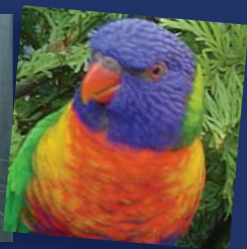


PET PASSPORT



INFORMATION FOR
SHIPMENT OF DOMESTIC PETS



AIR NEW ZEALAND
CARGO

Shipment of Domestic Pets



Air New Zealand has provided this “Pet Passport Information” to assist you in arranging your pet’s transport from New Zealand.

We understand your concern for your pet’s comfort and safety, after all, your pet is a member of your family. You can rely on Air New Zealand and their international appointed Agents to get your pet to its destination. Our Agents have the experience and expertise of ensuring your pet travels comfortably and safely.

Any animal transported on Air New Zealand must be booked with Cargo Customer Service Unit by an approved Pet Transporter; delivered to the Air New Zealand Cargo Facility by an approved Pet Transport Company. These are listed in Telecom’s Yellow Pages, www.yellowpages.co.nz, then search pet services by location.

Note:

Dogs, cats and most other warm-blooded animals transported commercially are protected by Animal Welfare Acts. The Ministry for Agriculture and Fisheries (MAF) and the International Air Transport Authority (IATA) set the standards and oversee the regulations for Pet Transportation

Air New Zealand does not accept animals directly from the public because of the complexity involved in completing the pre-flight documentation, the Ministry of Agriculture and Fisheries compliance and veterinary checks.

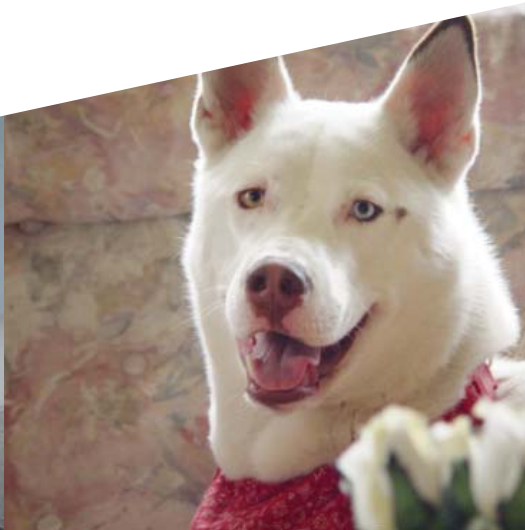
from New Zealand. IATA advises the Airlines and Agents regarding the humane carriage of your pet. There are regulations (Live Animals Regulations 31st Edition, 2004) established to protect the well-being of animals in transit. Air New Zealand and their affiliates comply with these regulations while the animals are in the airline's care, all of which will be handled by your Pet Transporter.

- Before your pet can travel, a MAF approved veterinarian is required to examine your pet to ensure it has a "clean bill of health" and is fit for travel. Your Pet Transport Company will be able to assist you with a list of MAF approved vets.
- Air New Zealand only accepts animals for transportation that have the appropriate importation permit, zoo sanitary and veterinary health certificates, if applicable. A shipping kennel/cage that meets IATA

approved standards will be required for your pet. Further information is available from your approved Pet Transport Provider.

- Animals travelling on Air New Zealand must be shipped as cargo. No animals are permitted to travel within the passenger cabin in shipping kennels or otherwise (excluding seeing eye dogs).
- For animals travelling outside of New Zealand an Export Customs Delivery Order is required. Your Pet Transport Company will assist with this:

To transport small farm animals such as goats, sheep, alpacas, etc, contact the Reservation Centre for further information.



Helpful Pet Travel Tips



In order to ease the stress during your pet's travel, one of the most important steps you can take is to make sure your pet becomes familiar with its shipping kennel/cage.

We suggest that you

- Purchase/arrange your kennel/cage well in advance of your travel date (your Pet Transport Company can assist here).
- Place the kennel/cage in your home with the door open and put a familiar object inside it, ie. an old sock or favourite toy to enable your pet to familiarise itself with the kennel/cage and possibly venture inside to explore.
- The kennel/cage used in your home should be the same one your pet will actually travel in.

Important

Your pet should be as relaxed as possible during the flight.

Your pet needs to know that the shipping kennel/cage is a homely and comfortable environment.

For the trip

- Place a T-shirt or sock bearing your scent (and your pet's scent) inside the shipping kennel/cage.
- Ensure your pet's nails have been recently clipped to prevent them from catching the cage door or other openings.
- Attach labels on the kennel/cage showing your pet relocation or shipping agency address and phone numbers for contact purposes.

Never transport an animal wearing a choke collar or muzzle, as both pose danger when an animal is alone or in transit. Anything that may restrict an animal's movement within a kennel/cage (excludes feeding and water dishes) should be removed and attached to the exterior.

Preparing for departure

- Only an approved Pet Transport Agency can deliver your pet to the Air New Zealand Cargo facility, accompanied by yourself if you wish. However, you may not accompany your pet to the aircraft.
- Your pet will board the aircraft via the Air New Zealand Cargo facility, located in a separate building from the passenger airport check-in.
- Keep your animal as calm as possible prior to the flight. For dogs, a nice walk or play time session a few hours before your pet is delivered to the Cargo facility is a good idea.



What Documentation Do I Require?

Documentation

for shipping your pet varies

according to the country of origin and the final destination. You should be aware that most overseas countries are very strict about accepting animal shipments without import permits and health certificates. Lack of proper documentation can result in the confiscation of your pet on arrival, or returning your pet to its place of origin.

It is your responsibility to complete and provide this paperwork, and your Pet Transport Agent will assist you in obtaining the correct and relevant documentation.

Kennel/Cage Container Requirements

Kennels or travel cages must conform with IATA airline approved guidelines. Your Pet Transport Company will assist in providing a suitable container. You may hire or purchase one from them, or you can supply your own. Please check with your Pet Transport Company.

FAQ

In order to minimise stress during your pet's travel, one of the most important steps you can take is to make sure your pet becomes familiar with its kennel/cage.

Is my pet old enough to travel by air?

Specific countries require animals to be six (6) months or older, however, Air New Zealand requires your pet to be at least three (3) months old.

Should I give my pet a sedative?

While the use of tranquillisers is not advised, as their effects at high altitudes are unpredictable, the final decision to prescribe them should be made by your veterinarian. Ensure you obtain and follow expert advice. If a tranquilliser has been used, it is best to indicate the type and dosage on the kennel/cage.

Will the temperature be comfortable for my pet?

All animals travelling on Air New Zealand are placed in a pressurised and temperature controlled area of the aircraft which is maintained at approximately 18°C (65°F).

How much will it cost?

Cost will vary depending on your pet's destination, obtaining cost estimates from 2 or 3 possible Pet Transport providers will give you a choice.

How do I collect my pet and where?

Collection procedures vary. Depending on your pet's destination, your Pet Transport Company will advise you on this process.

For Australia-bound pets, Air New Zealand has developed a map and instructions outlining collection procedures for Sydney, Melbourne, Brisbane, Adelaide and Perth.



Will there be additional fees for collecting my pet?

This will vary depending on your pet's destination. Your Pet Transport Company will advise you of fees payable when collecting your pet from its destination.

You can find the information in this brochure on the Air New Zealand website www.airnewzealand.co.nz/aboutus/cargo/productsandservices/petservices