



Manchester Airport
Tel: 00 44 161 489 8220
Fax: 00 44 489 8222
Email: info@petsonjets.com

INFORMATION FOR PASSENGERS TRAVELLING WITH ASSISTANCE ANIMALS

INTRODUCTION

Thank you for choosing Manchester as the arrival point for you and your assistance animal. The purpose of this notice is to advise you how to prepare your animal for travel to the United Kingdom and what to expect on arrival. There is also some information on what to do if your flight is delayed, cancelled or diverted to another airport.

TREATMENT & DOCUMENTATION

Since the UK is a rabies-free country, any animal being brought into the country must meet specific requirements prior to travel and pass inspection upon arrival. Assistance animals require the same preparation and documentation as any others traveling under PETS (Pet Travel Scheme). That is to say they have to be (in this order) **Microchipped, Vaccinated against Rabies, Blood tested, undergo a 6 month wait after the blood draw date** and finally, **treated against Ticks and Tapeworms**. All these treatment details are recorded on an EU Veterinary Certificate (also known as a Third Country Certificate) which is then certified by the government department in the country of origin (eg by the USDA if departing from the USA). If an EU PETS Passport has been previously issued in Europe then this can be used instead of the Veterinary Certificate. For more details it is important to consult the DEFRA website.

<http://www.defra.gov.uk/animalh/quarantine/pets/procedures/owners.htm>

BOOKING & PAYMENT

If you haven't already done so contact your airline to make your own booking, advising them that you will be taking an assistance animal with you (dog or cat). When confirmed you will need to then contact us so that we can arrange to have one of our staff meet your flight on arrival at Manchester Airport to complete the PETS inspection. We will require copies of all your animal's documents to be either faxed or emailed to us so that we can pre-check for any potential problems. At that time your animal won't have had its Tick and Tapeworm treatment but that can be discussed later. We will also need your name, address and credit card details* so that we can collect payment for our service. Once all that is complete, we will fax or email you an Approval Letter which constitutes your 'OK To Board' at your airport of departure. This should be shown to the airline's staff at check-in. Please ensure that you have ALL the animal's paperwork in your carry-on or hand baggage as this will be needed to complete the PETS inspection upon arrival.

ON ARRIVAL IN MANCHESTER

Our staff will carefully monitor your flight's arrival and will be at the ready at the gate when it lands. We will be waiting on the airbridge and will liaise with the cabin crew as to whether to complete our checks on board or on the airbridge. If the aircraft is parked on a remote stand we will be waiting in the terminal, where the bus drops off the passengers. Our checks will take approximately 10 minutes and once successfully completed we will attach a green 'Pass' label to the animal's harness and you will be free to proceed through immigration and arrivals in the normal way. Your animal does not need to be presented to Customs so unless you have any other goods to declare to it is permitted to use the Green Customs lane. If there is a problem with the inspection that we cannot resolve at the aircraft side it may be necessary to transport your animal to the Pets on Jets premises in order to complete further checks. In that case you will be escorted by the airline's ground staff and instructed as to what to do next.

AIRCRAFT DELAY, DIVERSION and CANCELLATION

If your flight to Manchester is subject to disruption it is important that consideration is given to your pet's Tick and Tape Treatments. In order that the immunity of the animal is not compromised it is essential that the pet is kept within the secure area of the airport (broadly speaking beyond the security checks, in the departure and/or transit lounges). If the animal is allowed into contact with other animals or is allowed outdoors it may be necessary to have it re-treated in a quarantine kennels on arrival in the UK. This would entail you being without your assistance animal for a minimum of 36 hours.

*Some airlines may have other arrangements for payment.