acknowledge	<input type="checkbox"/> YES
			<input type="checkbox"/> NO
Is the Brachycephalic/snub nosed breed animal over the age of 5 years? <input type="checkbox"/> YES <input type="checkbox"/> NO	For all Brachycephalic or snub-nosed breeds (including cross breeds) 5 years or older, Virgin Australia strongly recommends they are NOT presented for travel due to welfare concerns	Owner/Authorised Representative Acknowledge	<input type="checkbox"/> YES
Is the animal pregnant, sick or injured? <input type="checkbox"/> YES <input type="checkbox"/> NO	If yes, a veterinary certificate must be provided stating the animal is fit for travel by air.	Certificate Provided	<input type="checkbox"/> YES <input type="checkbox"/> NO
Does the animal have any pre-existing medical conditions? <input type="checkbox"/> YES <input type="checkbox"/> NO	If yes, please specify below:	Owner/Authorised Representative acknowledges pre-existing medical condition may increase risks factors	<input type="checkbox"/> YES <input type="checkbox"/> NO
Animals between 8-12 weeks <input type="checkbox"/> YES <input type="checkbox"/> NO	Owing to possible dehydration, animals between 8-12 weeks are required to provide a veterinary certificate stating the animal(s) is/are fit to be transported or shipped at the owner/authorised representative risk.	Owner/Authorised Representative Acknowledge	<input type="checkbox"/> YES
Is the animal over the age of 12 years? <input type="checkbox"/> YES <input type="checkbox"/> NO	If yes, owner/authorised representative accepts at their risk.	Owner/Authorised Representative Acknowledge	<input type="checkbox"/> YES
Has the animal been sedated? <input type="checkbox"/> YES <input type="checkbox"/> NO	If yes, owner/authorised representative accepts at their risk.	Owner/Authorised Representative Acknowledge	<input type="checkbox"/> YES
Does the animal meet all local quarantine and worming requirements for entry into the destination? <input type="checkbox"/> YES <input type="checkbox"/> NO	The owner/authorised representative acknowledges all local requirements have been met	Owner/Authorised Representative Acknowledge	<input type="checkbox"/> YES
Is the container suitable for the animal? (See point 4. below and the traveling with Domestic Pet Travel Guide) <input type="checkbox"/> YES <input type="checkbox"/> NO	The owner/authorised representative acknowledges that the container meets all required group and governing body standards.	Owner/Authorised Representative Acknowledge	<input type="checkbox"/> YES
Does the owner/authorised representative give Virgin Australia Cargo Pty Ltd and its related bodies corporate ("VA Group") permission to provide water for the pet during all phases of transport? <input type="checkbox"/> YES <input type="checkbox"/> NO	If no, owner/authorised representative acknowledges that no water will be provided during transport	Owner/Authorised Representative Acknowledge	<input type="checkbox"/> YES

Owner/Authorised Representative Declaration

As the owner/authorised representative of the animal described above, I make the following declarations to Virgin Australia Cargo Pty Ltd and its related bodies corporate ("VA Group"):

<ol style="list-style-type: none"> 1. It is my responsibility to determine whether the animal is suitable to travel on the journey for which I am lodging the animal for carriage; and 2. I am not aware of any reason that the animal should not undertake the intended journey, such as ill-health or aggressive behaviour that may put the animal or others in danger; and 3. I will comply with all applicable laws, including the IATA Live Animals Regulations, and Government Quarantine Regulations which govern the importation and exportation of animals; and 4. I will ensure that the animal's cage or transportation container complies with all regulatory requirements and requirements of the VA Group, including in relation to size so that the animal has sufficient room to stand up, turnaround and lie down without restriction; and 5. I understand and accept that the transport of the animal by air has inherent risks, including an increased risk of mortality. Environmental conditions such as temperature, humidity and air density changes can occur in transit, departure or arrival ports. This may have a significant effect on the health and well-being of the animal, including increasing breathing difficulties in some breeds such as Brachycephalic and 6. I acknowledge that full or cross breed brachycephalic animals (eg short-head /snub nosed breeds) are subject to breathing difficulties; and 7. I acknowledge that the VA Group strongly recommends that brachycephalic animals (eg short-head/snub nosed breeds) or other animals that are prone to breathing difficulties are not lodged for transport if temperatures may exceed 20 Degrees Celsius at any point of the journey; and 	<ol style="list-style-type: none"> 8. I acknowledge that the animal will not be accompanied or supervised, and I accept that the VA Group may not have the expertise or ability to access veterinary services or identify risks to the animal's health or well-being throughout the animal's journey. In full knowledge of the matters set out above, I request the VA Group to transport the animal from the origin to the destination noted above. 9. I indemnify the VA Group for any losses, costs or expenses that may arise (directly or indirectly) in connection with: <ol style="list-style-type: none"> a. any failure to comply with my responsibilities outlined above, including to the extent the failure contributes to any injury to or death of the animal; and b. the animal breaking out of its cage or container, including any personal injury or property damage suffered by the VA Group, its personnel or any third party. 10. I agree that the VA Group will not be liable for incidental, special or consequential damages, including but not limited to damages for emotional distress and other non-economic loss in connection with the animal or its carriage. 11. I agree that the VA Group will not be liable for any loss, damage or expense arising from: <ol style="list-style-type: none"> a. death of any animal due to natural causes; or b. death or injury of any animal caused or contributed to by: <ol style="list-style-type: none"> i) the conduct or acts of the animal itself or of other animals, such as biting, kicking, gnawing or smothering; ii) environmental conditions; or iii) the nature, age, breed, condition or propensity of the animal. 12. I acknowledge that VA Group may decline to accept the animal for carriage if concerned about the condition of the animal or its container.
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Owner/Authorised Representative Signature:	Date:	Time:
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Animal Acceptance Checklist



VIRGIN AUSTRALIA – CARGO

Acceptance Agent to Complete

Virgin Australia Checklist <i>(tick appropriate answer)</i>			
Consignment/AWB No:	Paid Animal Weight (AVIP Only): \$	Actual Gross Weight:	KG
<u>Aircraft Restrictions</u>			
a. All aircraft in the routing have been verified for cage size and weight compatibility?	<input type="checkbox"/> YES <input type="checkbox"/> NO		
b. Are any of the sectors operated by an A320 aircraft? If so, AVI cannot be uplifted on planned sector due to the A320 does not have heating within the cargo hold. Contact CCC immediately.	<input type="checkbox"/> YES <input type="checkbox"/> NO		
<u>Documentation</u>			
a. Has the owner or authorised representative provided a veterinary health or 'fit to fly' certificate?	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> N/A		
b. Are the shipper and consignee's name, contact information clearly marked on the AWB?	<input type="checkbox"/> YES <input type="checkbox"/> NO		
<u>Breed, Age, Quantity and Sedation of Domestic Animals</u>			
a. Is the breed of the dog or cat permitted for transport on the Virgin Australia Airlines Group? (<i>Reference VAGP A20: Cargo Operations Manual</i>)	<input type="checkbox"/> YES <input type="checkbox"/> NO		
b. Has the consignor presented multiple animals for uplift in the same cage? If yes, proceed to below:	<input type="checkbox"/> YES <input type="checkbox"/> NO		
i. <u>Adult Animals</u> – Are there a maximum of 2 animals with comparable size and up to 14 KG each?	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> N/A		
OR			
ii. <u>Animals up to 6 months old</u> – Are there a maximum of 3 animals from the same litter and up to 14 KG each?	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> N/A		
c. Has the owner or authorised representative declared the animal over the age of 12 years? If so, have they provided a 'fit to fly' certificate.	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> N/A		
d. Does the dog or cat appear alert/free from sedation? If sedated, owner/representative accepts to transport at their risk (Sedation must indicate on the airway-bill or consignment note)	<input type="checkbox"/> YES <input type="checkbox"/> NO		
<u>Other Regulations and Policies</u>			
a. Have the requirements in the current Live Animal Regulations (<i>LAR</i>) have been verified for age and container requirements?	<input type="checkbox"/> YES <input type="checkbox"/> NO		
b. Is the animal in good physical condition to travel? <i>(If the animal appears distressed, aggressive or injured, do not accept the animal)</i>	<input type="checkbox"/> YES <input type="checkbox"/> NO		
c. If the animal is pregnant, is there a veterinary certificate showing it is fit to travel without risk of giving birth while travelling?	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> N/A		
<u>Container Check</u>			
a. Does the container allow the animal to stand, turn and lie down in a natural manner?	<input type="checkbox"/> YES <input type="checkbox"/> NO		
d. Are absorbent materials such as newspaper or blanket on the cage floor?	<input type="checkbox"/> YES <input type="checkbox"/> NO		
e. Is the cage secured in-line with company policy (Reference SOP 3019)	<input type="checkbox"/> YES <input type="checkbox"/> NO		
f. Ensure all leads and harnesses have been removed from the animal?	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> N/A		
g. Are any and all wheels removed from the bottom of the cage?	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> N/A		
h. For wooden cages, are all door mechanisms twisted to secured position?	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> N/A		
i. Is there a water dish attached and accessible without opening the cage?	<input type="checkbox"/> YES <input type="checkbox"/> NO		
j. Is water or ice present in water tray?	<input type="checkbox"/> YES <input type="checkbox"/> NO		
k. Is only minimal bedding present in cage?	<input type="checkbox"/> YES <input type="checkbox"/> NO		
<u>Labelling</u>			
a. Are Virgin Australia Domestic Destination labels affixed to the cage as required? (<i>Only applicable to Domestic</i>)	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> N/A		
b. Are Virgin Australia 'PAX On Board' label been affixed? (<i>Only applicable to Domestic</i>)	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> N/A		
<u>iCargo (Domestic Only)</u>			
a. Has the AWB been executed?	<input type="checkbox"/> YES		
b. Has the AWB been accepted?	<input type="checkbox"/> YES		
c. Has the AWB been manifested?	<input type="checkbox"/> YES		

Port/Location of Acceptance:

VA Acceptance by *(print name):*

Signature:

Date:

Time:

Animal Acceptance Checklist