

## **Guidelines for importing Pets into the UK**

This information has been created to provide pet owners with a guide as to how they may prepare their pet for air travel and take advantage of the PETS scheme with Aegean Airlines.

### **Pet Travel Scheme**

Aegean Airlines is part of the Department for Environment Food and Rural Affairs' (DEFRA) Pet Travel Scheme (PETS), commonly known as the Pet's Passport.

PETS allow domestic cats, dogs and ferrets to enter the UK without the need to go through quarantine, provided they meet certain requirements and conditions. For more information on the United Kingdom entry requirements as well as other related issues concerning your pet's travel, please refer to below link:

### **[Pet Travel: Information for Pet owners](#)**

**NOTE:** The owner/shipper of the pet is responsible for ensuring that pet meets all the rules for entering the UK under the Pet Travel Scheme. You are advised to read carefully the instructions provided. Make sure you have had the procedures carried out in the correct order and your pet's documentation is correctly completed. Otherwise, your pet may not be able to enter the country or may have to be licensed into quarantine on arrival. This means delay and will also cost you money.

Under no circumstances will Aegean Airlines accept liability or incurring costs for the failure of the clearance of pets, due to incorrect documentation.

### **Making a reservation for your pet**

When you make your travel arrangements you will need to let your travel agent or Aegean Airlines booking representative know that you will be travelling with a pet.

Your pet will not be able to check in with you (all pets carried under this scheme must be sent to the UK only as cargo) but will be handled professionally by our staff. A cargo booking will be required (minimum 5 working days prior to the requested flight) which can be requested through the Cargo Head Office in ATH:

T: +30 210 3543 700/+30 210 3543 094-6

F: +30 210 3543 198

Email: [info-cargo@aegeanair.com](mailto:info-cargo@aegeanair.com)

Upon receipt of the pet by our cargo staff, they will check that the kennel meets proper requirements (kindly refer to "Container Requirements for transporting animals as Cargo") and will take the pet's documents. These will then be forwarded along with your pet to London on-board the same flight. (It is recommended that you keep copies of all documents for your reference as well as any supporting documents).

All shipping charges and applicable clearance charges must be paid prior to departure.

### Arriving in London

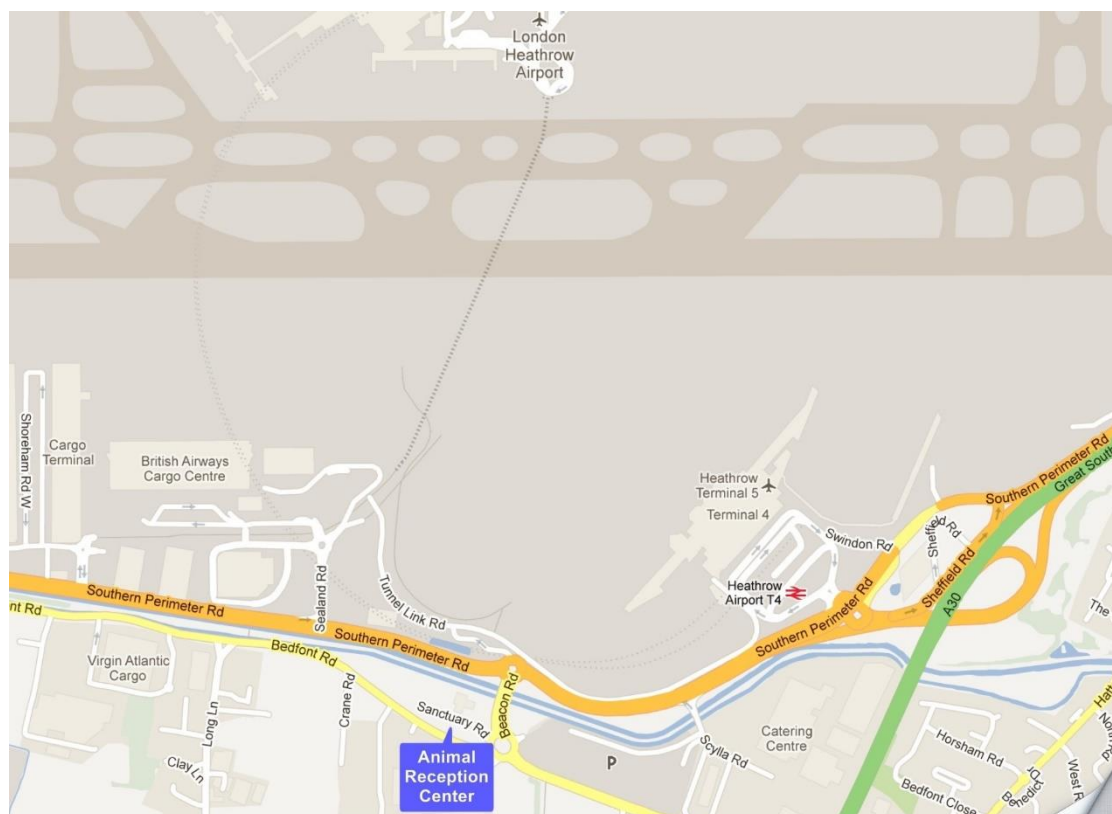
Upon arrival at London Heathrow Airport, advanced arrangements have been made by Aegean Airlines Cargo office as for your pet to be transported from the aircraft to the Heathrow Animal Reception Centre (HARC).

The Heathrow Animal Reception Centre's staff will carry out the PETS check and provided all documentation is correct and in order, the clearance process should not take more than 2 hours to complete. If your pet fails the PET check a Failure Form will be raised by the HARC and given to you on your arrival explaining the problem and your options. If the problem cannot be resolved immediately your pet may be detained at the Animal Reception Centre or moved to a Quarantine cattery/kennel of your choice pending resolution of the problem. Resulting costs will be at your expense.

Please be advised that you should contact the **Animal Reception Centre** at **0044 020 87 457 894** (or 895), prior of proceeding to collect your pet.

Heathrow Animal Reception Centre (HARC) – check [website](#)

London Heathrow Airport, Beacon Road, Hounslow, Middlesex, TW6 3JF (Beacon Road is located off Sanctuary Road on the Southern Airport Perimeter Road).



### Useful Contact

City of London: [Travelling with animals](#)