Starwood only ships dogs and cats.

The following countries will only accept a rabies vaccination that is under 1 year old at the time of travel: UK, Ireland, New Zealand, Hong Kong, Taiwan, UAE, and the EU.

Animal Transportation Services With Pet Safety In Mind

We understand your pet travel concerns because we’re pet parents, too. You can count on us to provide caring, compassionate attention to your beloved pets, just as you do.

International Pet Air Transport

We offer domestic and international pet air transport and comprehensive door-to-door pet transport services across the US and around the world. With decades of experience under our belts, we make moving across the country with pets easy.

Domestic US Pet Transport

We offer door-to-door pet transportation for animals within the continental US and from mainland US to Hawaii.

Corporate Pet Relocation

We offer a comprehensive, door-to-door pet travel experience to fully meet the expectations of your business. Whether you are a Relocation Management Company, a corporation’s HR talent mobility department, or a relocation service provider looking to partner with a reputable pet transport company, a referral to Starwood means peace of mind for your clients and employees.

Military Pet Relocation

We are proud to offer discounted pricing and specialized services for active-duty military and veterans.

Don't let the complexities of moving your pet to another country stop you!

Let Starwood Pet Travel handle your pet's relocation door to door!

Your pet's safety is our top priority! We offer a variety of packages that you can tailor to specifically meet your pet travel needs!

First Class Pet Air Transport & International Pet Shipping Services

Every pet relocation is different, and every pet is special. At Starwood Pet Travel, we are the pet transportation service experts.

Take the Stress Out of Moving with Our Pet Air Transport Services

We understand your pet travel concerns because we’re pet parents, too. You can count on us to provide caring, compassionate attention to your beloved pets, just as you do.

We offer pet transport services and comprehensive door-to-door pet travel across the US and from the US to many countries around the world.

With decades of experience under our belts and a trusted network of global partners, we make international pet travel as peaceful as possible by attending closely to every detail of your pet's relocation and providing customized levels of service based on your needs.

Long-Standing Relationships with Airlines Worldwide

We are intimately familiar with the latest country and airline pet import and export regulations. We have long-standing relationships with airlines worldwide, so we navigate the carrier-and-route selection process more efficiently than you can on your own (and with a lot less frustration).

What’s Included in International Pet Air Transport Services

Select the right package of pet relocation services based on your needs.

Customize Your Pet Transport Services Package

From a do-it-yourself approach with a Pet Travel Knowledge Base to comprehensive door-to-door support with unmatched customer service from pet transport industry leaders, we have everything you’ll need to find the perfect match between budget, time, and peace of mind.

Below you’ll find examples of our common packages for most destinations. Please note that depending on your pet's exact destination and travel details, the packages offered may vary or contain different services than listed here.

Economy Package:

This package is great if you are comfortable taking on more of the responsibilities of relocating your pet yourself. Starwood will provide the following services:

Our Pet Travel Support Team will manage your pet's relocation & communicate with you throughout the process.

Our Vet & Documents Team will liaise directly with your veterinarian to request records & instruct the vet to ensure that all documents are correct.

Our Operations Team will work directly with the airline(s) to request your pet's flight(s).

Meet & Greet at the airport.

Crate labeling, pet comfort break, and all check-in services at the airport.

Pay air cargo charges.

Customs clearance & import at the airport.

Meet & greet handover once customs has cleared.

Access to our Pet Travel Knowledge Base.

With the Economy package, you will be responsible for transportation to/from the airport(s), bringing your pet to the vet for all required treatments/exams, import permits & quarantine fees, handling USDA endorsement of the paperwork if required, paying USDA fees, and purchasing your own IATA-compliant travel kennel (we can advise which size and type to purchase).

Recommended add-ons for Economy:

We provide you with an IATA-compliant travel kennel with accessories.

Pet Protection Plan

\*\*The packages offered in our quote may vary or contain different services than those listed here depending on your pet's exact destination and travel details.

Business Package:

This is our most popular package. With this service, you receive everything in the economy package plus:

Our Vet & Documents Team will pre-fill the required health certificate & send it to your vet for your pet's final vet appointment.

Our Vet & Documents Team will provide final appointment instructions to your vet.

Access for your vet to our Vet Hotline where they can quickly get in touch with our Vet & Documents Team with any questions or issues at the time of the final appointment.

A Starwood Found Tag, adding an extra peace-of-mind as your pet acclimates to their new home. Powered by the industry-leading Global Pet Register.

Collection from the airport after customs clearance & import.

Delivery to your residence in your new destination.

Obtain the import permit (if required).

Book & pay quarantine fees (if required).

With the Business package, you are still responsible for bringing your pet to the vet for all required treatments/exams, handling USDA endorsement of the paperwork if required, paying USDA fees, and purchasing your own IATA-compliant travel kennel (we can advise which size and type to purchase).

Recommended add-ons for Business Package:

We provide you with an IATA-compliant travel kennel with accessories.

Pet Protection Plan

\*\*The packages offered in our quote may vary or contain different services than those listed here depending on your pet's exact destination and travel details.

Premium Package:

With our Premium package, you receive a complete door-to-door service with unmatched customer service and peace of mind. In addition to the services with the Business package, you will also receive:

A dedicated member of our Pet Travel Support Team, providing you with a single point of contact for all of your pet travel questions.

Transport to one of our trusted USDA-accredited vet clinics, which are highly experienced with travel documents & the USDA endorsement process.

All vet fees for final vet check & health certificate completion.

Administration of any final required treatments.

Electronic upload of your pet's health certificate to the USDA for their endorsement.

All USDA endorsement fees.

All FedEx fees for getting the final health certificate back from the USDA.

Our Vet & Documents Team will track the status of the endorsement with the USDA.

One flight change fee is waived if you need to change the itinerary after we've already requested the flight from the airline.

Access to the Pet Travel Support Team

With the Premium package, you will only be responsible for providing an IATA-compliant travel kennel and bringing your pet to the vet for any preliminary required treatments such as microchipping, vaccinations, and blood testing. We will take care of everything else.

Recommended add-ons:

We provide you with an IATA-compliant travel kennel with accessories.

Pet Protection Plan

\*\*The packages offered in our quote may vary or contain different services than those listed here depending on your pet's exact destination and travel details.

Corporate Pet Relocation Services

Unparalleled service for your client's pet travel needs

Starwood Pet Travel is proud to offer a comprehensive, door-to-door pet travel experience to fully meet the expectations of your business. Whether you are a Relocation Management Company, a corporation’s HR talent mobility department, or a relocation service provider looking to partner with a reputable pet travel specialist, a referral to Starwood means peace of mind for your clients and employees.

Relocation Management Companies

HR Talent Mobility Teams

Relocation Service Providers

Corporate Partnership Requests

Pets have become an integral part of the family nucleus and at Starwood, we believe they should be treated like one of our own. Learn more about why Starwood is trusted by Relocation Management Companies and HR business professionals to manage the pet relocation needs of their customers and employees by filling out the below form and scheduling a meeting with our VP of Business Development.

Military Pet Travel:

Pet Transportation Designed for Military

We are a veteran-owned company that works with military families every day. Ask your service secretary about the new pet travel stipend that may reimburse up to $4,000 for international moves and up to $500 for moves within the US.

We Provide Peace of Mind for Military Families

Starwood Pet Travel is a veteran-owned company that regularly works with active-duty military and veterans.

Military moves can be stressful. One of the highlights of our work is helping relieve some of your stress by taking care of your pet. Take a look around our site, read our reviews, and discover why so many military families choose us to help transport their pets.

It’s one decision that will provide a lot of peace of mind!

Trusted: USDA-certified for pet transport with TSA driver background checks.

Safe: Relationships with veterinary clinics across the U.S. plus 24/7 on-call vet access.

Secure: Interior and exterior monitoring cameras plus dual A/C temperature control.

Reliable: 24/7 dispatch team available to ensure your pet is on track.

Choose Starwood For Military Pet Shipping

You will have a dedicated Pet Travel Coordinator who works closely with airlines and local agents around the world, guides each step of the journey, and is enjoyable to work with. Pet travel rules change frequently and a small oversight can lead to enormous headaches, delays, and expenses. We will ensure your pet has the safest and most stress-free travel experience possible.

# Snub-nosed or Restricted Breeds List:

Snub-nosed (Brachycephalic) Breeds are considered restricted breeds.

Cats and dogs that are considered brachycephalic or snub-nosed breeds are also riskier to transport. Due to the anatomy of their skulls, these breeds often have difficulties breathing normally, and this can be exacerbated by stress, exercise, or hot temperatures.

Because of this added risk, many airlines impose restrictions or complete embargoes on the acceptance of certain breeds, or limitations on the temperatures they will allow those breeds to travel.

Boston Terrier

Boxer

Brussels Griffon

Bull Terrier

Bullmastiff

Chow Chow

Chinese Pug

Dogue de Bordeaux

Dutch Bulldog

English Bulldog

French Bulldog

Japanese Chin

King Charles Spaniel

Mastiff/Old English Mastiff

Neapolitan Mastiff

Pug

Shar Pei

Shih Tzu

Small Brabant Griffon

Staffordshire Bull Terrier

Tibetan Spaniel

Persian

Himalayan

Burmese

Exotic Shorthair

Starwood is able to transport restricted breeds but they are not permitted on all airlines. A sales team member can better address the best options (airlines, routes) for your pet's move.

# Pet Shipping to New Zealand:

What documents & information do we need?

Please gather the following documents & information for us so we can arrange your pet's travels in a timely manner.

In order for us to make all of the arrangements for your pet, we will need you to email us the following documents and information for your file.

1-2 photos of your pet (face & body)

A few photos of your pet standing in front of their travel kennel (once you have it)

A copy of your pet's proof of microchip (something showing the chip number and the date it was implanted or scanned)

A copy of your pet's most recent Rabies vaccination certificate (we can reach out to your vet directly for this)

A copy of your pet's rabies titer test results (we can reach out to your vet directly for this)

A copy of your pet's general vaccination certificate (we can reach out to your vet directly for this)

Copies of the required dog blood test results & pet parasite treatments (we can reach out to your vet directly for this)

A copy of your passport (just the first page with photo/signature)

A copy of your visa/work permit

A copy of your own e-ticket to New Zealand (if you are not already in New Zealand)

Your preferred Quarantine facility

Quarantine booking forms (we will send these to you based on the facility you choose)

Your New Zealand address (this is needed to request quarantine space and to apply for the import permit)

Import Medicines Declaration if your pet will require medication while in quarantine (we will send this to you)

Customs Declaration for Cats and/or Customs Declaration for Dogs (we will send this to you)

Dogs only:

Exempting Statutory Declaration for Dogs (we will send this to you)

Registered Veterinary Breed Declaration (must be completed by a vet - we will send this to you/your vet)

Please email all of the above documents to the Pet Travel Support Team. Our team will review everything and will get back to you if there are any issues or missing items.

Importing Pets to New Zealand

Please review the requirements below to ensure your pet is compliant with the New Zealand pet import regulations. These requirements are for pets traveling from the USA to New Zealand.

The requirements for cats and dogs to enter Australia are as follows:

1. Microchip

Your cat or dog must be implanted with an ISO-compatible microchip BEFORE the rabies vaccination(s). The correct microchip number must be accurately recorded on all of your pet's paperwork.

ISO-compatible microchips have 15 digits and the chip should be scanned at every vet visit by a USDA-Accredited Vet to ensure it is readable & consistent with your pet's records.

2. Rabies Vaccination

AFTER the microchip is implanted/scanned, your pet must be given an inactivated rabies vaccination. It must be administered when your pet is at least 3 months old.

The primary rabies vaccination must be given at least 6 months prior to export but less than 1 year prior to export. If your pet is receiving a booster vaccination, this must be completed within the validity period of the primary vaccine, and less than 1 year prior to travel.

If your pet's rabies vaccination will be more than 1 year old at the time of travel, then a booster vaccination will be required before obtaining the OVD.

The Rabies Vaccination Certificate must contain the following details:

Date given

Date due

Pets details & microchip number

FULL name of manufacturer (ex. Zoetis, Merial, Boehringer Ingelheim, Merck)

FULL name of vaccine product (ex. Defensor 3, Imrab 3, Rabvac 3, Nobivac-1)

Serial or lot # of the vaccine

Lot expiration

Vet signature

Vet license #

3. General Vaccinations

Quarantine requires that your pet be vaccinated for the following. These vaccinations must be given at least 14 days but less than 1 year prior to travel. The vaccinations must be administered according to the manufacturer's instructions when boosters are required.

Cats

FVRCP (Feline Viral Rhinotracheitis, Calicivirus & Panleukopenia)

Dogs

CIV (Canine Influenza Virus) - requires a primary + booster 2-3 weeks later

Leptospirosis

DHPP (Distemper, Hepatitis, Parvovirus, Parainfluenza)

Bordetella

4. Rabies Titer Test

Pets must complete a Rabies Neutralizing Antibody Titer (RNAT) blood test at least 3-4 weeks after the rabies vaccination and at least 3 months prior to travel. A passing result is >/= 0.5 IU/mL.

The RNAT blood draw must be completed by a government-approved veterinarian (USDA-Accredited) and the blood samples must be sent to an approved laboratory (The Rabies Laboratory at Kansas State University in the USA). The testing laboratory must complete a Fluorescent Antibody Virus Neutralization (FAVN) test or a Rapid Fluorescent Focus Inhibition Test (RFFIT).

The RNAT test is valid for 24 months from the date of the blood draw.

It can take 3-4 weeks (or more) to receive the results of the rabies titer test back from the lab.

5. Official Veterinary Declaration (OVD)

A USDA-Accredited vet must verify the microchip, rabies vaccination(s), and rabies titer test results and then complete & sign the OVD. This is then sent to the USDA for their official endorsement.

\*\*Starwood will take care of this requirement on your behalf.

It can take several weeks for the USDA to review, endorse and send it back to us.

6. Quarantine Reservation

Once the OVD is received, then we request a quarantine reservation.

All pets must fly directly into Auckland or Christchurch to complete their mandatory 10-day quarantine period. Cats and dogs must be quarantined at one of these approved facilities.

It can take several days to a few weeks to receive the quarantine confirmation letter. We will need a New Zealand address for the quarantine confirmation.

Pets cannot arrive in New Zealand on a holiday. Arrivals over the weekend will be charged additional fees.

7. Import Permit

AFTER we have received the quarantine confirmation letter, then we can apply for the import permit. The permit must be applied for at least 10 New Zealand working days prior to travel.

\*\*Starwood will take care of this requirement on your behalf.

The Import Permit takes a minimum of 10 New Zealand working days to be issued by the Department of Agriculture in New Zealand.

8. Additional Blood Tests & Treatments (dogs only)

Dogs are required to complete additional blood tests and treatments, which must be done by a USDA Accredited Veterinarian and submitted to an approved lab. It is NOT recommended that your vet uses an intermediary lab as they are not all approved for export testing and this may cause problems or delays. We strongly recommend that you use Protatek Reference Lab.

The below tests are solely for dogs; cats only require the Rabies Titer Test (FAVN). All of the results for these tests must be negative or your dog cannot travel to New Zealand.

Heartworm treatment & testing

Dogs must be treated for heartworm within 4 days prior to export with one of these treatments: Ivermectin at 6 mcg/kg, Milbemycin at 0.5 mg/kg, Moxidectin at 2-4 mcg/kg, or Selamectin at 6 mg/kg

\*\*Starwood will take care of this on your behalf at the final exam.

Dogs must complete a heartworm antigen ELISA (enzyme-linked immunosorbent assay) test within 30 days prior to export

Babesia gibsoni test - using an IFA (indirect fluorescent antibody) test or ELISA (enzyme-linked immunosorbent assay) test within 16 days prior to export

Brucella canis test - using a RSAT (rapid slide agglutination test) within 16 days prior to export

Leptospirosis treatment - using a therapeutic dose of doxycycline for 14 consecutive days in the 30 days prior to export

9. External Parasite Treatments

A USDA-Accredited Vet must treat the animal in their office twice with an approved external parasite treatment effective against ticks & fleas.

The first treatment must be completed within 30 days prior to export and at least 2 weeks prior to the second treatment.

The second treatment must be completed 2 days prior to export. \*\*Starwood will take care of this treatment on your behalf.

The vet must examine your pet to make sure they do not have any ticks or fleas on them. If ticks or fleas are found then they must be removed and the treatment must be restarted.

10. Internal Parasite Treatments

A USDA-Accredited Vet must treat the animal twice in their office with an approved internal parasite treatment effective against both nematodes and cestodes.

The first treatment must be done within 30 days prior to export and at least 2 weeks prior to the second treatment.

The second treatment must be given within 4 days prior to export. \*\*Starwood will take care of this treatment on your behalf.

11. Final Exam & Health Certificate

Cats and dogs must be examined by a USDA-Accredited Vet 2 days prior to export. The vet will also need to complete the New Zealand International Health Certificate.

The certificate and supporting documents will then be sent to the USDA for their official endorsement. These endorsed documents must travel with your pet on the day of departure.

Copies of the documents can be used, but they must bear the original signature & stamp of the official government veterinarian (USDA) on every page.

\*\*It is recommended that you also keep a copy of your pet's documents.

\*\*Starwood will take care of the final exam, health certificate, and USDA endorsement on your behalf.

12. USDA Crate Sealing

New Zealand requires that pets being imported to the country have a "crate seal" completed by the official government vet. This involves the USDA confirming your pet's microchip number, examining their travel kennel, & placing their "seal" (a tag that goes onto the crate that cannot be broken until your pet's arrival to New Zealand.)

\*\*Starwood will take care of the crate sealing on your behalf prior to your pet's check-in with the airline.

# Pet Shipping to Australia:

All pets traveling from the USA to Australia are required to spend 10-30 days in quarantine.

Australia is a rabies-free country, so they have very strict requirements for pets being imported into the country.

Travel to Australia

All pets are required to fly into Melbourne directly and spend the post-entry quarantine period at Mickleham Quarantine. If your pet's final destination is another region of Australia, then they can be transported after completing the mandatory quarantine period.

All pets must travel as manifest cargo. They may NOT fly in-cabin or as accompanied baggage.

Do not send your pet to Australia with any personal belongings such as toys, treats, or valuable items. Anything that arrives with pets inside the crate will be destroyed upon arrival in Australia as biosecurity waste.

Australian Quarantine

Cats and dogs will spend their post-entry quarantine period at Mickleham Quarantine.

When pets land in Melbourne, the quarantine staff will collect them from the airport directly and transport them to the quarantine facility.

Once pets arrive to the quarantine facility, they will be examined and their documents checked for import compliance and customs clearance.

Please note that the quarantine staff will not contact you (or us) until they have completed all of their import procedures. This can take up to 72 hours from your pet's arrival to Australia. Quarantine will not provide updates or photos unless there is a compliance issue or health concern.

If you wish to contact quarantine for an update yourself, you should wait 72 hours before contacting them or they may not have any information for you. You will need to reference your pet's import permit number and/or PRN when asking about your pet.

Quarantine contact details:

Address: 135 Donnybrook Road Mickleham, Victoria 3064

Phone: 1800 900 090 or +61 3 8318 6700 (outside Australia)

Fax: +61 3 9391 0860

Email: PEQservices@agriculture.gov.au

Quarantine FAQs

Hours: Monday – Friday (8:00 –16:00 hours) / Weekends and Australian Public Holidays: Closed

Importing Pets to Australia

Please review the requirements below to ensure your pet is compliant with the Australian pet import regulations. These requirements are for pets traveling from the USA to Australia.

The requirements for cats and dogs to enter Australia are as follows:

Microchip

Identity Verification (dogs only)

Rabies Vaccination

General Vaccinations

Rabies titer test

RNAT Declaration

Import Permit

Quarantine Reservation

Additional Blood Tests (dogs only)

External Parasite Treatments

Internal Parasite Treatments

Final Exam & Health Certificate

1. Microchip

Your cat or dog must be implanted with an ISO-compatible microchip BEFORE the below required treatments. The correct microchip number must be accurately recorded on all of your pet's paperwork.

ISO-compatible microchips have 15 digits and the chip should be scanned at every vet visit by a USDA-Accredited Vet to ensure it is readable & consistent with your pet's records.

Microchips that begin with the numbers "999" are NOT acceptable. If your pet's microchip cannot be read or is not correctly reported on their paperwork, they cannot enter Australia.

2. Identity Verification

As of March 1, 2023, Australia is implementing this new requirement.

The microchip must be scanned & verified by the "competent authority" (in the USA, this is the USDA) BEFORE the blood is drawn for the rabies titer test. The USDA will then be required to send this evidence directly to DAFF in Australia.

If your pet is able to complete the identity verification OR if they originated in Australia and have proof of identification with Australian documentation, then they will be eligible for a 10-day quarantine.

If your pet is NOT able to complete the identity verification, then they will be required to spend 30 days in quarantine.

Please note that the USDA is unable to meet this requirement at this time. This means that pets traveling from the USA that did not originate in Australia, will be required to spend 30 days in quarantine.

3. Rabies Vaccination

AFTER the microchip is implanted/scanned, your pet must be given an inactivated rabies vaccination.

It must be administered when your pet is at least 84 days old, and must be kept current, without expiring, through the rabies titer test and until the time of export.

3-year vaccinations are acceptable as long as they are administered according to the manufacturer's instructions.

The Rabies Vaccination Certificate must contain the following details:

Date given

Date due

Pets details & microchip number

FULL name of manufacturer (ex. Zoetis, Merial, Boehringer Ingelheim, Merck)

FULL name of vaccine product (ex. Defensor 3, Imrab 3, Rabvac 3, Nobivac-1)

Serial or lot # of the vaccine

Lot expiration

Original ink vet signature

Vet license #

4. General Vaccinations

If you don't want to do a blood test, dogs must be vaccinated for Leptospirosis in a series of two shots following manufacturer guidelines - with the second vaccine or annual booster given at least 14 days before travel. Unvaccinated dogs must be tested for Leptospirosis (see other blood tests).

Dogs coming from the US must receive full canine influenza virus (CIV) immunization, at least 14 days before departure. (You must follow manufacturer guidelines with a primary vaccination + booster given 3 weeks later. All boosters thereafter are valid for 1 year.

If your pet will be boarding at all prior to or after travel, then they will still require these additional vaccinations:

Cats

FVRCP (Feline Viral Rhinotracheitis, Calicivirus & Panleukopenia)

Dogs

CIV (Canine Influenza Virus)

Leptospirosis

DHPP (Distemper, Hepatitis, Parvovirus, Parainfluenza)

Bordetella

5. Rabies Titer Test

Pets must complete a Rabies Neutralizing Antibody Titer (RNAT) blood test at least 3-4 weeks after the rabies vaccination. A passing result is >/= 0.5 IU/mL.

The RNAT blood draw must be completed by a government-approved veterinarian (USDA-Accredited) and the blood samples must be sent to an approved laboratory (The Rabies Laboratory at Kansas State University in the USA). The testing laboratory must complete a Fluorescent Antibody Virus Neutralization (FAVN) test or a Rapid Fluorescent Focus Inhibition Test (RFFIT).

The RNAT test is valid for 12 months from the date of the blood draw.

Cats and dogs cannot enter Australia until at least 180 days after the blood sample arrives at the lab. There is no exception to this rule.

It can take 3-4 weeks (or more) to receive the results of the rabies titer test back from the lab.

6. RNAT Declaration

The USDA must verify the rabies titer test results and rabies vaccination certificate and then complete, sign & endorse the RNAT Declaration.

\*\*Starwood will take care of this requirement on your behalf.

It can take several weeks for the USDA to review, endorse and send it back to us.

7. Import Permit

AFTER the RNAT Declaration is received back from the USDA, then we can apply for the import permit.

\*\*Starwood will take care of this requirement on your behalf.

The Import Permit takes 6-8 weeks on average to be issued by the Department of Agriculture in Australia. We cannot make a quarantine reservation until the import permit is issued.

8. Quarantine Reservation

Once the import permit is received, then we request a quarantine reservation.

All pets must fly directly into Melbourne International Airport to complete their post-entry quarantine period.

Quarantine takes several weeks to get back to us with the approved arrival date.

Quarantine space is limited and is granted on a first-come-first-serve basis. We cannot guarantee the date you request will be accepted by PEQ. We will let you know the approved arrival date once PEQ has confirmed it.

Pets cannot arrive in Australia on a weekend or Australian holiday.

9. Additional Blood Tests (dogs only)

Dogs are required to complete additional blood tests and the blood draw must be done by a USDA Accredited Veterinarian and submitted to an approved lab. It is NOT recommended that your vet uses an intermediary lab as they are not all approved for export testing and this may cause problems or delays. We strongly recommend that you use Protatek Reference Lab.

The below tests are solely for dogs; cats only require the Rabies Titer Test (FAVN). All of the results for these tests must be negative or your dog cannot travel to Australia.

These tests must be completed within 45 days prior to travel:

Leishmania Infantum: Using either an indirect fluorescent antibody test (IFAT) or an enzyme linked immunosorbent assay (ELISA)

Leptospira interrogans serovar Canicola (only required if the dog is not fully vaccinated for Leptospirosis): A Microscopic Agglutination Test (MAT) is required. The result must be negative at a serum dilution of 1:100.

Brucella Canis (for intact dogs only - if your pet is spayed or neutered, this is not required): Any of the following test types are accepted - rapid slide agglutination test (RSAT), a tube agglutination test (TAT) or an indirect fluorescent antibody test (IFAT). If your dog is intact, they cannot be mated from 14 days prior to Brucella testing until export.

10. External Parasite Treatments

A USDA-Accredited Vet must treat the animal in their office with an approved external parasite treatment effective against ticks & fleas.

Dogs:

Dogs must be treated at least 30 days prior to export. The treatment must remain valid until the time of export, so additional treatments may be necessary.

Cats:

Cats must be treated at least 21 days prior to export. The treatment must remain valid until the time of export, so additional treatments may be necessary.

The vet must examine your pet to make sure they do not have any ticks or fleas on them. If ticks or fleas are found then they must be removed and the treatment must be restarted.

11. Internal Parasite Treatments

A USDA-Accredited Vet must treat the animal in their office with an approved internal parasite treatment effective against both nematodes and cestodes.

Cats and dogs must be treated twice within 45 days prior to travel. The first treatment must be done at least 14 days prior to the second treatment. The second treatment must be given within 5 days prior to export.

12. Final Exam & Health Certificate

Cats and dogs must be examined by a USDA-Accredited Vet within 5 days prior to export. The vet will also need to complete the Australian International Health Certificate.

The certificate and supporting documents will then be sent to the USDA for their official endorsement. These endorsed documents must travel with your pet on the day of departure.

Copies of the documents can be used, but they must bear the original signature & stamp of the official government veterinarian (USDA) on every page.

\*\*It is recommended that you also keep a copy of your pet's documents.

\*\*Starwood will take care of the final exam, health certificate, and USDA endorsement on your behalf.

Australia: Final Checklist

The day is almost here for your pet to travel! Please make sure your pet is ready with the items below.

Please have your pet ready to go with the items below at the time of pick up:

Airline-approved travel kennel

Two (2) bowls that attach to the inside of the kennel door

Thin blanket, t-shirt, or towel that smells like home (nothing valuable, as this will be destroyed upon arrival to Australia)

Crate pad (no more than 3 inches thick - nothing valuable, as this will be destroyed upon arrival to Australia)

Pee pee pad (optional)

Ziplock baggie with 2-3 servings of dry food

Original paperwork (listed below) - Only required if your pet is flying domestically first

Please remember: DO NOT sedate your pet. If your pet appears to have been sedated, the airline can refuse them for travel.

If your pet will be flying domestically first, before heading to Australia, then these documents will be required:

Signed, valid Rabies Certificate (this can be ink-signed or a copy)

Domestic Health Certificate, dated 9 days or less before travel (Signed in original wet ink - blue ink preferred) \*Some vets use Certified Vet Inspection certificates that are electronically

signed

\*\*Temperature Acclimation form/statement (Signed in original wet ink - blue ink preferred) Note: An acclimation letter is only required when the outside temperatures are lower than 45°F at the origin, connection, or destination cities.

American Airlines forms (Signed in original wet ink - blue ink preferred)

Breed verification form

Customer acknowledgment form

Temperature acclimation form

American Airlines and Alaska Airlines will not fly pets if outside temperatures are 85°F or higher.

If a pet requires medication, airlines require a signed letter from your vet and their

prescription in its original packaging/labeling. The letter & prescription bottle must be labeled clearly with your pet's details, microchip number & dosage/administration instructions.

Travel Preparations

Click here for some other tips & tricks to prepare your pet for their travels.

Please make sure you ALWAYS make a copy of your pet's paperwork for your records and ours.

The Pet Travel Support Team will email you updates when your pet is checked in, departed, and landed (bearing in mind time zone differences).

Other tips to keep in mind:

Your dog would love a nice long walk, run, jog, canter, or generally active time before heading to the airport. This gives them a chance to stretch their legs before the big flight and tucker them out a bit so they are relaxed on the plane.

As you are aware, cats can be quite the escape artists and quite stubborn when you want to catch them when you need to be somewhere. It's recommended that you keep your kitty in one room like a bathroom or bedroom before heading to the airport so it is easier to catch them when you need to head out the door.

Don’t feed your pet a large meal within 4 hours prior to flight departure. Pets tend to travel better on a relatively empty stomach and you don’t want them to have an upset belly while in flight.

No need to restrict their water intake but rest assured we will make sure the water bowl is filled at check-in.

Check-in for pets on international flights is typically 4-6 hours prior to departure, so we will need to be on time so we do not miss the check-in cutoff and risk your pet being refused for travel.

Once your pet is checked in for the flight, they will remain in the care of the airline. The airline staff will top off their water bowl and they will be the ones who bring your pet out to the aircraft and load them onto the plane. Please remember this is a restricted area, so no visitors are allowed.

Australia: Pet Travel Booking Procedures

Pet travel is very different from human travel and there are certain procedures we must adhere to.

Flight Booking Windows

Booking a pet as cargo works very differently than the way you would book your own passenger ticket. We can only book the flight(s) for pets when the airline's cargo booking window opens. In many cases, this is only 10-14 days prior to departure. This is an airline requirement that we must comply with. Even if we try to request the flight(s) sooner, the airline will not give us a final confirmation until 5-14 days prior to departure. We will let you know once the airline has fully confirmed your pet's flight(s).

Does your pet require medication?

Many airlines do not allow medication to accompany pets while in transit. If your pet requires medication to be administered during their layover or upon arrival, please let us know well in advance. We will need to make arrangements with the airline and seek approval first.

If your pet's medication is not compulsory for travel, please make your own arrangements to ship the medication to your final destination. In some cases, the airline may refuse to ship or can misplace medication that travels with pets.

If your pet requires medication to be administered in quarantine, you and your vet will need to complete this form and send it back to us.

Final Travel Itinerary

Once we have received confirmation from the airline that the space is booked, we will email you a complete travel itinerary with the pick up & delivery details, items to provide at pick up and flight details.

Please review the details of the travel itinerary carefully and let us know if any addresses, phone numbers or contact person(s) have changed.

Travel kennel

Have you purchased a travel kennel yet? Please refer back to our other articles regarding how to measure your pet and how to purchase an airline approved travel kennel.

# Pet Shipping to Germany:

Moving a Pet to Germany

Rules and Regulations for International Pet Shipping

What Pet Travel Documents Are Needed to Travel to Germany?

The German Federal Customs Service (known as “ZOLL”) is responsible for regulating pet importation. As with every other country, the rules for moving to Germany with a pet depend on where you’re living now. For example, if you and your dog or cat (or ferret) are coming from another European Union country and your pet already has an EU Pet Passport, you’re good to go.

You can read those rules in detail here if you currently live in a non-EU country. As an overview, however, you’ll find everything you need to know below. Germany’s regulations are not complex compared to many other countries.

Originals of all documents must travel with your pet.

Vaccines

Rabies Vaccinations

Rabies is the only immunization required for dogs, cats, and ferrets to enter Germany. One, two, or three-year vaccines are acceptable, as long as it was administered according to manufacturer guidelines, and is still current when your pet arrives. To be considered valid, the rabies vaccine must be administered after or at the same time your pet is microchipped. All countries make this distinction because each animal’s microchip number is their unique identifier and it has to appear on all documentation.

To enter Germany, your pet’s microchip must be ISO-compliant. If your pet has a microchip that was implanted prior to rabies vaccination, they will not need to be re-vaccinated but will need to get a second, ISO-compliant microchip. All paperwork must show both microchip numbers.

The first rabies vaccination given after implantation of a microchip (or at the same time) is considered the “primary” vaccination. This definition also applies to a vaccination given after an earlier rabies vaccine has expired. All pets must wait at least 21 days between the current rabies vaccination date and their arrival in Germany.

Other Vaccinations

Pets are not required to be vaccinated for anything other than rabies. However, the following vaccines are recommended to be valid when your pet enters Germany and should be given at least 2 weeks before your pet departs:

Dogs: Distemper, Hepatitis, Leptospirosis, Parainfluenza and Parvovirus (DHLPP), and Bordetella

Cats: Feline Viral Rhinotracheitis, Calicivirus, and Panleukopenia (FVRCP)

Blood Tests

If you are moving from a non-listed country (where rabies is a known problem or not reliably controlled), your pet will also require a rabies titer blood test. The blood test must:

Be completed by a government-approved veterinarian

Be sent to an approved laboratory

Be completed at least 30 days after the rabies vaccination and at least 3 months prior to travel

Import Permit

Dogs, cats, and ferrets do not need an import permit to enter Germany.

Health Certificates

Dog Riding In CarAn accredited veterinarian must scan your pet's microchip, examine them for travel, fill out, and sign an EU Veterinary Health Certificate. The health certificate must then be endorsed by the official government vet. In the USA, the USDA will endorse the certificate. Accredited vets can electronically sign the health certificate, but the official government vet (USDA) must place their original ink signature, stamp & seal on the paperwork and the originals must travel with your pet.

The health certificate must be completed within 10 days prior to your pet’s departure.

Photo of Pet

Pet photos are not required. If someone asks, though, we suspect you’ll have plenty available on your phone to show them!

What Are the Pet Restrictions for Germany?

Banned Breeds

Banned Dogs in UK

When it comes to banned dog breeds, Germany’s regulations do become complicated. Countrywide, except for documented service dogs, you may not import any dog that is a purebred or mix of Pit Bull Terrier, American Staffordshire Terrier, Staffordshire Bull Terrier, or Bull Terrier. Beyond that, however, each of the country’s federal Lands (equivalent to states in the US) can enact their own restrictions.

Dogs considered dangerous by federal Land:

Baden-Württemberg - Bullmastiff, Dogo Argentino, Bordeaux Dogge, Fila Brasilero, Spanish Mastiff, Neapolitan Mastiff, Mastiff, Tosa Inu

Bavaria - Bandog, Tosa Inu, Alano, American Bulldog, Bullmastiff, Cane Corso, Dogo Argentino, Dogue de Bordeaux, Fila Brasileiro, Mastiff, Spanish Mastiff, Neapolitan Mastiff, Rottweiler, Perro de Presa Canario (Dogo Canario), Perro de Presa Mallorquin

Brandenburg - Tosa Inu, Alano, Bullmastiff, Cane Corso, Dobermann, Dogo Argentino, Dogue de Bordeaux, Fila Brasileiro, Mastiff, Spanish Mastiff, Neapolitan Mastiff, Rottweiler, Perro de Presa Canario (Dogo Canario), Perro de Presa Mallorquin

Hamburg - Bullmastiff, Dogo Argentino, Dogue de Bordeaux, Fila Brasileiro, Kangal Dog, Caucasian Shepherd Dog, Mastiff, Spanish Mastiff, Neapolitan Mastiff, Rottweiler, Tosa Inu

Hesse - American Bulldog, Dogo Argentino, Kangal Dog (Karabash), Caucasian Shepherd Dog, Rottweiler

If your dog is on the restricted list for the Land where you will be living, you may be able to obtain prior written permission from local authorities to import your pet after all.

Age Restrictions

Germany does not allow pets not vaccinated against rabies to enter the country. Puppies cannot be vaccinated until they are 12 weeks old, and the vaccine must be given at least 21 days prior to entry. Therefore, puppies must be at least 15 weeks old for import. If you are coming from a non-listed country as described above, the minimum age for import is 7 months due to additional time required for the blood titer test following rabies vaccination.

Do I Need a Microchip for My Pet to Travel to Germany?

Dog waiting on microchip

Every pet entering Germany must be implanted with a microchip that is A 15-digit ISO standard or 9-digit AVID compliant.

Pets must be microchipped before the rabies vaccination is administered.

If your pet has an older microchip, it may be possible to carry a chip reader with you, but your vet can easily and safely implant your pet with a second, ISO-compatible chip. Note that pets with two microchips must show the number and date of implantation for BOTH chips on all documents.

We strongly urge pet parents to also register their pet’s microchip with Global Pet Register. Other registries are country-specific; GPR is the only pet recovery database that works around the world.

What Are the Quarantine Requirements for a Pet Traveling to Germany?

As long as your pet meets all the requirements and has the proper documentation, they will not face quarantine. However, a lack of adequate paperwork can result in quarantine, deportation, or worse.

Are There Any Area Specific Pet Requirements in Germany?

As noted above under Banned Breeds, each Land within Germany can set its own rules for pets living within their jurisdiction. Checking in advance about rules for pet import, licensing, etc. will help avoid surprises and make your move go more smoothly.

# Pet Shipping to Hawaii:

Rules and Regulations for International Pet Shipping

What Pet Travel Documents Are Needed to Travel to Hawaii?

Hawaii is a rabies-free state, and they like to keep it that way. In order to prevent diseases from entering the islands, the Animal Quarantine Station (AQS) has specific requirements for animals entering the state.

It's very important that you follow the rules in order to avoid unnecessary quarantine or added costs for your pet's travels.

There are a few options for entry into Hawaii, but this page will focus on Direct Airport Release for arrival into Honolulu. Please note that the requirements for direct entry to neighboring islands varies slightly.

Microchip

Your pet must have a microchip implanted prior to the rabies titer test. It should be scanned at each vet visit and the correct number should be reported on all of your pet's paperwork.

If your pet's microchip cannot be read upon arrival to Hawaii, then they will not qualify for Direct Airport Release and will be subject to 120 days in quarantine.

Rabies Vaccinations

Your pet must have received at least two rabies vaccinations administered at least 30 days apart and within the validity period of the previous.

The most recent vaccination must have been given at least 30 days prior to your pet's arrival in Hawaii.

These two original signed vaccination certificates must be mailed to Hawaii prior to your pet's arrival. See more details on this process below.

General Vaccinations

While not mandatory for travel, we strongly recommend that your pet's general vaccinations be kept up to date. If your pet will be boarding before or after their travels, the vaccines below will be required.

Dog Vaccinations:

DHPP (Distemper, Hepatitis, Parainfluenza, Parvovirus)

Bordetella (Kennel Cough)

Leptospirosis

CIV (Canine Influenza Virus)

Cat Vaccinations:

FVRCP (Feline Viral Rhinotracheitis, Calicivirus, Panleukopenia)

FeLV (Feline Leukemia Virus) - required for some boarding facilities

Rabies Titer Blood Test

Cats and dogs are required to complete a rabies titer FAVN test from an approved laboratory. The approved labs are: Auburn University, Kansas State University, or the DOD Food Analysis and Diagnostic Laboratory in Texas.

The destination on the submission form must be listed as "HAWAII" and the original results will be mailed to Hawaii directly. An electronic copy of the results will be sent to your veterinarian.

Your pet can travel to Hawaii at least 30 days after, but no more than 36 months from the day after the date the lab receives the blood sample.

A passing test result is greater than or equal to 0.5 IU/ml.

If your pet arrives in Hawaii before the 30-day waiting period from the blood test, then they will be subject to quarantine.

Dog & Cat Import Form AQS-279

You must complete the Dog & Cat Import Form AQS-279 and send the original form along with the following to AQS at least 10 days prior to your pet's arrival in Hawaii.

Completed AQS-279 Form (one per pet)

The last two (2) Original Rabies Vaccination Certificates (must be signed in real ink by a licensed veterinarian and must include the vaccine name, lot / serial number, date given, date due, and vaccine lot expiration)

Payment for arrival (cashier’s check or money order for $185 payable to Department of Agriculture. You must enter your pet’s microchip number on the memo line to ensure proper credit.

Copies of these documents are not acceptable - they must be original bearing a real ink signature.

You can mail the above documents/payment to:

Animal Quarantine Station

99-951 Halawa Valley Street

Aiea, Hawaii 96701

External Parasite Treatment

Within 14 days prior to arrival, cats and dogs must be treated by a veterinarian for ticks with a long-acting product (such as Frontline Plus). The product name and date of the treatment must be reported on the health certificate. It's recommended that you also provide a copy of the invoice from the vet showing the treatment was administered.

Do note that Revolution® is NOT an acceptable treatment.

Health Certificate

While Hawaii accepts a health certificate dated within 14 days prior to arrival, you should make the appointment with your vet within 10 days prior to travel. Many airlines require the health certificate to be dated within 10 days.

The health certificate must include your pet's microchip number, rabies vaccination details, and tick treatment details. Vets typically complete the APHIS 7001 form.

The ORIGINAL signed health certificate must travel with your pet when they arrive in Hawaii and be provided to the inspector. It's also recommended that you keep a copy of all of the documents for your records.

Photo of Pet

You're not required to have a photo of your pet to transport them to Hawaii, but we like to ask for them so we can put a face to a name, or verify the breed.

Do I Need a Microchip for My Pet to Travel to Hawaii?

Yes, a microchip is required for pets traveling to Hawaii. The microchip must be readable and accurately recorded on all of your pet's paperwork.

What Are the Quarantine Requirements for a Pet Traveling to Hawaii?

If you follow all of the rules for Direct Airport Release, then your pet will not have to stay in quarantine after arrival.

If you did not follow the rules for Direct Airport Release, or if your pet's microchip is not readable upon arrival, then they will be subject to up to 120 days in quarantine at your expense.

Pets arriving on international flights will need to clear US Customs before they will be released from the Airport Animal Quarantine Holding Facility.

Are There Any Area Specific Pet Requirements in Hawaii?

The requirements on this page are intended for pets entering Honolulu directly. This will apply even if they will be traveling onward to a neighboring island. If you are trying to import your pet directly to another neighboring island (not via Honolulu), then you must follow a different set of requirements.

Hawaii: What Documents Do We Need?

Please gather the following documents for us so that we can arrange your pet's travels.

In order for us to make all of the arrangements for your pet, we will need you to email us the following documents for your file.

1-2 photos of your pet (face & body)

A few photos of your pet standing in front of their travel kennel (once you have it)

A copy of your pet's proof of microchip (something showing the chip number)

A copy of the last two (2) most recent Rabies vaccination certificates for your pet (we can reach out to your vet directly for this)

A copy of your pet's general vaccination certificate (we can reach out to your vet directly for this)

A copy of your pet's Rabies Titer Test Results (FAVN report form from KSU)

A copy of your passport (just the first page with photo/signature)

Please email all of the above documents to USA@starwoodanimal.com in order to move on the the next step. Our team will review everything and will get back to you if there are any issues or missing items.

Hawaii: Schedule Overview

Let's review a sample travel schedule and see an overview of what's involved for moving your pet to Hawaii.

Let's personalize your schedule based on a sample schedule and your anticipated move date.

Stage 1: Initial Vet Visits (60 days or more prior to travel)

First, you will need to bring your pet to the vet to ensure he or she has a microchip, two rabies vaccinations and complete the Rabies Titer blood test (aka FAVN).

Stage 2: Submit the Documents to Hawaii & Purchase a Travel Kennel (35 days prior to travel)

Once you receive a copy of the Rabies Titer test results from your vet, you will need to mail the last two rabies certificates, Cat & Dog Import Form and payment to Hawaii.

If you haven't purchased an airline approved travel kennel yet, make sure you do this in advance so your fur baby has time to get used to it prior to travel.

Stage 3: Request the Departure Date (20 days prior to travel)

When you have a travel date in mind for your pet, let us know and we will work on booking the flight for your pet based on availability. We will also arrange a local agent to check them in at the airport and handle the clearance in Honolulu (if that is part of the service you selected).

Stage 4: Final Vet Visit & Document Check (Within 10 days prior to departure)

Once the flight is confirmed, you will need to schedule one last appointment with your vet for an exam, parasite treatment and health certificate for travel. This can only be done within 10 days prior to your pet's flight.

Day of Departure

Our local team will collect your pet from your residence or meet you near the airport and will check your pet in for their flight! Bon voyage and happy travels!

Please have your pet ready to go with the items below at the time of pick up:

Airline approved travel kennel

Two (2) bowls that attach to the inside of the kennel door

Thin blanket, t-shirt, or towel that smells like home

Crate pad (no more than 3 inches thick)

Pee pee pad (optional)

Ziplock baggie with 2-3 servings of dry food

Original paperwork (listed below)

Please remember: DO NOT sedate your pet. If your pet appears to have been sedated, the airline can refuse them for travel.

Please email us a copy of the documents below prior to your pet being picked up. The following ORIGINAL paperwork must travel with your pet:

Proof of microchip document (letter from the vet or invoice showing date of implant/scanning)

Signed Rabies vaccination certificate (bearing the vet's original ink signature)

USDA-endorsed International Health Certificate

APHIS 7001 Form (signed by the vet in original ink - this will not be endorsed by the USDA - \*\*Only if your pet is flying on British Airways or Aer Lingus)

Click here for some other tips & tricks to prepare your pet for their travels.

Please make sure you ALWAYS make a copy of your pet's paperwork for your records and ours.

The Pet Travel Support Team will email you updates when your pet is checked in, departed and landed (bear in mind time zone differences).

Other tips to keep in mind:

Your dog would love a nice long walk, run, jog, canter, or generally active time before heading to the airport. This gives them a chance to stretch their legs before the big flight and tucker them out a bit so they are relaxed on the plane.

As you are aware, cats can be quite the escape artists and quite stubborn when you want to catch them when you need to be somewhere. It's recommended that you keep your kitty in one room like a bathroom or bedroom before heading to the airport so it is easier to catch them when you need to head out the door.

Don’t feed your pet a large meal within 4 hours prior to flight departure. Pets tend to travel better on a relatively empty stomach and you don’t want them to have an upset belly while in flight.

No need to restrict their water intake but rest assured we will make sure the water bowl is filled at check-in.

Check-in for pets on international flights is typically 4-6 hours prior to departure, so we will need to be on time so we do not miss the check-in cutoff and risk your pet being refused for travel.

Once your pet is checked in for the flight, they will remain in the care of the airline. The airline staff will top off their water bowl and they will be the ones who bring your pet out to the aircraft and load them onto the plane. Please remember this is a restricted area, so no visitors are allowed.

When your dog arrives to their new home after the flight, be sure to slowly get them back into their usual routine. NEVER give them too much food, water, or exercise immediately after their flight as larger dogs can be prone to bloat, which can be very serious and potentially life threatening.

DO NOT give your pet any form of sedative. This can negatively impact your pet’s breathing, respiration and balance when they are up in the air at high altitudes. The American Veterinary Medical Association strongly advises against it, and many airlines will reject pets that appear to be sedated and will not allow them to travel.

# Pet Shipping to Europe:

Europe: What Documents Do We Need?

Please gather the following documents for us so we can arrange your pet's travels.

In order for us to make all of the arrangements for your pet and clear customs, we will need you to email us the following documents for your file.

1-2 photos of your pet (face & body)

A few photos of your pet standing in front of their travel kennel (once you have it)

A copy of your pet's proof of microchip (something showing the chip number and the date it was implanted or scanned)

A copy of your pet's most recent Rabies vaccination certificate (we can reach out to your vet directly for this)

A copy of your pet's general vaccination certificate (we can reach out to your vet directly for this)

A copy of your passport (just the first page with photo/signature)

A copy of your own e-ticket (once booked)

Please email all of the above documents to Europe@starwoodanimal.com in order to move on the the next step. Our team will review everything and will get back to you if there are any issues or missing items.

Some countries require additional customs forms that you will need to complete, sign & email back to us. Your Pet Travel Support Team will email you any additional customs paperwork that is needed as it gets a bit closer to travel.

Frequently Asked Questions

Here are some answers to frequently asked questions from our clients!

As a current client, how can I communicate with Starwood?

Email: This is our primary method of communication to allow for the efficient and accurate exchange of information and documents.

Phone: Please schedule calls by using the link at the bottom of our signatures. Or you can use our hotline number (+1-239-349-2349) and follow the prompts to be connected to the Pet Travel Support Team.

Text: We try to avoid text communication unless it is a true emergency so please do not communicate important information via text.

Vet Hotline: Our vet hotline is meant to be a communication line for veterinarians and our vet liaisons only. Please do not select this option unless you are a veterinarian.

Pet in Transit or Emergencies: If your pet is currently traveling with us or you have a true emergency please use the hotline number (+1-239-349-2349) and follow the prompts to be connected to the Pet Travel Support Team.

Is pet travel safe?

Yes, airlines ship thousands of pets every year without issue. You can read more about pet travel safety here.

Where do pets travel on a plane?

Starwood only transports pets who are traveling as manifest cargo. This means that they travel underneath the plane in a space that is temperature controlled, pressurized and oxygenated. Live animals travel beneath the pilot and the pilot must sign off on a manifest so they are aware of any pets onboard. Your pet’s travel kennel will be held into place by a thin netting that acts like a seatbelt to keep them safe and secure during takeoff and landing.

Will my pet eat or drink?

You should definitely ensure your pet is provided plenty of water prior to and on the day of their big adventure. Our team will also make sure that their water bowls are topped off once we check them in for the flight. Once pets are in the care of the airline after check-in, the airline staff will be sure to top off water as well. However, it is NOT recommended for pets to eat right before takeoff or during the flight. This can cause an upset stomach, which we of course want to avoid. Our team will not provide food for the flight and we do not recommend feeding them less than 4 hours prior to flight departure. If your pet has a layover, they will be provided more water and some food (depending on the length of the layover). Water will also be provided once they have landed as they are clearing through customs. If your pet will be boarding or spending time in quarantine throughout their trip, they will be provided food and water regularly. You can read more about whether you should feed pets who are flying in our blog.

How will my pet go to the bathroom?

If you have a dog that is traveling, our team will provide them with a nice walk and potty break prior to check-in at the airport. Once your pet is checked in, they must remain inside their travel kennel until they arrive at the destination. We do not let cats out of the travel kennel after we pick them up since you know they can be sneaky escape artists. Upon arrival to the destination, dogs will be provided with a walk and potty break before they head home to you. Again, cats will need to remain inside their travel kennels unless there is a safe and secure room to let them out. Litter boxes are not permitted to be inside the travel kennel so please be aware that sometimes your pet may go to the bathroom inside the kennel. As they say, if you gotta go, you gotta go. If your pet has soiled their travel kennel and there is a safe place to let them out of the kennel then we do try our best to clean the kennel when possible prior to delivery.

Is anyone on the plane with my pet?

No, there is no one traveling underneath the plane with pets. However, we typically book pets on passenger flights that do have humans up above in the main cabin.

What can travel with my pet?

The airlines have strict rules on what items are permitted to travel with pets. The only items we can send with your pet are the following:

Original documents for travel

IATA approved travel kennel

Crate pad that is no more than 3 inches thick

Thin blanket, t-shirt or towel that smells like home

Pee-pee pad (optional)

2 Food/water cups that latch onto the inside of the kennel door

Zip lock baggie with 2-3 servings of food

\*\*We cannot ship your pet with any other personal belongings so you will be responsible for shipping these items to your new home. We cannot be held liable for any non-approved items that are misplaced while your pet is in transit.

Can I pick up or drop off my pet?

We can provide you with a quote for a meet & greet near the airport and in some cases you can pick up your pet from the destination airport yourself after they have cleared customs. However, you cannot physically check your pet in yourself, especially if you are working with Starwood. Most airlines require a designated pet shipper to be the one to check pets in for their flight. Additionally, if Starwood is booking your pet’s flight, then the person checking them in must be STA certified - so we will only use our team of experts.

Will there be other animals on the plane?

It is possible that there may be other pets on the same flight as yours. However, Starwood is not provided with that information by the airline. All pets must be in their own travel kennel so they will not be mingling with each other. Each airline and aircraft has limitations on the number of pets that can be accommodated on the plane and this will in part depend on the size of the travel kennels.

Can my pets travel together?

When possible, depending on how many pets you have, we always try to book them on the same flight so they will be together throughout their journey. In some cases, pets in the same family need to be separated if the aircraft can only accommodate a certain number of animals on that plane. Most airlines require each individual pet to be in their own travel kennel unless they are puppies or kittens. You can read more about the airline specific regulations here.

Should I sedate my pet?

NO. It is not recommended to sedate or tranquilize any pet that is flying on an airplane. This can negatively affect their breathing and respiration when they are up in the air at high altitudes. This can be even more dangerous for pets with pre-existing conditions or snub-nosed (aka brachycephalic) pets. Starwood will NOT transport any pet that has been sedated or tranquilized. Additionally, if the airline believes that your pet has been sedated, then they can refuse your pet for travel. You can learn more about sedation and air travel on our blog post.

Can I be on the same plane as my pet?

In some cases it is possible to be on the same plane as your pet but this is not required or necessary. Due to the differences in how pet cargo reservations work compared to human flight reservations, it can actually be quite difficult to make sure your flights lineup. You do not need to travel on the same plane as your pet and we can always pick them up or drop them off from a friend, family member or boarding facility if you need to travel ahead of or behind your pet.

Can I get a ride with my pet?

No, Starwood cannot provide transportation for human passengers - only pets. While we can arrange ground and air transportation for your pet, you will be responsible for making your own travel plans (even if you’re going to the same place).

When is my final payment due?

Our accounting team will send you the final invoice 10-14 days prior to your pet’s travel date. We require payment in full prior to your pet’s departure. If you do not pay the full invoice at least 1 day before their scheduled pick up time, we have no other choice but to delay your pet’s travels until full payment is received.

Importing Pets to Europe

Please review the requirements below to ensure your pet is compliant with the European pet import regulations. These requirements are for pets traveling from the USA to Europe.

The requirements for cats and dogs to enter Europe are as follows:

Microchip

Rabies Vaccination

Final Exam & Health Certificate

Tapeworm Treatment (dogs only) - Only required for pets traveling to the UK, Ireland, Finland, Malta & Norway

We do NOT recommend your pet travels over the weekend as it can be difficult to sort out issues with vets & customs should a problem arise. In some cases, weekend arrivals are NOT permitted at all or you will incur additional fees.

1. Microchip

Your cat or dog must be implanted with an ISO compatible microchip BEFORE the most recent Rabies vaccination.

ISO compatible microchips have 15 digits and the chip should be scanned at every vet visit to ensure it is readable & consistent with your pet's records.

2. Rabies Vaccination

AFTER the microchip is implanted/scanned, your pet must be given a Rabies vaccination.

Your pet cannot travel to Europe until at least 21 days after the Rabies vaccination is given.

Please note that the United Kingdom and Ireland will only accept a Rabies vaccination that is greater than 21 days old AND less than 1 year old at the time of travel. If your pet's Rabies vaccination was given more than 1 year before travel, you will need to get a new Rabies vaccine at least 21 days prior to travel.

The Rabies Vaccination Certificate must contain the following details:

Date given

Date due

Pets details & microchip number

FULL name of manufacturer (ex. Zoetis, Merial, Boehringer Ingelheim, Merck)

FULL name of vaccine product (ex. Defensor 3, Imrab 3, Rabvac 3, Nobivac-1)

Serial # of the vaccine

Original ink vet signature

Vet license #

3. Final Exam & International Health Certificate

Your pet must be examined by a USDA Accredited Veterinarian between 2-10 days prior to travel and the vet must complete the correct International Health Certificate.

There are two different typed of international health certificates for pets traveling to Europe, depending on when you are traveling in relation to your pet.

If the pet owner / family member is traveling within 5 days before or after the pet, then a Non-Commercial Health Certificate must be completed within 10 days prior to travel.

If you have 6 pets or more OR no one is traveling within 5 days before or after the pet, then a Commercial Health Certificate must be completed 2 days prior to travel.

We can provide you with specific instructions for these appointments and will let you know when you should bring your pet in to the USDA Accredited Vet. After the exam, the Health Certificate must be sent to the USDA for their official endorsement.

The ORIGINAL signed Rabies Certificate, proof of microchip and USDA-endorsed Health Certificate must travel with your pet on the day of departure.

4. Tapeworm Treatment (Dogs Only) - Only required for pets traveling to the UK, Ireland, Finland, Malta or Norway

Dogs must be given a tapeworm treatment (Echinococcus multilocularis) between 24-120 hours (1-5 days) prior to their ARRIVAL to the UK, Ireland, Finland Malta or Norway.

This treatment must be reported on the Health Certificate & must be administered by the USDA Accredited Vet in their office.

The vet must use a tapeworm treatment containing Praziquantel.

5. Other Recommended Vaccinations

While customs does not require additional vaccinations for cats & dogs, we strongly recommend making sure they are up to date with the following.

Cats:

FVRCP (Feline Viral Rhinotracheitis, Calicivirus, Panleukopenia)

Dogs:

Bordetella (Kennel Cough)

DHPP (Distemper, Hepatitis, Parainfluenza, Parvovirus)

If your pet will be boarding before or after their flight(s), then most boarding facilities do require these vaccinations.

UK: Booking Procedures

Once you have a travel date in mind, please let us know so we can book their flight(s).

We will need the following information from you in order to book the flight(s):

Desired travel date (Mon-Thurs)

Name, address & phone number of the pick up location or person meeting our team near the origin airport

Name, address & phone number of the delivery location or person collecting your pet from the airport in the UK

Copy of your own e-ticket to the UK

Transfer of Residence (ToR) number

In many cases, pets cannot arrive to the UK over the weekend - they must arrive Monday to Friday.

Flight Booking Windows

Booking a pet as cargo works very differently than the way you would book your own passenger ticket. We can only book the flight(s) for pets when the airline's cargo booking window opens. In many cases, this is only 10-14 days prior to departure. This is an airline requirement that we must comply with. Even if we try to request the flight(s) sooner, the airline will not give us a final confirmation until 7-14 days prior to departure. We will let you know once the airline has full confirmed your pet's flight.

Please understand that we cannot guarantee a travel date for you pet. It is 100% at the discretion of flight/airline space and HARC space if your pet is flying directly to London. If the airline cannot accommodate the original date we request, we will let you know the next available flight that does have space.

# Pet Shipping to France:

What Pet Travel Documents Are Needed to Travel to France?

Every country sets its own rules for importing pets when you move to or visit their country. In France, it is the French Ministry for Agriculture, Food, and Forestry that governs pet importation. The rules differ somewhat, depending on where you live now. For instance, if you and your pet (dog, cat, or ferret) currently reside in another European Union country and your pet has a current EU Pet Passport, you do not need any additional documentation to bring your pet to France.

However, if you currently reside in a non-EU country, there are specific steps you will need to take in order to bring your pet into France. You can consult this page to get the details, but we have outlined all the essentials below. You will be happy to learn that France’s pet import requirements are less complex than those of many other countries.

But do not take the requirements lightly. Without proper documentation, your pet could be sent back, quarantined, or even euthanized. If your pet causes or contributes to the spread of transmissible disease, you could be fined or worse.

If your pet will not be traveling with you, you will need to sign a consent form for the person who will accompany or be authorized to transport your pet.

Vaccines

Rabies Vaccinations

Rabies is the only immunization required for dogs, cats, and ferrets to enter France. To be considered valid, the rabies vaccine must be administered after your pet is microchipped. All countries make this distinction because each animal’s microchip number is its unique identifier and it has to appear on all documentation.

To enter France, your pet’s microchip must be ISO-compliant. Your pet's microchip must be readable and correctly reported on all of your pet's paperwork. If your pet has more than one microchip that is readable then all paperwork must show both microchip numbers.

The first rabies vaccination given after implantation of a microchip (or at the same time) is considered the “primary” vaccination. This definition also applies to a vaccination given after an earlier rabies vaccine has expired. All pets must wait at least 21 days after the rabies vaccination before they can travel to France. Please note that the rabies vaccination for pets traveling to the EU must be greater than 21 days old and less than 1 year old at the time of travel. If your pet's vaccination will be over 1 year, then a new vaccine will be needed at least 21 days prior to travel.

Other Vaccinations

Although other immunizations are not officially required for import, it is recommended that cats and dogs are vaccinated for the following. Do note that if your pet will be boarding, these vaccinations will be required.

Dogs: DHPP (Distemper, Hepatitis, Parainfluenza, Parvovirus), Bordetella (Kennel Cough), Leptospirosis, CIV (Canine Influenza Virus)

Cats: FVRCP (Feline Viral Rhinotracheitis, Calicivirus, Panleukopenia), Feline Leukemia

Blood Tests

If you are moving from a non-listed country (where rabies is a known problem or not reliably controlled), your pet will also have to have a rabies titer blood test to prove their rabies vaccine is active within their body. This blood test must be completed in an approved EU laboratory and must be done at least 30 days after rabies vaccination and at least 3 months prior to travel.

This is not needed when coming from the United States.

Import Permit

France does not require an import permit for dogs, cats, or ferrets that are personal family pets.

Health Certificates

Health Certificate for Dogs

The requirements described below apply only if your dog or cat or ferret will be entering France within 5 days before or after your own arrival date. If the timing difference will be greater than this 5-day window, your pet will need a “commercial” health certificate, which is somewhat different. No worries, though – our Starwood Pet Travel team can easily handle this for you.

You will need a French EU Veterinary Health Certificate that must be endorsed by the official government vet prior to shipment for each pet. It must be filled out and signed by a government-approved (USA Accredited) veterinarian within 10 days prior to travel. Coming from the USA, the APHIS 7001 form is also required for some airlines but does not need USDA endorsement. France will allow the health certificate to be submitted to the USDA electronically but the USDA endorsement must be in original ink. The original endorsed health certificate and original signed rabies certificate must travel with your pet.

What Are the Pet Restrictions for France?

Like many countries, France does not allow the import of certain breeds of dogs, although there are no restrictions for cats. You can get more information about this here.

Banned Breeds

If your dog is one of the following breeds, you may not bring them to France unless they have an official, registered pedigree:

American Staffordshire terrier (formerly Staffordshire terrier) or “pit bulls”

Mastiff or "boerbulls"

Tosa

If your dog is one of these breeds and does have a registered pedigree, you may import them but you will have to follow certain rules set forth for dangerous dogs. This also applies to Rottweilers and dogs that are “similar to Rottweilers,” with or without a registered pedigree.

Age Restrictions for France

France does not allow the import of puppies, kittens, or baby ferrets that are younger than 12 weeks and have no rabies vaccination, or those between 12-16 weeks whose rabies vaccine was administered less than 21 days prior to arrival.

Do I Need a Microchip for My Pet to Travel to France?

All dogs, cats, and ferrets must have a microchip that meets ISO standard 11784 or 11785. (The number will be 15 digits.) The microchip must be implanted BEFORE the rabies vaccination. If your pet currently has no microchip, that should be your first order of business, because it is a prerequisite for obtaining documentation. If your pet has a microchip that does meet ISO standards, you have options:

Carry a chip reader that customs officials can use to scan your pet

Notify French customs in advance so they can have an appropriate scanner available

Have your veterinarian implant a second, ISO-compliant microchip. This won’t hurt your pet. You will need to include both microchip ID numbers on all of your pet’s paperwork.

What Are the Quarantine Requirements for a Pet Traveling to France?

France does not quarantine pets upon arrival, providing they meet all the stated health requirements.

Are There Any Area Specific Pet Requirements in France?

Although France does not have any other pet import restrictions you will need to know about, airlines also have rules about pet travel. Therefore, it is important to consult your airline (or your Starwood rep) to learn if there are additional rules that apply to your pet’s journey.

# Pet Shipping to United Kingdom:

UK: Schedule Final Exam

Once the preliminary documents are in order and you have a travel date for your pet, you will need to schedule their final exam for completion of the international health certificate with a USDA Accredited Veterinarian.

If you have not added our vet services to your quote, then you will need to contact a local veterinarian and ask if they are USDA Accredited and able to complete an international health certificate for the United Kingdom.

You can also search for USDA Accredited Vets here.

After the USDA Accredited Vet completes the exam, the international health certificate will need to be filled out and sent to the official USDA office for endorsement.

If you have a dog, a tapeworm treatment will be required as well. We recommend scheduling two vet appointments to allow enough time for USDA endorsement and FedEx turnaround. We need to make sure the ORIGINAL documents are sent back to you or your vet before the tapeworm treatment appointment and before your pet needs to be picked up for their flight.

The timing of the health certificate will depend on when you are traveling relative to your pet.

How does it work?

STARWOOD will pre-fill the international health certificate and email it to your USDA Accredited Vet within 1 week of the final exam. We will also provide a prepaid return FedEx overnight label addressed from the USDA back to you or your vet.

YOU will make the appointment with a USDA Accredited Veterinarian and bring your pet into their office at the scheduled time. You will be responsible for paying the vet fees directly.

The VET will examine your pet, scan their microchip and finish completing & sign the international health certificate.

The VET will need to either FedEx or electronically submit the documents to the USDA using the online VEHCS system (Veterinary Export Health Certification System) during USDA open hours. \*\*YOU will be responsible for paying the USDA the endorsement fees.

The USDA will review the documents during their business hours and will notify the veterinarian if there are any issues or changes that need to be made. Your VET will be responsible for making the appropriate changes and sending them back to the USDA in a timely fashion.

Once the documents are approved, the USDA will print them, place their official stamp/embossment & signature on the health certificate & will then FedEx the original endorsed documents back (using the prepaid FedEx label that must be provided to the USDA when the documents are submitted to them).

Once you receive the original endorsed documents back from the USDA, YOU will need to email us a copy and hand the originals to our driver at the time of pick up.

If you are not hiring us to handle the vet appointment, vet fees & USDA endorsement fees, then you and your vet are responsible for any issues or mistakes that occur with the final health certificate. Starwood cannot be held liable for any mistakes made by you or your vet when submitting the paperwork to the USDA.

USDA endorsement takes approximately 1-4 business days.

The vet appointment takes approximately 1 hour per pet (but this can vary by vet office).

The vet fees for the exam & completion of the health certificate will vary for each veterinary office, so please check with your vet directly.

Non-Commercial Health Certificate

This is used if you are traveling within 5 days before or after your pet

The USDA Accredited Vet must complete the following within 10 days prior to travel (we recommend doing this 7-8 days prior):

Scan the microchip to ensure it is readable & consistent with their records

Examine your pet to ensure they are "fit to fly"

Complete/sign/stamp the Non-Commercial UK Health Certificate

Complete/sign/stamp the APHIS 7001 Form (\*\*Only if your pet is flying on British Airways or Aer Lingus)

Fax or email us a copy of the signed certificates for review

Submit the documents to the USDA via VEHCS

Your vet needs to call the USDA directly if they have any questions about submitting the paperwork. You must include payment for the endorsement and a pre-paid Priority Overnight return FedEx label from the USDA back to you or your vet when submitting the documents. The USDA fee is typically $38 per certificate.

Tapeworm Treatment (Dogs Only)

If you have a dog, you will need to make a second vet appointment 1-2 days prior to your dog's departure date. A USDA Accredited Vet will need to:

Scan the microchip to ensure it is readable & consistent with their records

Administer a tapeworm treatment containing Praziquantel

Report the date, time, product used & vet details on the UK Health Certificate

Fax or email us a copy of the final endorsed documents with tapeworm treatment

Hand all original documents back to you for your pet's travels

The tapeworm treatment usually takes about 10-15 minutes and is simply a pill or a shot that will be given by the vet.

If the health certificate is due to arrive after the tapeworm appointment is scheduled, a separate form can be provided for the vet to record the treatment. This form also does not require endorsement, and will be considered valid as long as it accompanies the endorsed health certificate.

Commercial Health Certificate

This is used if you have 6 pets or more, are traveling more than 5 days before or after your pet, or if no one is traveling around the same time as the pet.

The USDA Accredited Vet must complete the following 2 days prior to travel:

Scan the microchip to ensure it is readable & consistent with their records

Examine your pet to ensure they are "fit to fly"

Administer a tapeworm treatment containing Praziquantel (dogs only)

Complete/sign/stamp the Commercial UK Health Certificate

Complete/sign/stamp the APHIS 7001 Form (\*\*Only if your pet is flying on British Airways or Aer Lingus)

Fax or email us a copy of the signed certificates for review

Submit the documents to the USDA via VEHCS

The USDA will need the following documents in order to complete the endorsement:

Correctly filled out UK Health Certificate

Copy of the signed Rabies Vaccination Certificate

Copy of the proof of microchip implant date (letter from your vet or invoice showing the date the chip was implanted or scanned - must be dated BEFORE or the same day as the current Rabies vaccination)

Prepaid return FedEx Overnight label addressed from the USDA back to you

Payment for the endorsement - please contact the USDA directly for cost & payment options

The tapeworm treatment can only be done between 24-120 hours prior to your dog's ARRIVAL to the UK. It MUST be done in the office by a USDA Accredited Vet - it CANNOT be done by you at home.

Please remember:

The microchip MUST be implanted BEFORE the Rabies vaccination. The UK will not accept any Rabies vaccinations administered before a microchip is implanted.

The UK will NOT accept a Rabies vaccination that is more than 1 year old at the time of arrival. The only exception to this is if you can show all previous Rabies vaccinations (after the microchip) with no lapse as per the manufacturer guidelines.

If the microchip is not readable and the rabies vaccination is not valid, then your pet may be quarantined upon arrival to the UK. You will be responsible for quarantine arrangements & costs.

You can contact your local USDA office directly if you have any questions about the health certificate.

We do NOT recommend your pet travels over the weekend as it can be difficult to sort out issues with vets/customs should a problem arise. Additionally, weekend pet arrivals into London (LHR) are NOT allowed.

HARC (Heathrow Animal Reception Centre)

If your pet is flying directly into London, then in addition to the airline space, we also need to reserve a space at the Heathrow Animal Reception Centre. The HARC space is limited and they are only allowing a certain number of pet arrivals in a day. The HARC will accept a space request up to 30 days prior to departure but they fill up quickly. If the HARC rejects the original arrival date we are requesting, we will let you know the next available date.

Again, we cannot guarantee a travel/arrival date for your pet. Just because we can request HARC space up to 30 days prior to travel, does not mean we will have the actual flight space confirmed due to the airline booking windows.

Does your pet require medication?

Many airlines do not allow medication to accompany pets while in transit. If your pet requires medication to be administered during their layover or upon arrival, please let us know well in advance. We will need to make arrangements with the airline and seek approval first.

If your pet's medication is not compulsory for travel, please make your own arrangements to ship the medication to your final destination. In some cases, the airline may refuse to ship or can misplace medication that travels with pets.

Final Trip Itinerary

Once we have received confirmation from the airline that the space is booked, we will email you a complete travel itinerary with the pick up & delivery details, items to provide at pick up and flight details.

Please review the details of the trip itinerary carefully and let us know if any addresses, phone numbers or contact person(s) have changed.

Travel kennel

Have you purchased a travel kennel yet? Please refer back to our other articles regarding how to measure your pet and how to purchase an airline approved travel kennel.

UK: Apply for Transfer of Residence (ToR)

If you are importing pets into the United Kingdom and do not want to pay an import tax (VAT) for their import, you will need to apply for the Transfer of Residence (ToR).

You may be already applying for Transfer of Residence to claim relief from customs charges for some of your personal belongings and other goods and you can also claim relief on your pet.

The VAT is an import tax not related to Starwood charges or fees. We cannot apply for the Transfer of Residence for you - you will need to do that directly with HM Revenue and Customs.

We have started to include a VAT charge in our quotes in case you are unable or do not need to apply for the ToR for your other belongings.

If you do want or need to, you can access the Transfer of Residence online form here.

From this page, select "Apply using the postal form" below Documents.

If you have trouble accessing it, please make sure your internet browser is up to date and avoid using Internet Explorer. Google Chrome and Firefox will work.

We can only advise what to fill in regarding the pet section. You will be responsible for any other required information or paperwork necessary to completed the ToR form.

What will you need to fill out the form?

Passport photo page OR NATO (North Atlantic Treaty Organization) orders or moving orders.

Proof of UK address (i.e. utility bill, mortgage or rental agreement, or evidence of temporary accommodation, such as a hotel booking)

Proof of non-UK address (where you are moving from - i.e. utility bill, mortgage or rental agreement)

Animal health certificate or pet passport (you will likely NOT have these items at the time you apply for the ToR, but you can provide the health certificate number later, once you receive it.)

Pet Passports are NOT issued in the USA. You will NOT have a Pet Passport unless you & your pet have previously resides in the EU or UK and have received one from an authorized EU or UK Veterinarian.

The Animal Health Certificate Number is issued by the USDA when they endorse your pet's international health certificate. This cannot be completed until between 2-10 days prior to travel, so you will NOT get this number until that timeframe.

Click the link above to get to the ToR form, then scroll to the bottom and click the green "Star Now" button to make a new application or amend an approved application. You will then need to follow the on screen instructions and provide the applicable information and supporting documents.

After you have submitted the application for the ToR, HMRC will email you a Unique Reference Number or ToR number. You will need to email this number to your Pet Relocation Coordinator so that we can clear customs without paying the VAT.

If the ToR number is not received by the time your pet lands in the UK, you will need to pay VAT directly to our local team before customs will release your pet to us. You can reclaim the VAT charges from HMRC directly after you receive the ToR number.

UK: Orientation & Initial Vet Visits

Let's take a look at the general overview for how to move your pet to the UK.

Stage 1: Initial Vet Visits (At least 30 days prior to travel)

First, you will need to bring your pet to the vet to ensure he or she has a microchip and a Rabies vaccination (after the microchip is implanted/scanned). You will need to email these documents to us for our review.

Stage 2: Apply for ToR & Purchase a Travel Kennel (At least 21 days prior to travel)

You will need to apply for the Transfer of Residence (ToR) in order to avoid paying VAT for your pet's import to the UK. You will need to submit this directly to HM Revenue & Customs as we cannot do this for you. \*We are including the VAT cost in our more recent quotes if you are not able to apply for the ToR.

If you haven't purchased an airline approved travel kennel yet, make sure you do this in advance so your fur baby has time to get used to it prior to travel.

Stage 3: Booking Procedures (20 days prior to travel)

When you have a travel date in mind for your pet, let us know and we will work on booking the flight(s) for your pet based on availability. We will also arrange our local teams to check your pet in for the flight and clear customs upon arrival.

Stage 4: Final Vet Visit (Within 10 days prior to departure)

Once the flight is confirmed, you will need to schedule one or two final appointments with a USDA Accredited Vet for the final exam, tapeworm treatment (dogs only) and UK Health Certificate for travel. The final exam can only be done within 10 days prior to your pet's flight and the tapeworm treatment for dogs can only be done between 24-120 hours prior to your dog's arrival to the UK. If no one is traveling within 5 days before or after your pet, then a Commercial Health Certificate must be completed, and this can only be done 2 days prior to departure.

Day of Departure

Our local team will collect your pet from your residence or meet you near the airport and will check your pet in for their flight! Our local team in the UK will handle customs clearance upon arrival and will either hand your pet over to you or deliver them straight to your residence!

These countries cannot use a pet passport and must travel on a Great Britain health certificate:

Antigua and Barbuda, Argentina, Aruba, Ascension Island, Australia, Bahrain, Barbados, Belarus, Bermuda, BES Islands (Bonair, Saint Eustatius and Saba), Bosnia-Herzegovina, British Virgin Islands, Canada, Cayman Islands, Chile, Curaçao, Falkland Islands, Fiji, French Polynesia, Hong Kong, Jamaica, Japan, Malaysia, Mauritius, Mexico, Montserrat, New Caledonia, New Zealand, North Macedonia, Russian Federation, Saint Maarten, Singapore, St Helena, St Kitts and Nevis, St Lucia, St Pierre and Miquelon, St Vincent and The Grenadines, Taiwan, Trinidad and Tobago, United Arab Emirates, USA (includes American Samoa, Guam, Northern Mariana Islands, Puerto Rico and the US virgin Islands), Vanuatu, Wallis and Futuna.

What Are the Quarantine Requirements for a Pet Traveling to the UK (England, Wales, Scotland)?

There is no quarantine period as long as you comply with all the pet import requirements. If you do not, your pet may face up to four months in quarantine.

UK: Initial Vet Visits

Let's make sure you're off to the right start and following the regulations for importing your pet(s) to the United Kingdom!

Feel free to also refer directly to the UK Government website for the requirements.

The requirements for cats and dogs to enter the UK are as follows:

Microchip

Rabies Vaccination

Final Exam & UK Health Certificate

Tapeworm Treatment (dogs only)

We do NOT recommend your pet travels over the weekend as it can be difficult to sort out issues with vets & customs should a problem arise. In some cases, weekend arrivals to the UK are NOT permitted.

1. Microchip

Your cat or dog must be implanted with an ISO compatible microchip BEFORE the most recent Rabies vaccination.

ISO compatible microchips have 15 digits and the chip should be scanned at every vet visit to ensure it is readable & consistent with your pet's records.

2. Rabies Vaccination

AFTER the microchip is implanted/scanned, your pet must be given a Rabies vaccination.

Your pet cannot travel to the UK until at least 21 days after the Rabies vaccination is given. The Rabies vaccine must also be less than 1 year old at the time of travel.

If your pet's Rabies vaccination was given more than 1 year before travel, you will need to get a new Rabies vaccine at least 21 days prior to travel.

The Rabies Vaccination Certificate must contain the following details:

Date given

Date due

Pets details & microchip number

FULL name of manufacturer (ex. Zoetis)

FULL name of vaccine product (ex. Defensor 3)

Serial # of the vaccine

Original ink vet signature

Vet license #

3. Final Exam & UK Health Certificate

Your pet must be examined by a USDA Accredited Veterinarian between 2-10 days prior to travel and they must complete the UK Health Certificate.

There are two different international health certificates for the UK depending on when you are traveling in relation to your pet.

If the pet owner / family member is traveling within 5 days before or after the pet, then a Non-Commercial UK Health Certificate must be completed within 10 days prior to travel.

If no one is traveling within 5 days before or after the pet, then a Commercial UK Health Certificate must be completed 2 days prior to travel.

We can provide you with specific instructions for these final exams and when you should bring your pet in to the USDA Accredited Vet. After the exam, the UK Health Certificate must be sent to the USDA for their official endorsement.

The ORIGINAL signed Rabies Certificate, proof of microchip and endorsed UK Health Certificate must travel with your pet on the day of departure.

4. Tapeworm Treatment (Dogs Only)

Dogs must be given a tapeworm treatment between 24-120 hours (1-5 days) prior to ARRIVAL to the UK.

This treatment must be reported on the UK Health Certificate & must be administered by the USDA Accredited Vet in their office.

The vet must use a tapeworm treatment containing Praziquantel.

# Pet Shipping to the USA:

What Pet Travel Documents Are Needed to Travel to the United States?

The US Department of Agriculture’s Animal and Plant Health Inspection Service (APHIS) and the Centers for Disease Control (CDC) both regulate cats, dogs, and other pet animals entering the country. However, many individual states also have specific rules you’ll need to follow. You can check on that by visiting the USDA’s page for dogs or cats and clicking on your destination state from the drop-down menu.

Don’t overlook this step, because some states require a health certificate, whereas federal agencies do not. For that matter, most airlines also require a health certificate for traveling pets.

USDA/CDC rules depend on where your pet has been living. If you don’t comply with these import requirements, there will be delays and headaches when your pet tries to enter the US.

Vaccines

Rabies Vaccinations

Dog

Dogs arriving from countries with a High-Risk for rabies are required to travel with a valid rabies vaccination certificate.

Dogs arriving from low-risk or rabies-free countries are not required to have proof of rabies to enter the United States. However, most individual states require dogs to be vaccinated for rabies.

Cat

Cats are only required to have proof of rabies vaccination for specific states. You can learn about state-specific regulations for cat pet travel here.

Tapeworm Treatment

Dog and cat napping Dogs

Dogs used in handling livestock and being moved from anywhere besides the countries below must have a tapeworm treatment administered by a licensed veterinarian before entering the United States. They are also subject to inspection and possible quarantine. Here are the areas excluded from this treatment: Canada, Mexico, regions of Central America, and the West Indies.

Dogs coming from high-risk rabies countries will require a rabies titer blood test if the current rabies vaccination was administered outside the USA. The rabies titer test must meet the following criteria:

The blood sample must be tested at an approved laboratory

The blood sample must be drawn at lest 30 days after the rabies vaccination

The rabies titer test must be completed at least 45 days prior but no more than 1 year prior to arrival to the US

The results are valid for 1 year from the blood draw date

Dogs coming from lower-risk countries are not required to have a Rabies Titer Test for travel to the United States.

Cats

Cats are not required to have a Rabies Titer Test for travel to the United States.

Dogs

Dogs entering the United States from a high-risk rabies country are required to have an import permit. They must be at least 6 months old, have an ISO-compatible microchip, have a valid rabies vaccination certificate, have a valid rabies titer blood test from an approved lab, and arrive at one of the approved CDC quarantine airports. You can view more information about the CDC import permit here.

You may import 1 or 2 dogs per person and the import permit is valid from 14 days before the planned date of arrival until 90 days after the planned date of arrival. If your dog's travel plans change and arrival will be outside this window, you must notify the CDC right away. They can be contacted via email: CDCanimalimports@cdc.gov.

If your dog has a valid rabies certificate that was issued in the USA before moving abroad, they will not require an import permit.

\*Do note that it can take anywhere from 30 business days to 6 weeks or more for the CDC to process the import permit application. Plan ahead and don't wait until the last minute!

Health Certificates

Dogs

While the CDC or USDA do not require a health certificate for eligible dogs to enter the US, nearly all airlines and many exporting countries do require one. This may also be needed for customs clearance upon arrival and is usually completed within 10 days prior to travel. As stated above, if you happen to be coming from a country where screwworm or foot and mouth disease exists, this will be required.

Cats

Although the Veterinary Services division of USDA/APHIS does not require a general health certificate or a rabies vaccination certificate, the CDC reserves the right to visually inspect your cat at the port of entry. The CDC’s primary concern is preventing infectious diseases that can be transmitted to humans from coming into the country. Similar to dogs, many airlines and exporting countries will still require a health certificate for cats, usually within 10 days prior to travel.

Photo of Pet

You're not required to have a photo of your pet to transport them to the United States. (We bet you have plenty of those on your smartphone should you need one!)

What Are the Pet Restrictions for the United States?

Age Restrictions for the United States

Dogs

If your dog is traveling from a high-risk country, they must be at least 6 months old to enter the United States.

If your dog is arriving from a low-risk or rabies-free country, there is no restriction on age. These dogs must be accompanied by a statement that the dog has been a resident of the country of origin for at least six months or since birth. However, many airlines and exporting countries have their own age restrictions for transporting puppies.

Cats

There is no restriction on a cat's age for traveling to the United States. However, many airlines and exporting countries have their own age restrictions for transporting kittens.

Banned Breeds

Banned DogsThe United States does not ban any breeds. However, restrictions on certain breeds may be present in some cities or housing areas. Please make sure you check with the local government before you move your pet.

Do I Need a Microchip for My Pet to Travel to the United States?

The United States does not require a microchip for cats or dogs unless you have a dog that is coming from a high-risk rabies country. In general, a microchip is strongly recommended for cats and dogs who are traveling. In some cases, exporting countries may require a microchip to leave their country.

What Are the Quarantine Requirements for a Pet Traveling to the United States?

If your destination is the state of Hawaii or the territory of Guam, your pet will have to spend time in quarantine before they can be released to you. (This is true even if you’re traveling from within the US mainland).

The mainland US does not require quarantine for cats and dogs unless you have a dog coming from a high-risk rabies country and have not completed the proper microchip, vaccination, and rabies titer test requirements.

Are There Any Area Specific Pet Requirements in the United States?

Looking for state-specific regulations in the United States for your pet travel? Click on the link below for your pet type and then choose the state you are looking to learn more about!

Dog - Pet Travel Regulations for United States

Cat - Pet Travel Regulations for United States

# Pet Shipping to Spain:

Rules and Regulations for International Pet Shipping

What Pet Travel Documents Are Needed to Travel to Spain?

All countries create their own rules for importing pets if you plan to visit or relocate to their country. The rules are similar in many ways, but the details often vary according to where you live now. For example, if you and your cat, dog, or ferret reside in another European Union country and your pet already has a current EU Pet Passport, you will not need any additional paperwork to bring your pet into Spain.

If you currently reside outside the European Union, there are several steps you will need to take in order to move your pet to Spain – again, depending on where you’re coming from. If that’s the US, this USDA web page explains what you will need to do. To make it easier for you, though, we have pulled together all the essentials below.

It is critical that you understand and follow the requirements to the letter. Pets that arrive without proper documentation can be sent home, quarantined, or even euthanized. No country wants an incoming animal to bring pests or diseases.

If your pet will not be traveling with you, you must also sign an authorization form for whoever will accompany or transport your pet.

Rabies Vaccinations

cats need rabbies shotsDogs and cats must be vaccinated against rabies, at age 3 months or older. The rabies vaccination must be administered AFTER the microchip is implanted. The rabies vaccination for pets traveling to the EU must be greater than 21 days old and less than 1 year old at the time of travel. If your pet's vaccination will be over 1 year, then a new vaccine will be needed at least 21 days prior to travel.

Other Vaccines

Other than rabies, Spain does not require specific immunizations to import pets. Nonetheless, once you have arrived in Spain, you should ask your veterinarian about preventive measures for locally common pests or diseases.

It is recommended that cats and dogs are vaccinated for the following. Do note that if your pet will be boarding, these vaccinations will be required.

Dogs: DHPP (Distemper, Hepatitis, Parainfluenza, Parvovirus), Bordetella (Kennel Cough), Leptospirosis, CIV (Canine Influenza Virus)

Cats: FVRCP (Feline Viral Rhinotracheitis, Calicivirus, Panleukopenia), Feline Leukemia

Blood Tests

If your pet is traveling from an "unlisted" country, then a rabies titer blood test will be required. The rabies titer test must be completed at least 30 days after their rabies vaccination and at least 3 months before traveling to the EU. This test must be completed by an authorized (USDA-Accredited) vet and the sample must be sent to an EU-approved laboratory.

Health Certificates

Spain Dog If your dog or cat or ferret will enter Spain within 5 days before or after your own arrival date, and you have fewer than 5 pets total, the requirements listed below apply to you. However, if you are traveling with more than 5 pets or your pet(s) will arrive outside the 5-day window noted above, then a “commercial” health certificate is required instead.

Every pet entering Spain must have their own health certificate. It must be completed and signed by an accredited veterinarian and then endorsed (counter-signed and stamped or embossed) by the USDA APHIS Veterinary Medical Officer in your state. Spain will allow the accredited vet to electronically complete/sign the health certificate, but the USDA or government endorsement must be in original ink.

This document must be completed within 10 days prior to your pet’s arrival in Spain.

Import Permit

You will not need a separate import permit to bring your cat or dog into Spain. Exceptions to that are if you plan to import more than 5 pets or if your pet will arrive in Spain more than 5 days prior to or after your arrival.

Tapeworm Treatment

Spain does not require tapeworm treatment prior to importation. However, be aware that if you plan to travel with your dog to the UK or some other EU countries after you’ve moved to Spain, a tapeworm treatment will be required.

What Are the Pet Restrictions for Spain?

Banned Breeds

Banned Dogs in Spain

Although many countries ban certain breeds of dogs and/or cats, Spain does not. However, if your dog is one of the following breeds, you will need to muzzle them to go through security and register them within 3 months of arrival:

Pit Bull Terrier

Staffordshire Bull Terrier

American Staffordshire Terrier

Rottweiler

Dogo Argentino

Fila Brasiliero

Tosa Inu

Akita Inu

Age Restrictions

Spain does not allow the importation of kittens, puppies, or baby ferrets that are less than 12 weeks old and have no rabies vaccination, nor do they allow those between 12-16 weeks whose rabies vaccine is less than 21 days old at the time of arrival.

Do I Need a Microchip for My Pet to Travel to Spain?

microchip for spainAll dogs, cats, and ferrets must be implanted with a microchip that meets ISO standard 11784 or 11785. (The number will be 15 digits.) If your pet currently has no microchip, get that done first because, as noted above, that number just appear on all his documentation. If your pet a non-ISO compliant microchip, you can have your veterinarian implant another microchip that does meet ISO standards. This will not harm your pet. Otherwise, you will have to:

Carry a chip reader that customers officials can use to scan your pet, or

Notify Spanish customs ahead of time so they can have the right type of scanner available

What Are the Quarantine Requirements for a Pet Traveling to Spain?

As long as your pet meets all of Spain’s import/health requirements, there will be no quarantine upon entering the country.

# Pet Shipping to Belgium:

Rules and Regulations for International Pet Shipping

What Pet Travel Documents Are Needed to Travel to Belgium?

If your family is relocating to Belgium, you are welcome to bring along your pet cat, dog, or ferret. If you are flying (most likely), your pet may travel in the cabin, as checked baggage or as cargo. If they are traveling with you or within 5 days of your own travel, you and they may arrive at any of Belgium’s Border Inspection Posts -- Brussels, Liege, Brussels South Charleroi Airport, or Oostende Airports. Otherwise, your pets must fly into either Brussels or Liege.

Pet Travel Documents & Requirements

Every country around the world has different rules that relate to importing pets, to visit or to stay. The requirements are similar in many ways, but the details depend on where you live now. For instance, if you and your pet currently reside in another European Union country and your pet already has a current EU Pet Passport, you will not need any additional paperwork to bring your dog, cat, or ferret pet into Belgium.

Dog concerned about move to belgiumIf you live outside the European Union, you will have to follow a series of steps to move your pet to Belgium. Again, exactly what you’ll need to do depends on exactly where you live now. If you’ll be coming from the United States, this USDA web page outlines what you’ll need to do to move your pet to Belgium. However, for convenience, we have also provided all the essential information here.

Read this information carefully, because it is critical to follow every one of them to the letter. If your pet arrives with incomplete or incorrect documentation, Belgium, has the right to send them home, to quarantine, or even euthanize them. Most countries are adamant about rejecting pets that might be carrying pests or diseases.

If your pet will be separated from you, you will also need to sign an authorization form for whoever will accompany or transport your pet.

One more important note: although you have to meet Belgium’s requirements for importing your pet, the airline you use may also have requirements. For example, if you are coming from the US, the airline may require your pet to have a USDA APHIS 7001 (international health certificate) in addition to the EU form that Belgium requires.

Rabies Vaccinations

cats in need of rabies shots for their trip to Belgium

Belgium requires all pets to be vaccinated against rabies prior to arrival. The rabies vaccination for pets traveling to the EU must be greater than 21 days old and less than 1 year old at the time of travel. If your pet's vaccination will be over 1 year, then a new vaccine will be needed at least 21 days prior to travel. A “valid” rabies vaccine is one that has been administered after your pet is microchipped. The timing is significant because each animal’s microchip number is a unique identifier and must appear on every document.

All European Union countries also require microchips to be ISO-compliant. So if your pet has another type of microchip, they will need to get a second one (and both numbers will have to appear on their documentation). If your pet’s microchip is the right type but was implanted before they had a rabies vaccination, they will need to get a new rabies vaccination and wait 21 days before they can travel.

Other Vaccinations

Other than rabies, Belgium does not require pets to have any additional vaccinations. That said, we suggest you consult your new veterinarian in Belgium about any recommended locally-specific vaccines or preventative treatments.

It is recommended that cats and dogs are vaccinated for the following. Do note that if your pet will be boarding, these vaccinations will be required.

Dogs: DHPP (Distemper, Hepatitis, Parainfluenza, Parvovirus), Bordetella (Kennel Cough), Leptospirosis, CIV (Canine Influenza Virus)

Cats: FVRCP (Feline Viral Rhinotracheitis, Calicivirus, Panleukopenia), Feline Leukemia

Health Certificates

dog moving to belgiumThe requirements outlined below apply to you if your pet will enter Belgium within 5 days before or after your own arrival date and if you have fewer than 5 pets total. This is the most common scenario. If you and your pet(s) will be traveling on the same flight or if you will be traveling separately but within the 5-day window noted, the health certificate can be found on the USDA website.

If there will be more than 5 pets traveling with you, or your pet(s) will arrive in Belgium outside the 5-day window noted above, then you must use a “commercial” health certificate. It doesn’t matter whether you’re making the arrangements yourself or our Starwood Pet Travel team is handling the details for you.

The health certificate must be filled out and signed by a USDA-accredited veterinarian and then endorsed (counter-signed and stamped or embossed) by the USDA APHIS Veterinary Medical Officer in your state. Belgium will allow the accredited vet to complete/sign the certificate electronically but the USDA must sign it in original ink and emboss the document. This document must be completed within 10 days prior to your pet’s arrival in Belgium.

Blood Tests

Belgium does not require additional blood tests required for dogs, cats, or ferrets unless your pet is coming from an "unlisted" country.

If your pet is traveling from an "unlisted" country, then a rabies titer blood test will be required. The rabies titer test must be completed at least 30 days after their rabies vaccination and at least 3 months before traveling to the EU. This test must be completed by an authorized (USDA-Accredited) vet and the sample must be sent to an EU approved laboratory.

Import Permit

You won’t need an import permit to bring your cat, dog, or ferret to Belgium. However, you will need additional documentation if you will be bringing more than 5 pets, or if your pet(s) will arrive in the country more than 5 days prior to or after your arrival.

Tapeworm Treatment

Belgium does not require dogs to be treated for tapeworm prior to entering the country. However, after you’re settled in Belgium, if you wish to visit the United Kingdom, Ireland, Finland, Malta, or Norway with your dog, your vet will need to treat them within 1-5 days before they arrive.

What Are the Pet Restrictions for Belgium?

Banned Breeds

Most countries around the world have a list of dog (and sometimes cat) breeds they do not allow. Belgium, however, does not ban any breeds.

Age Restrictions for Belgium

Belgium will not allow you to import kittens, puppies, or baby ferrets that are less than 15 weeks old and whose rabies immunization is less than 21 days old at the time of entry.

Additional Restrictions

If you will be coming from Peninsular Malaysia, there are extra rules that apply to pets:

There may not have been any contact with pigs during at least the past 60 days prior to departure.

Your pet cannot have lived where there have been confirmed cases of Nipah within the past 60 days.

Pets must be tested for Nipah viruses within 10 days of departure, with negative a result. This must be an IG capture ELISA test, performed in an approved laboratory.

Do I Need a Microchip for My Pet to Travel to Belgium?

Cats Need Microchip Before Trip To BelgiumAll dogs, cats, and ferrets must be implanted with a microchip that meets ISO standard 11784 or 11785. (The number will be 15 digits.) The microchip must be implanted BEFORE the rabies vaccination. If your pet currently has no microchip, get that done first because, as noted above, that number must appear on all documentation. If your pet has a non-ISO compliant microchip, you can have your veterinarian implant another microchip that does meet ISO standards. This will not harm your pet. Otherwise, you will have to:

Carry a chip reader that customers officials can use to scan your pet, or

Notify Belgian customs ahead of time so they can have the right type of scanner available

What Are the Quarantine Requirements for a Pet Traveling to Belgium?

As long as your pet(s) have all the required import/health documentation, they will not face quarantine in Belgium.

# Pet Shipping to Ireland:

Rules and Regulations for International Pet Shipping

What Pet Travel Documents Are Needed to Travel to Ireland?

Irish Terrier heading to IrelandIf your family is relocating to the Emerald Isle, your pet cat, dog, or ferret will be welcome to join you. However, pets require personal documentation, just as humans need a passport. Every country sets its own rules for pets to visit or relocate, so just to clarify, the following information pertains to the Republic of Ireland, not Northern Ireland, which is part of the United Kingdom.

Pet Travel Documents & Requirements

Although each country’s pet import requirements may differ, they are also similar in many ways. The details depend on where you live now. Ireland is part of the European Union, so if your family currently resides in another EU country and your pet already has a current EU Pet Passport, you won’t need any other paperwork to bring your pet into Ireland.

cat travel

What happens if you live outside the European Union? You will have to follow specific steps to obtain the paperwork your pet needs to move to Ireland. As already noted, the details will depend on where you now live. If you are moving from the United States, this USDA web page outlines everything required to relocate your pet to Ireland. To make it easier for you, all the essential information is included below.

Read through everything carefully, because it is essential to follow the rules to the letter. If your pet arrives in Ireland with incomplete or incorrect documentation, they could be quarantined, sent home, or even euthanized. The Irish are delighted to welcome family pets, but they want no part of any pests or diseases that your four-legged friend might bring.

If your pet will be traveling separately from you, you will also need to sign an authorization form for whomever will accompany or transport your pet.

Be sure to check with your airline, too, because some carriers have pet travel requirements in addition to the destination country’s rules. For instance, flights departing from the US may require your pet to have a USDA APHIS 7001 (international health certificate) in addition to the EU form required by Ireland.

Rabies Vaccinations

Ireland requires all pets to be vaccinated against rabies before they arrive. The vaccine must be administered AFTER the microchip is implanted/scanned. The rabies vaccination for pets traveling to the EU must be greater than 21 days old and less than 1 year old at the time of travel. If your pet's vaccination will be over 1 year, then a new vaccine will be needed at least 21 days prior to travel.

All European Union countries require microchips to be ISO-compliant. So if your pet has another type of microchip, they will need to get a second one (and both numbers will have to appear on the documentation). If your pet’s microchip is the right type but was implanted before the rabies vaccination, they will need to get a new rabies vaccine so that the immunization can be officially tied to that microchip number.

Ireland requires all pets to wait at least 21 days after receiving their rabies vaccination before entering the country.

Other Vaccinations

Ireland does not require pets to have any vaccinations other than rabies. However, we recommend that you ask your new Irish veterinarian about locally-specific immunizations or preventative treatments your et should get.

It is recommended that cats and dogs are vaccinated for the following. Do note that if your pet will be boarding, these vaccinations will be required.

Dogs: DHPP (Distemper, Hepatitis, Parainfluenza, Parvovirus), Bordetella (Kennel Cough), Leptospirosis, CIV (Canine Influenza Virus)

Cats: FVRCP (Feline Viral Rhinotracheitis, Calicivirus, Panleukopenia), Feline Leukemia

Blood Tests

Ireland does not require any additional blood tests for cats, dogs, or ferrets unless your pet is traveling from an "unlisted" country.

If your pet is traveling from an "unlisted" country, then a rabies titer blood test will be required. The rabies titer test must be completed at least 30 days after their rabies vaccination and at least 3 months before traveling to the EU. This test must be completed by an authorized (USDA-Accredited) vet and the sample must be sent to an EU approved laboratory.

Tapeworm Treatment

Unlike most EU countries, Ireland does require dogs to be treated for tapeworms prior to entering the country. Your dog must be treated by a USDA-accredited vet between 1-5 days before their arrival in Ireland, using a product labeled effective against tapeworms (Echinococcus multilocaris). The preferred product is praziquantel. This can be done either before or after your dog’s health certificate is endorsed by the USDA, but it must be reported on the health certificate.

Health Certificates

The requirements outlined below apply to pets entering Ireland within 5 days before or after your own arrival date, as long as you have fewer than 5 pets total. This is the case for most families. If you and your pet(s) will be traveling on the same flight or if you will be traveling separately but within the 5-day window noted, the appropriate health certificates can be found on the USDA website.

If you will be traveling with more than 5 pets, or if your pet(s) will arrive in Ireland outside the 5-day window noted above, then you must use a “commercial” health certificate. It doesn’t matter whether you’re making the arrangements yourself or our Starwood Pet Travel team is handling the details for you. The commercial health certificate can only be completed within 48 hours prior to your pet's departure.

Import Permit

Ireland does not require a separate import permit for pets.

What Are the Pet Restrictions for Ireland?

Banned Breeds

Although many countries ban certain dog breeds (and sometimes cats, too), Ireland does not impose an outright ban. Instead, they list “restricted” dogs that must be muzzled when in public, held on a “strong” leash (no longer than 2 meters or 6.5 feet), and handled by someone who is at least 16 years old. These are the restricted breeds:

doberman pinscher banned in irelandAmerican Pit Bull Terrier

Bull Mastiff

Doberman Pinscher

English Bull Terrier

German Shepherd (Alsatian)

Japanese Akita

Japanese Tosa

Rhodesian Ridgeback

Rottweiler

Staffordshire Bull Terrier

Any mix of the above breeds

Age Restrictions

Ireland will not allow you to import kittens, puppies, or baby ferrets that are less than 15 weeks old and whose rabies immunization is less than 21 days old at the time of entry.

Do I Need a Microchip for My Pet to Travel to Ireland?

Cats Need Microchip Before Trip To Belgium

All dogs, cats, and ferrets must be implanted with a microchip that meets ISO standard 11784 or 11785. (The number will be 15 digits.) The microchip must be implanted BEFORE the rabies vaccination. If your pet has a microchip that is not ISO-compliant, you have three choices:

Have your veterinarian implant another microchip that does meet ISO standards, and is not harmful. Both microchip numbers must be listed on your pet's records.

Carry a chip reader that customs officials can use to scan your pet, or

Notify Irish customs ahead of time so they can have the right type of scanner available

What Are the Quarantine Requirements for a Pet Traveling to Ireland?

As long as your pet(s) have all the required import/health documentation, they will not be quarantined in Ireland.

# Pet Shipping to Portugal:

Rules and Regulations for International Pet Shipping

What Pet Travel Documents Are Needed to Travel to Portugal?

cat ready for pet transportPortugal welcomes pet dogs, cats, and ferrets who wish to join their families relocating to the country. If you’re moving from the US or another non-European Union country, your pet can arrive by air at any of Portugal’s official international ports – Lisbon, Faro, or Porto.

Pet Travel Documents & Requirements

Each country makes its rules that relate to importing pets, visiting, or staying. The requirements are similar in many ways, but the details depend on where you live now. For example, if you and your cat, dog, or ferret live in another European Union country and your pet already has a current EU Pet Passport, you won’t have to obtain additional paperwork to bring your pet into Portugal.

If you presently reside outside the European Union, there are several steps you will need to follow in order to move your pet to Portugal. Again, the details depend on exactly where you’re coming from. If you live in the United States, this USDA web page explains how to move your pet to Portugal. That said, you can also keep reading to learn all the essential information.

Read carefully, because it is critical that you follow each of the requirements precisely. If your pet arrives with incomplete or incorrect documentation, they may be sent home, quarantined, or even euthanized. The last thing any country wants is a pet to bring diseases or pests with them.

If your pet will not be traveling with you, you must also sign an authorization form for whoever will accompany or transport your pet.

Rabies Vaccinations

Portugal requires all pets to be vaccinated against rabies prior to arrival. The rabies vaccinations must be administered AFTER the microchip is implanted. The rabies vaccination for pets traveling to the EU must be greater than 21 days old and less than 1 year old at the time of travel. If your pet's vaccination will be over 1 year, then a new vaccine will be needed at least 21 days prior to travel.

All EU countries also require microchips to be ISO-compliant. So if your pet has another type of microchip, they will need to get a second one (and both numbers will have to appear on his documentation). If your pet’s microchip is the right type but was implanted before they were vaccinated for rabies, they will need to get a new rabies vaccination and wait at least 21 days before entering Portugal.

Other Vaccinations

Except for rabies, Portugal’s pet import rules do not require any additional vaccinations. However, you should consult your new veterinarian in Portugal about any recommended locally-specific vaccines or preventative treatments.

It is recommended that cats and dogs are vaccinated for the following. Do note that if your pet will be boarding, these vaccinations will be required.

Dogs: DHPP (Distemper, Hepatitis, Parainfluenza, Parvovirus), Bordetella (Kennel Cough), Leptospirosis, CIV (Canine Influenza Virus)

Cats: FVRCP (Feline Viral Rhinotracheitis, Calicivirus, Panleukopenia), Feline Leukemia

Blood Tests

Portugal does not require additional blood tests required for dogs, cats, or ferrets unless your pet is coming from an "unlisted" country.

If your pet is traveling from an "unlisted" country, then a rabies titer blood test will be required. The rabies titer test must be completed at least 30 days after their rabies vaccination and at least 3 months before traveling to the EU. This test must be completed by an authorized (USDA-Accredited) vet and the sample must be sent to an EU approved laboratory.

Tapeworm Treatment

Your dog won’t need tapeworm treatment to move to Portugal.

Health Certificates

Dog ready for transport

The requirements outlined below apply to you if your pet will enter Portugal within 5 days before or after your own arrival date, and if you have fewer than 5 pets total. This is the most common scenario. If you are departing from the USA, the health certificate required for travel can be found on the USDA website.

If you are traveling with more than 5 pets or your pet(s) will arrive outside the 5-day window noted above, then Portugal requires you to use a “commercial” health certificate. It doesn’t matter whether you’re making the arrangements yourself or our Starwood Pet Travel team is handling the details for you.

The health certificate must be completed and signed by an accredited veterinarian and then endorsed (counter-signed and stamped or embossed) by the USDA APHIS Veterinary Medical Officer in your state. Portugal will allow the accredited vet to electronically complete and sign the certificate, but the USDA must use an original ink signature and emboss the documents. This document must be completed within 10 days prior to your pet’s arrival in Portugal.

Import Permit

Portugal does not require pets to have an import permit. However, if you will be importing more than 5 pets, or if your pet will arrive in the country more than 5 days prior to or after your arrival, then additional paperwork is required.

What Are the Pet Restrictions for Portugal?

Banned Breeds

Staffordshire Bull TerrierEvery country has different rules regarding banned or conditionally-accepted breeds of dogs and cats. Portugal requires pet owners to sign a Statement of Responsibility if your dog is on the list below and you expect to be in the country longer than four months. If you are making a permanent move, you’ll need a Notification document for your dog as well, and he or she will have to be neutered. If your dog is a purebred with pedigree documentation, you may be granted an exception:

Brazilian Fila

American Staffordshire Terrier

Staffordshire Bull Terrier

Dogo Argentino

Tosa Inu

Pit Bull Terrier

Age Restrictions for Portugal

Portugal does not allow importation of kittens, puppies, or baby ferrets that are less than 15 weeks old and whose rabies immunization is less than 21 days old at the time of entry.

Do I Need a Microchip for My Pet to Travel to Portugal?

Cats Need Microchip Before Trip To Belgium

All dogs, cats, and ferrets must be implanted with a microchip that meets ISO standard 11784 or 11785. (The number will be 15 digits.) The microchip must be implanted BEFORE the rabies vaccination. If your pet currently has no microchip, get that done first because, as noted above, that number just appears on all documentation. If your pet a non-ISO compliant microchip, you can have your veterinarian implant another microchip that does meet ISO standards. This will not harm your pet. Otherwise, you will have to:

Carry a chip reader that customers officials can use to scan your pet, or

Notify Portuguese customs ahead of time so they can have the right type of scanner available

What Are the Quarantine Requirements for a Pet Traveling to Portugal?

Portugal does not quarantine incoming pets that are accompanied by all the proper import/health documentation.

Are There Any Area Specific Pet Requirements in Portugal?

Because your pet must be personally checked in upon arrival, you are required to give 48-hour advance notice of the arrival time. If you are working with a pet transport company, they will handle this on your behalf.

If you are coming from peninsular Malaysia, your pet must not have had contact with pigs or have lived somewhere with confirmed cases of Nipah disease within the last 60 days. Pets must test negative for Nipah within 10 days of export, using an IgG capture ELISA test performed in an approved lab.

If your pet is a cat and you’re coming from Australia, they may not have lived anywhere where there have been confirmed cases of Hendra disease within the past 60 days.

# Pet Shipping to United Arab Emirates:

Rules and Regulations for International Pet Shipping

What Pet Travel Documents Are Needed to Travel to United Arab Emirates?

Every country sets their own rules for importing pets when you move to or visit their country. In the United Arab Emirates, it is the Ministry of Climate Change & Environment that governs pet importation.

The UAE will allow the import of live animals depending on the country you are moving from. You can view the complete list of approved and unapproved countries here. Additionally, pets being imported to the UAE require an import permit. We typically handle the import permit on your behalf, so not to worry!

Your pet must travel to the UAE as manifest cargo. (This means that they cannot travel in-cabin or as accompanied baggage with you.)

Pets must be at least 15 weeks old at the time of import.

We have outlined the import requirements for moving a pet to the UAE below.

Import Permit

Cats or dogs from outside the UAE are required to have an import permit upon entry. The import permit is valid for 30 days from the date of issuance. We can obtain this on your behalf.

Vaccines

Rabies Vaccination

The Rabies vaccination must be at least 21 days old at the time of travel and be given at least 21 days prior to the Rabies Titer test. Your pet must be at least 12 weeks old at the time of vaccination.

The Rabies Vaccination Certificate MUST include the following details on it: Full name of manufacturer & product, batch or serial #, date given, date due, original ink vet signature, vet name, vet license #, pet details & microchip #.

Required Dog Vaccinations

Dogs must also be vaccinated for:

● Canine Distemper, Parvovirus, Hepatitis (also known as DHPP or DAPP)

● Leptospirosis

\*All of the vaccinations must be greater than 21 days old and less than 1 year old at the time of travel.

Required Cat Vaccinations

Cats must also be vaccinated for:

● Feline Viral Rhinotracheitis, Calicivirus & Panleukopenia (also known as tricat or FVRCP)

\*All of the vaccinations must be greater than 21 days old and less than 1 year old at the time of travel.

Blood Tests

Rabies Titer Test (FAVN)

A USDA Accredited Vet must draw blood & complete a Rabies Titer blood test (also known as FAVN) with Kansas State University (KSU). The results must be ≥ 0.5 iu/ml

The blood sample must be collected at least 21 days after the primary Rabies vaccination AND less than 12 months prior to travel.

If your pet has received previous rabies vaccinations with no lapse, the blood draw can be done the same day as the most recent Rabies vaccination.

The ORIGINAL Rabies Titer Test Results (FAVN) must travel with your pet. The original will be mailed to your vet from the KSU lab.

Health Certificates

A USDA Accredited Vet must complete the APHIS 7001 Form and UAE Health Certificate within 10 days prior to travel.

The UAE Health Certificate must also be endorsed by the USDA.

Both of these Original signed/endorsed documents must travel with your pet on the day of departure.

Other Treatments

A USDA Accredited Veterinarian must administer BOTH and internal AND external parasite treatment in their office within 14 days prior to travel. However, this should be done at the same time as the final exam and health certificate completion within 10 days prior to travel.

The vet should use an external parasite treatment containing Fipronil or Permethrin.

The vet should use an internal parasite treatment containing Praziquantel.

What Are the Pet Restrictions for United Arab Emirates?

The following dog breeds are NOT allowed entry into the UAE:

● Pit Bulls (Staffordshire Bull Terrier, American Pit Bull Terrier, American Staffordshire Terrier, American Bully)

● Mastiff Dogs (Brazilian Mastiff (Fila Brasiliero), Argentinian Mastiff (Dogo Argentino), Any Mastiff or Hybrid)

● Tosa (Japanese Tosa or Hybrid)

● Rottweilers or Hybrid

● Doberman Pinschers

● Canario Presa

● Boxer

● Any mixed breed of above breeds or their hybrid

Do I Need a Microchip for My Pet to Travel to United Arab Emirates?

All dogs, cats, and ferrets must have a microchip that meets ISO standard 11784 or 11785. (The number will be 15 digits.) If your pet currently has no microchip, it is mandatory that they receive one and the number must be accurately reported on all of your pet's records.

What Are the Quarantine Requirements for a Pet Traveling to United Arab Emirates?

The UAE does not quarantine pets upon arrival, provided that they meet all the stated health requirements.

Are There Any Area Specific Pet Requirements in United Arab Emirates?

Although the UAE does not have any other pet import requirements, airlines also have rules about pet travel. Therefore, it is important to consult your airline (or your Starwood rep) to learn if there are additional rules that apply to your pet’s journey.

# Pet Shipping to Singapore:

What Pet Travel Documents Are Needed to Travel to Singapore?

Singapore has some strict requirements when it comes to importing cats and dogs. As long as you are well-prepared and your pet follows all the rules, then your move to Singapore should be smooth sailing.

We've outlined the basic requirements on this page but you can also find the requirements directly from Singapore's Animal & Veterinary Service.

Like many countries, Singapore has varying requirements depending on your pet's country of origin. The requirements we have outlined below are for pets traveling from mainland USA to Singapore.

Microchip

All pets are required to have an ISO-compatible microchip before rabies vaccinations and blood testing. The chip number must be readable at every vet visit and must be reported accurately on all of your pet's paperwork. If your pet has more than one microchip, then all readable chip numbers should be listed on your pet's paperwork.

Rabies Vaccinations & Rabies Titer Blood Test

Singapore has two category options regarding the timing of the rabies vaccinations and the rabies titer test. Category 1, requires 10 days in quarantine upon arrival, and Category 2 requires 30 days in quarantine upon arrival.

Category 1:

This requires two rabies vaccinations for cats or dogs.

The first rabies vaccination must be given at least four months prior to export. The dog or cat must have a blood sample taken for the rabies titer test at least one month after the above vaccination and within

six months prior to export.

The second rabies vaccination must be given after the rabies titer test and at least one month prior to export.

Category 2:

This option requires one rabies vaccination and a rabies titer test, but with a longer quarantine period.

Cats and dogs must have a valid rabies vaccination at least three months prior to export.

The dog or cat must have a rabies titer blood sample taken at least one month after the above vaccination and within six months prior to

export.

The rabies titer test result must be >/= 0.50 IU/mL in order to be considered passing. All rabies titer tests must be completed at an approved laboratory (in the US, the KSU Rabies Lab is approved).

\*Do note that the ORIGINAL rabies titer test results must travel with your pet into Singapore. The results take several weeks for the lab to process and the original document will be mailed to the submitting veterinary clinic.

Other Vaccinations

The following vaccinations are required for cats and dogs entering Singapore.

Cats

FVRCP (Feline Viral Rhinotracheitis, Calicivirus, Panleukopenia) - Must be vaccinated according to the vaccine manufacturer’s recommendations at least two weeks prior to export

Other recommended vaccines:

Feline Leukemia

Dogs

DHPP (Distemper, Hepatitis, Parvovirus, Parainfluenza) - Must be vaccinated according to the vaccine manufacturer’s recommendations at least two weeks prior to export.

Other recommended vaccines:

Bordetella (Kennel Cough)

Leptospirosis

CIV (Canine Influenza Virus)

Import Permit

Dogs and cats entering Singapore must have an import permit (license). The import permit is valid for 30 days once issued. If you hire Starwood to assist with your pet's travels, we can handle this on your behalf.

\*\*Dogs are required to obtain a dog license prior to applying for the import license.

Other Required Treatments

Cats and dogs must be treated with an external parasite (fleas and ticks) treatment and an internal parasites(nematodes and cestodes) treatment between 2 and 7 days prior to export. The active ingredients and the date of the treatments must be reported on the health certificate.

Health Certificates

The Singapore Health Certificate must be completed and signed by a USDA Accredited Veterinarian within 7 days prior to travel and must be endorsed by the USDA. You cannot use the standard USDA APHIS 7001 Form. You must use the Singapore-specific health certificate available on the USDA-APHIS website.

If you hire Starwood to assist with your pet's relocation, we will take care of the final exam, paperwork, and USDA endorsement on your behalf.

Photo of Pet

While Singapore does not require you to submit a photo of your pet along with their other documentation, if your dog or cat is mixed with a banned breed, we will ask you for photos and additional documentation to ensure it will not be a problem to import your pet to Singapore.

What Are the Pet Restrictions for Singapore?

Banned Breeds

The following dog breeds are not allowed in Singapore:

Pit Bull, including:

American Pit Bull Terrier (also known as American Pit Bull and Pit Bull Terrier)

American Staffordshire Terrier

Staffordshire Bull Terrier

American Bulldog

Crosses of these and other breeds

Akita

Boerboel

Dogo Argentino

Fila Brasileiro

Neapolitan Mastiff

Tosa

Perro De Presa Canario

Crosses of any of the above breeds

The following cat breeds are not allowed in Singapore:

First to fourth generation Bengal or Savannah cat crosses

If you have a Bengal or Savannah cat, you will be required to produce documentation of the following:

The Bengal cat is at least a fifth-generation cross from the ancestral stock of Prionailurus bengalensis.

The Savannah cat is at least a fifth-generation cross from the ancestral stock of Leptailurus serval.

Age Restrictions

Dogs and cats must be at least 3 months old before they can receive their first rabies vaccination.

Do I Need a Microchip for My Pet to Travel to Singapore?

All pets must have a microchip that is ISO-compatible (Avid, Trovan, Destron, etc.) If your dog or cat already has a non-ISO microchip (or a number that starts with 999) your vet can implant a second one. Microchips must be implanted before the rabies vaccination is done because the number must appear on all of your pet’s health and import documentation.

What Are the Quarantine Requirements for a Pet Traveling to Singapore?

Cats and dogs entering Singapore from the USA, can spend either 10 days or 30 days at the Animal Quarantine Centre.

Dogs and cats from Category A or B countries are not required to go into quarantine as long as they meet all veterinary import conditions, and the animals are clinically healthy upon arrival.

Quarantine reservations are required and are at a first come, first serve basis. If you are not working with an agent, you can make the quarantine reservation through the Quarantine Management System (QMS).

You will need to provide proof of your pet's microchip, vaccinations, and blood test results in order to reserve a space.

Are There Any Area Specific Pet Requirements in Singapore?

Some residential areas in Singapore have regulations regarding pet ownership. You will need to check with your intended residence regarding how many cats or dogs you can have as well as what breeds will be accepted.

In general, a Housing Development Board (HDB) residential flat will only allow 1 non-restricted dog, but no cats. Non-HDB residential premises may allow up to 3 non-restricted dogs or 1 restricted breed of dog. The rules for cats may vary, so you'll need to check with your building management.

# Pet Shipping to Japan:

Rules and Regulations for International Pet Shipping

What Pet Travel Documents Are Needed to Travel to Japan?

Japan has very strict requirements when it comes to importing cats and dogs. As long as you are well-prepared and your pet follows all the rules, then your move to Japan should be smooth sailing.

We've outlined the basic requirements on this page but you can also find the requirements directly from Japan's Ministry of Agriculture, Forestry & Fisheries website.

Like many countries, Japan has some varying requirements depending on your pet's country of origin. The requirements we have outlined below are for pets traveling from the mainland USA to Japan.

Microchip

All pets are required to have an ISO-compatible microchip implanted before the first required rabies vaccination. This can be done on the same day, as long as the chip is present first. The chip number must be readable at every vet visit and must be reported accurately on all of your pet's paperwork. If your pet has more than one microchip, then all readable chip numbers should be listed on your pet's paperwork.

Do note that if the microchip cannot be read or does not match the number on your pet's paperwork then they may be subject to a 180-day quarantine period in Japan or will be sent back home at the pet owner's expense.

Rabies vaccinations administered prior to the microchip are not considered valid.

Rabies Vaccinations & Rabies Titer Blood Test

Japan requires two rabies vaccinations, after the microchip is implanted.

First rabies vaccine:

Must be given when the pet is at least 91 days old and must be administered at least 30 days before the next vaccination.

Second rabies vaccine:

Must be administered at least 30 days after the previous rabies vaccination and before the previous vaccine expires.

\*\*The ORIGINAL signed Rabies Vaccination Certificates must travel with your pet into Japan.

Rabies titer blood test:

The rabies titer blood test must be administered by a USDA-Accredited Veterinarian and completed AFTER the second rabies vaccine is given. This can be done the same day as the rabies vaccine as long as the blood is drawn AFTER the vaccination is administered. The blood test must be completed within the validity period of the rabies vaccination, meaning before it expires.

The rabies titer test result must be >/= 0.50 IU/mL in order to be considered passing. All rabies titer tests (FAVN) must be completed at an approved laboratory (in the US, the KSU Rabies Lab is approved).

The rabies titer test is valid for 2 years from the date of sampling as long as the rabies vaccinations do not expire beforehand.

If you do not want your pet to be quarantined in Japan, then your pet must wait 180 days from the date of the blood sampling for the titer test before entering Japan. The rabies vaccinations must be kept up to date during this time.

\*Do note that the ORIGINAL rabies titer test results must travel with your pet into Japan. The results take several weeks for the lab to process and the original document will be mailed to the submitting veterinary clinic.

Other Vaccinations

While Japan does not require additional vaccinations for cats and dogs, it is recommended that your pet is up to date on the following.

Cats

FVRCP (Feline Viral Rhinotracheitis, Calicivirus, Panleukopenia)

Feline Leukemia

Dogs

DHPP (Distemper, Hepatitis, Parvovirus, Parainfluenza)

Bordetella (Kennel Cough)

Leptospirosis

CIV (Canine Influenza Virus)

Advance Notification

The importer or pet owner must notify the Animal Quarantine Service (AQS) at the port of entry your pet will be coming into Japan at least 40 days prior to arrival. The Notification and Approval documents will be issued and this acts like an import permit.

If there are any changes to your pet's travel plans after the "Notification" has been issued, you will need to let AQS know so they can issue a "Modification of Notification of Import of Animals."

\*If you are working with Starwood to transport your pet, we will take care of this on your behalf.

Other Required Treatments

While not mandatory, it is sometimes recommended that cats and dogs be treated with an external parasite (fleas and ticks) treatment and an internal parasite (nematodes and cestodes) treatment within 10 days prior to export. If administered, these treatments should be reported on the health certificate.

Health Certificates

A clinical exam and Japan Certificates A & C must be completed and signed by a USDA Accredited Veterinarian within 10 days prior to travel and must be endorsed by the USDA. You cannot use the standard USDA APHIS 7001 Form. You must use the Japan-specific health certificates available on the USDA-APHIS website.

The ORIGINAL endorsed health certificates MUST travel with your pet into Japan.

If you hire Starwood to assist with your pet's relocation, we will take care of the final exam, paperwork, and USDA endorsement on your behalf.

Photo of Pet

While Japan does not require you to submit a photo of your pet along with their other documentation, we will ask you for photos so we can put a face to a name.

What Are the Pet Restrictions for Japan?

Age Restrictions

Dogs and cats must be at least 91 days old before they can receive the first rabies vaccination.

Do I Need a Microchip for My Pet to Travel to Japan?

All pets must have a microchip that is ISO-compatible (Avid, Trovan, Destron, etc.) Microchips must be implanted before the rabies vaccination is done because the number must appear on all of your pet’s health and import documentation.

What Are the Quarantine Requirements for a Pet Traveling to Japan?

If your pet is compliant with all of Japan's import requirements, then they will spend less than 12 hours in quarantine.

Upon arrival to Japan, pets are inspected by Animal Quarantine Service. If they meet all requirements, then they can proceed to be cleared through customs and then released to the pet owner or consignee (person receiving the pet).

If they are found to be non-compliant, then your pet may be quarantined for up to 180 days.

Are There Any Area Specific Pet Requirements in Japan?

Dogs can only be imported through specific approved ports of entry to Japan. This restriction does not apply to cats. The approved ports include:

Airports: New Chitose Airport, Narita International Airport, Tokyo International Airport (Haneda Airport), Chubu International Airport, Kansai International Airport, Kitakyushu Airport, Fukuoka Airport, Kagoshima Airport, Naha Airport

Seaports: Tomakomai Seaport, Keihin Seaport (Tokyo, Yokohama), Nagoya Seaport, Hanshin Seaport (Osaka, Hyogo), Kanmon Seaport, Hakata Seaport, Kagoshima Seaport, Naha Seaport

Dog Registration & Vaccination

Dogs are required to be registered within the municipality where they will be living. You must do this within 30 days of your dog's import to Japan.

Japan also requires that dogs are vaccinated for Rabies once per year.

# Pet Shipping to Hong Kong:

Rules and Regulations for International Pet Shipping

What Pet Travel Documents Are Needed to Travel to Hong Kong?

Hong Kong has strict requirements when it comes to importing cats and dogs. As long as you are well-prepared and your pet follows all the rules, then your move to Hong Kong should be smooth sailing.

We've outlined the basic requirements on this page but you can also find the requirements directly from Hong Kong's Agriculture, Fisheries, & Conservation Department website.

Like many countries, Hong has some varying requirements depending on your pet's country of origin. The requirements we have outlined below are for pets traveling from the mainland USA to Hong Kong.

Microchip

All pets are required to have an ISO or AVID-compatible microchip. The chip number must be readable at every vet visit and must be reported accurately on all of your pet's paperwork. If your pet has more than one microchip, then all readable chip numbers should be listed on your pet's paperwork.

Dogs are required to have an AVID microchip. If they do not have one upon arrival to Hong Kong, then they will be re-implanted with a new one and given a new rabies vaccination.

Do note that if the microchip cannot be read or does not match the number on your pet's paperwork then they may be subject to quarantine or sent back home at the pet owner's expense.

Rabies Vaccination

Cats and dogs must be vaccinate for rabies at least 30 days prior but less than 1 year prior to export. Pets must be at least 90 days old at the time of vaccination.

\*\*The ORIGINAL signed Rabies Vaccination Certificate must travel with your pet into Hong Kong.

A rabies titer blood test is not required for pets traveling from the USA to Hong Kong as long as rabies (except bats) has NOT been reported within 10km of the animal’s place of residence within the 180 days prior to export.

Other Vaccinations

The following additional vaccinations are required for cats and dogs entering Hong Kong. They must be completed at least 14 days prior to and less than 1 year prior to export.

Cats

FVRCP (Feline Viral Rhinotracheitis, Calicivirus, Panleukopenia) [required]

Feline Leukemia (recommended, but not mandatory)

Dogs

DHPP (Distemper, Hepatitis, Parvovirus, Parainfluenza) [required]

Bordetella (Kennel Cough) [recommended, but not mandatory]

Leptospirosis [recommended, but not mandatory]

CIV (Canine Influenza Virus) [recommended, but not mandatory]

Import Permit

An import permit is required for cats and dogs entering Hong Kong.

The permit must be applied prior to departure and can take 5+ working days to be processed & issued.

The permit is valid for 6 months upon issue and a copy of the import permit must travel with your pet into Hong Kong.

\*If you are working with Starwood to transport your pet, we will take care of this on your behalf.

Health Certificate

A clinical exam and Hong Kong Health Certificate must be completed and signed by a USDA Accredited Veterinarian within 10-14 days prior to travel and must be endorsed by the USDA. You cannot use the standard USDA APHIS 7001 Form. You must use the Hong Kong-specific health certificate available on the USDA-APHIS website.

The ORIGINAL endorsed health certificate MUST travel with your pet into Hong Kong.

If you hire Starwood to assist with your pet's relocation, we can take care of the final exam, paperwork, and USDA endorsement on your behalf.

Photo of Pet

While Hong Kong does not require you to submit a photo of your pet along with their other documentation, we will ask you for photos so we can put a face to a name and verify their breed.

What Are the Pet Restrictions for Hong Kong?

Age Restrictions

Dogs and cats must be at least 5 months old to enter Hong Kong. Pets more than 4 weeks pregnant may NOT enter Hong Kong.

Banned Breeds

Fighting dogs listed in Schedule 1 of the Dangerous Dogs Regulation can NOT be imported to Hong Kong. These breeds include:

Pit Bull Terrier (also known as the American Staffordshire Terrier)

Japanese Tosa

Dogo Argentino

Fila Braziliero

Any dog of the crossbreeds above

If you have a Staffordshire Bull Terrier, your dog will require a statutory declaration attesting to the breed of the dog.

Bengal cats and their crossbreeds are NOT to be imported to Hong Kong unless they have documentation certifying they are of 5th or above 5th generations of domestic ancestry.

Savannah cats have their own special permit terms.

Arrival to Hong Kong

Cats and dogs must travel to Hong Kong via manifest cargo. They can NOT arrive as excess baggage or in-cabin.

Do I Need a Microchip for My Pet to Travel to Hong Kong?

All pets must have a microchip that is ISO-compatible or AVID. Microchips must be implanted before the rabies vaccination is done because the number must appear on all of your pet’s health and import documentation.

Dogs who arrive in Hong Kong without an AVID microchip will be re-implanted with one and given a new rabies vaccination. This is required for dog licensing purposes.

What Are the Quarantine Requirements for a Pet Traveling to Hong Kong?

If your pet is compliant with all of Hong Kong's pet import requirements, then they will not have to be quarantined.

If they are found to be non-compliant, then your pet may be quarantined or sent back to their origin country.

Are There Any Area Specific Pet Requirements in Hong Kong?

Dogs are required to be licensed upon arrival to Hong Kong. If they do not have an AVID microchip, then a new one will be implanted and they will receive a new rabies vaccination.

You must renew your dog's rabies vaccination and dog license every 3 years.

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# Tapeworm Treatment:

If you are moving to the UK, Ireland, Finland, Malta or Norway and have a dog, then a tapeworm treatment will be required as well. We recommend scheduling two vet appointments to allow enough time for USDA endorsement and FedEx turnaround. We need to make sure the ORIGINAL documents are sent back to you or your vet before the tapeworm treatment appointment and before your pet needs to be picked up for their flight.

The tapeworm treatment can only be done between 24-120 hours prior to your dog's ARRIVAL to the UK, Ireland, Finland, Malta or Norway. It MUST be done in the office by a USDA Accredited Vet - it CANNOT be done by you at home.

# What are the risks or potential hiccups with pet travel?

Pet travel can be stressful, even under the best circumstances. We've outlined some of the risks or potential hiccups that can come up when your pet is traveling.

We know that pet travel is stressful - not just for pets, but also for their human families. While we do everything we can to ensure that your pet's move goes smoothly, it's important to be aware of the risks and potential hiccups that can come up that are out of our control.

Elderly Pets & Pets With Pre-existing Health Conditions

Pet travel is generally very safe and thousands of animals fly domestically and internationally every year without issue. It's still important to understand that pet travel can be stressful for animals. Pets travel in the cargo area beneath the passenger cabin, in a space that is temperature-controlled, pressurized, and oxygenated. They are in a new place, with new sights, sounds, and smells. This can be stressful for even the most healthy pets.

When cats and dogs are considered a "senior" (typically 7 years and older for giant breed dogs, or 9 years or older for smaller breeds) or if they have a pre-existing health condition, the stress and risks are a bit higher than a younger, healthy pet.

No one can guarantee how a pet will respond to the stress of travel, so it's extremely important that you have some serious discussions with your veterinarian to weigh the risks and benefits of bringing your pet with you on your big adventure. We are happy to help you along the way, but in some cases, it's in the animal's best interest not to travel.

# Sedatives & Anxiety Medication

While you might think it's a good idea, or your vet might suggest it, pets who are flying on a plane should NEVER be sedated or given any type of anxiety or prescription medication that causes drowsiness. Sedatives can harm your pet's breathing, respiration, heart rate, and balance when they are up in the air at high altitudes.

Not only is this dangerous for pets, but Starwood and airlines will not transport animals who appear to have been sedated. Starwood or airline staff will NOT administer these medications to pets, and if you try to sneak them at home, they will be refused for travel.

The best way to help curb your pet's travel anxiety is to get them acclimated to the travel kennel well in advance and send them with a thin blanket, t-shirt, or towel that smells like home.

Unless your pet has already been taking anxiety medication regularly, this is not something you should seek out from your vet solely for travel. These medications often take weeks or months to notice any differences, so it is not something you can just give to them on the day of the flight and hope for the best.

Please also keep in mind that many airlines will not accept medication that travels with pets. The only exception would be if we have received prior approval from them including a letter from your vet detailing the medication, its necessity, and dosage/administration instructions.

# Weather

As you know, no one can control the weather. And sometimes extreme weather can cause flight delays and/or cancellations. This applies to people and to pets. Please bear in mind that in the event there is extreme weather occurring when your pet is scheduled to travel, sometimes flights are canceled and we need to rebook them on the next available flight.

This also applies to extremel cold or hot temperatures. Many airlines have temperature restrictions and will not allow pets to travel if any part of their journey (origin, transit, destination) will be below 40 degrees Fahrenheit or above 85 degrees.

We do our best to monitor the weather as your pet's travel date gets closer, but it is ultimately up to the airline if they will accept pets for travel at that time.

# Flight Cancellations & Airline Issues

While flight delays and cancellations are sometimes due to weather, we all know that there are other issues that can also occur at times, such as mechanical issues, staff shortages, staff strikes, etc. This is out of our control, but we will work with you to find an alternative solution and transportation/boarding should your pet's flight be delayed or canceled.

While it is not common, sometimes the airline might misplace items that are attached to the top of your pet's kennel including collars/leashes, and rarely paperwork. It's important that we always receive a copy of your pet's paperwork in the event there is an issue when they arrive to their destination. Please understand that lost paperwork occurs by the airline staff at times - not Starwood. Starwood is here to help and we will be on stand-by and work with customs to clear up any paperwork issues that may occur.

# Government Closures & Shipping Delays

We work regularly with local government offices, and they can often have closures due to holidays or weather. We have no authority when it comes to how long paperwork or customs takes to process for pets, so we must be patient.

We also regularly use FedEx to ship endorsed paperwork from the USDA back to vet offices or our local team. Unfortunately, we cannot control if there are shipping delays due to staff, holidays or inclement weather. In some cases, paperwork may be delayed in getting back to you or us due to FedEx shipping issues. In the event that this occurs, we will work with you to make alternate arrangements for new health certificates, transportation, boarding, or flights.

# Ways You Can Be Prepared

Even when everything is picture-perfect and ready to go, sometimes mishaps can occur. Here are some things you can to do ensure your pet's travels go as smoothly as possible:

Have serious discussions with your vet about your pet's medical history, medications, breed, and overall health to make sure airline travel is the best option for them.

Notify us immediately if your pet has any medical issues or pre-existing health conditions.

Make sure your pet is fully compliant with all of your destination country's pet import regulations and make copies of everything!

Acclimate your pet to their travel kennel well in advance so that they are comfortable on the day of travel.

NEVER sedate your pet when they are traveling.

# Microchip Requirements for Pet Travel

If your pet is traveling internationally (or to certain US regions), they will be required to have a microchip.

Nearly every country requires pets to be implanted with a microchip prior to entry into the country. The microchip must be readable with a scanner upon arrival, and the correct microchip number must be listed on all of your pet's paperwork.

Microchips must meet International Organization for Standardization (ISO) standards ISO 11784 and ISO 11785. These microchips are typically 15 digits long and can be read by many microchip scanners (such as Avid, Trovan, Destron, or another ISO-compatible reader.)

If your pet has a non-ISO compatible microchip such as an AVID chip, 9, 10-digit or alphanumeric, then some countries may require you to ship a microchip scanner along with your pet. If the microchip cannot be read upon your pet's arrival, this can cause customs and import delays.

Most countries require the microchip to be implanted BEFORE the most recent rabies vaccination and prior to any required blood testing or treatments.

CAUTION: If your pet's microchip number is unreadable prior to departure, then you will need to have them implanted with a new 15-digit microchip and restart the pet import procedures.

If your pet has more than one microchip, then all of the microchip numbers must be reported accurately on their paperwork.

Additional Country-Specific Microchip Requirements:

Microchip Australia:

A government-approved veterinarian needs to scan the microchip at each vet visit. The correct microchip number must be recorded on all of your pet's paperwork.

If the microchip cannot be read or is wrong on the paperwork, the pet cannot be imported to Australia.

Microchip numbers starting with 999 are not accepted since they are not unique.

Microchip New Zealand:

The microchip must be implanted PRIOR TO or at the same time as the rabies vaccination and rabies titer test used for import.

Dogs are required to have an ISO-Compatible microchip (this is required for your dog to be licensed in New Zealand).

If the cat's microchip does not meet ISO Standards, it is the pet owner's responsibility to ensure that the microchip can be read upon entry to New Zealand. This may mean that you need to provide a microchip reader (at your expense) that travels with your pet.

Microchips must be scanned and the number recorded by a USDA-Accredited vet each time a rabies vaccination, test, treatment, examination or inspection is done.

Microchip UK and EU Countries:

The microchip must be implanted BEFORE the most recent rabies vaccination. This can be done on the same day, as long as the chip is inserted and scanned prior to the vaccination.

Microchip Hong Kong:

If the microchip cannot be found or read when the pet arrives to Hong Kong, a microchip reader must be provided so the microchip can be read. Otherwise, the pet may be returned to the country/place of origin at the expense of the pet owner.

DOGS ONLY - Dogs must be implanted with an AVID (AVID\*XXX\*XXX\*XXX) microchip in order to obtain the required dog license upon arrival. If your dog does not have an AVID microchip but has another ISO-compatible microchip, then they will be RE-IMPLANTED with a new AVID microchip upon arrival in Hong Kong AND given a new Rabies vaccination.

Microchip Japan:

An ISO-compatible microchip must be implanted BEFORE the first required rabies vaccination.

Rabies vaccinations prior to the microchip are considered invalid unless your pet meets certain conditions. We typically do not recommend this.

Can microchips be tracked from anywhere in the world?

Microchips are not GPS devices and cannot be used for tracking pets. They only contain identification numbers and unfortunately, there are many different microchip databases and they are not often linked together. Also, pet owners and vets need to register the microchip number on a database and register the owner's and the pet's details.

Wait...if there are a lot of databases, how are pets identified?

The American Animal Hospital Association created a microchip lookup tool to help identify pets across multiple registries. It is not a registry itself, but rather a search tool.

What is the "ISO standard"?

The International Standards Organization (ISO) established a global standard for microchip frequency to allow it be easily detected anywhere in the world. The ISO standard frequency is 134.2 kHz.

Practical questions on microchips:

Do microchips really help return lost pets?

Yes! A study of more than 7,700 stray animals at animal shelters found that dogs without microchips were returned to their owners 22% of the time whereas microchipped dogs were returned 52% of the time (Lord et al., JAVMA, 2009).

If microchips are registered on local databases, how can I ensure my pet would be identified if we moved to a different region or country?

This is why we highly recommend purchasing a tag from Global Pet Register! Their registry works internationally, 24-7, and forever. Microchips are required for your pet's trip, but the GPR tag can really provide some extra peace of mind. Pets are far more likely to get lost in a new place and we always feel better when clients purchase a GPR collar tag.

Who can implant a microchip?

A local vet. And since International Health Certificates require a USDA Accredited Vet, make sure the vet is accredited before you pay for the microchipping.

Do microchips run out of batteries or require upkeep?

Microchips don't use batteries. They're activated by the microchip scanner when passed over the area. Microchips don't require upkeep, but make sure the number is registered and the registry information is up-to-date. It's also good to ask your Vet to scan the microchip at every office visit to ensure that it's working properly. In rare cases, microchips can migrate to other parts of the body or out of the body. This is why your vet should scan it at every visit and note if it's still readable or possibly moved to a different area.

How much does it cost to microchip an animal?

It usually costs around $50, which often includes registration in a database.

# Boarding Vaccinations

If your pet will be boarding before or after their travels, they will need to be up to date with certain vaccinations.

The following vaccinations are required for boarding facilities if your pet will be boarding before or after their travels. We also recommend keeping your pet up to date with these vaccinations anyway for their safety.

Dog Vaccinations:

DHPP (Distemper, Hepatitis, Parainfluenza, Parvovirus)

Bordetella (Kennel Cough)

Leptospirosis

CIV (Canine Influenza Virus) - required for some boarding facilities

Cat Vaccinations:

FVRCP (Feline Viral Rhinotracheitis, Calicivirus, Panleukopenia)

FeLV (Feline Leukemia Virus) - required for some boarding facilities

The vet must follow the vaccine manufacturer's guidelines regarding revaccination. In general, a booster vaccine is required 2-4 weeks after the first to be considered fully vaccinated. Following the first booster, the vaccinations are then valid for 1-3 years (depending on the vaccine).

You can simply email us a copy of your pet's vaccination records and we will provide this information to the boarding facilities if we are arranging boarding on your behalf. Otherwise, you can submit copies of the vaccinations to your boarding facility directly.

# How To Measure Your Pet

It's time to break out the tape measure to get your pet "fitted" for their travel kennel!

We need to make sure you select the appropriate size travel kennel for your pet's big move. The good news is that there are clear guidelines for how to obtain the correct measurements.

The International Air Transportation Association (IATA) has developed a formula that must be followed when measuring your pet for their travel kennel.

When measuring your dog, please make sure they are standing up on all fours on a flat surface in order to get the accurate dimensions below.

Please note that the airlines will not accept a travel kennel for cats and dogs any smaller than the standard 28-inch kennel.

To start, please measure & write down the four points below:

A = Length of animal from tip of nose to base/root of tail (not including the tail)

B = Height from ground to elbow joint

C = Width across shoulders or widest point (whichever is the greater)

D = Height of the animal in natural standing position from top of the head or the ear tip to the floor (whichever is higher)

Cats almost always need to travel in the standard 28-inch kennel and do not need anything larger unless they are a brachycephalic breed or are extremely large.

How do I calculate the correct kennel size?

Using the measurements you wrote down from above, the minimum INTERNAL kennel dimensions are calculated as follows:

Length = A + 1/2B

Width = C x 2

Height = D + 2 or 3 inches

Accurately measuring your pet will ensure they have sufficient space to stand up, sit down, lie down and turn around comfortably inside the travel kennel.

Failure to have the correct size kennel could result in your pet being refused for travel on the day of departure.

# What Travel Kennel Do I Need?

Now that you have measured your pet, it's time to purchase the travel kennel!

We recommend using a Petmate Sky Kennel.

We know how uncomfortable it can be for humans when you're flying on a plane, so imagine how your pet would feel if they were in a cramped space.

It's extremely important that your pet's travel kennel is large enough so that they are safe and comfortable. They must be able to stand up, sit down, lie down and spin around comfortably.

If the airline believes the travel kennel is too small for your pet at check in, then they may be refused for travel.

If your pet is a Brachycephalic breed (aka "snub-nosed"), you will need to purchase a kennel that is one size larger than normal.

Examples of brachycephalic breeds include: Affenpinscher, Boston Terrier, Boxer, Brussels Griffon, Bulldog, Cane Corso, Chow Chow, Dogue de Bordeaux, English Toy Spaniel, Japanese Chin, Lhasa Apso, Mastiff, Pit Bull, Presa Canario, Pug, Pekingese or Persian cats.

What if my dog is huge and doesn't fit in a standard travel kennel?

If your dog does not have enough space in the 48-inch giant plastic kennel, you will need to have a custom wooden kennel built for him or her.

You can either purchase one through us since we work with excellent custom kennel builders, or you can build your own. \*\*We do not recommend building your own wooden kennel if you have not done so before since IATA has strict regulations for acceptable wooden kennels.

IATA has clear specifications to follow for travel kennels of all sizes. You can review the IATA live animal container requirements HERE.

Here are a few other items we recommend for your pet during their trip:

Airline Kit - This includes a spill-resistant food and water cup, absorbent kennel pad, two 'Live Animal' stickers, a temporary Pet ID tag, a shipping identification sticker, 12 zip ties, (12) 1 & 1/4 inch bolts, (5) 1 & 3/4 inch bolts, (5) 1 inch bolts, 12 washers, and 12 nuts.

\*\*You do not need to attach the stickers, labels or zip ties - our drivers will handle this when we check your pet in for the flight.

Crate Pad - These pads range in price depending on size and are specifically designed to fit the travel kennels. Your pet will thank you for it!

Kennel Bowls - This travel cup is easy to refill without needing to open the kennel and features a no spill rim. It attaches to wire frame kennels and can also work with plastic kennels. Please be sure to purchase two bowls per pet!

Some airlines do not accept plastic nuts/bolts or "pegs" that hold the top and bottom together. The airline kit includes metal nuts/bolts to modify your kennel.

Travel Kennel Checklist

# Ensure your travel kennel is IATA compliant

IATA (The International Air Transport Association) lays out the specifications that air travel kennels for pets must meet in order to ensure safe transport. The kennel must be large enough so that your pet can stand up, sit down, spin around and lie down comfortably.

Your pet's travel kennel must have the following features:

Ventilation on both sides, the back and the door

Be the appropriate size - your pet must have at least 2-3 inches of head, width & butt room inside the kennel

Must be NON-Collapsible and made of rigid plastic, metal or wood.

Have two (2) water cups attached to the inside of the kennel door.

The top & bottom of the kennel must be secured by nuts & bolts. Clips or twist-locks are NOT permitted.

Front door locking mechanism

Is your kennel the right size?

Please provide us with your pet’s measurements so we can be sure! We recommend using a Petmate Sky Kennel for your pet’s travels. If you have a very big dog that won’t fit in the giant size plastic kennel, we are happy to build a custom wooden kennel once you have provided us with your dog’s accurate measurements.

You can purchase Petmate Sky Kennels directly from Petmate.com , Amazon or try your local pet store. The smallest travel kennel for cats and dogs that airlines will accept from the USA outbound is the 28-inch long kennel.

Measure your Dog

We will need your dog’s accurate measurements based on the chart below to ensure that you have the appropriate size travel kennel. If the airline deems your kennel too small or unacceptable in any way, then your pet may be refused for travel on the day of departure.

To calculate the minimum internal kennel dimensions

LENGTH = A + ½ B

WIDTH = C x 2

HEIGHT = D + 2-3 inches

# Best Advice for New Pet Parents

We collected advice from Vets, breeders, and pet parents on the top tips they would give new pet owners for week one. Here it is...

1. Use a kennel from day 1.

Kennels aren't cruel and don't feel like a prison to puppies. It's really the opposite- kennels provide a sense of safety. You may even notice your puppy curling up sometimes in tight spaces. It's their instinct to feel safe in a smaller place. Of course, they don't like to be confined for long periods of time! But overall, kennels are great for puppies and make the training process a lot easier for new pet parents.

Tip: Put a special toy in the kennel with your puppy.

The AKC provides some helpful guidance on crate training new puppies.

2. Schedule a Vet visit as soon as possible.

Your Vet can do a health check, provide a vaccination schedule, describe signs of healthy growth and the real warning signs to pay attention to. They can also direct you to local resources like training classes and how to find help if you need someone to watch your pet while you're away. A few priorities for your first visit:

Set-up your puppy's vaccination schedule.

Ask about the best time to spay or neuter your puppy.

Ask about the signs of illness in the first few months.

Ask about the best ways to control internal and external parasites.

Ask about the best food options for your puppy.

3. A tired puppy is less mischevious.

Puppies have lots of energy and that energy will find an outlet one way or another. The good news is that you can help direct that energy into healthier and less costly outlets like running rather than eating your shoes.

Make sure you give ample time for exercise.

4. Permissive parenting will lead to headaches down the road.

Just like with children, our posture with our puppies should be, "high structure and high nurture." Puppies will push every boundary, but they can learn good manners relatively quickly. Maintain positivity with small and frequent treats for good behavior.

5. Obedience classes are worth the investment.

The best way to teach obedience is through local classes, which will usually begin around the 6-month mark.

The AKC has good counsel on finding the best obedience training option for your puppy.

One important thing to remember about obedience training:

Your puppy will respond quicker to positive reinforcement rather than consequences for bad behavior. Use small treats frequently to reinforce good behaviors.

6. Peaceful potty training requires prevention, perseverance, positivity and patience

These are the 4 p's of peaceful potty training. For prevention, have a plan that includes a lot of time outdoors at first. The main times to ensure they are going out are: first thing in the morning, right before bedtime, after a nap, after exercise, and after eating or drinking. Pretty much plan on taking them out 20 times a day at first:)

Use a lot of positive reinforcement when they go outside. Don't rub their face in an accident. Accidents will happen at first, but if you're diligent with frequent trips outside and positive reinforcement, they'll learn pretty quick.

7. Find the right food

There are a lot of puppy food options out there! How should you choose? Talk with your Vet about the best food for your puppy. One thing you can look for is whether the company has undergone AAFCO feeding trials. The best pet food companies invest in research and ensure that their foods have the right balance of nutrients and do not include something that could be harmful. Here is some guidance on decoding a food label:

The two most important pieces of information on a label are the "Nutritional Adequacy Statement" (or "AAFCO statement") and the contact information for the manufacturer.

Look for statements like, "\_\_\_\_ is formulated to meet AAFCO nutrient profiles for..."

Pet food manufacturers are required to include an address on labels. However, a phone number, email address, or website are not required. Avoid companies that do not provide contact information for consumers.

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Delivering Your Pets Around the World Since 1984

Starwood Pet Travel has been helping pet owners with dog and cat transport services since 1984. Starwood's pet relocation services strive to have your pet′s move be as safe, comfortable, and stress-free as possible.

# Starwood's Pet Protection Plan

Here at Starwood Pet Travel, our goal is to make your pet’s relocation experience as comfortable, safe, and stress-free as possible. But we want you to be comfortable and stress-free, too.

We’re pet parents ourselves, so we know you’re likely to experience separation anxiety while your four-legged family member is in transit. That’s why we’ve created the Starwood Pet Protection Plan. Any dog or cat traveling anywhere in the world is eligible for our Pet Protection Plan.

What is the Starwood Pet Protection Plan?

There are three coverage benefits of our Pet Protection Plan, all of which apply while your pet is in transit:

Veterinary Expenses: Up to $2,500 USD

Our Pet Protection Plan covers the cost of emergency treatment should your pet become ill or injured during transport. It excludes pre-existing medical conditions, which must be communicated prior to your pet’s departure.

Emergency Repatriation: Up to $4,000 USD

This applies if your pet's travel plans must be canceled due to a family emergency (such as serious illness or a death) while your pet is in transit. It covers any resulting costs you may incur for your pet’s return, boarding, and/or quarantine.

Trip Interruption: Up to $1,500 USD

In the event that your pet's trip is delayed due to an airline-imposed delay, we'll cover the costs incurred until your pet can travel. Covered costs include boarding, driver fees, and health certificates. Coverage is valid for airline cancellations on an already-confirmed flight for your pet but excludes client-initiated changes to the travel plan. Please note that your pet must be vaccinated to be eligible to stay with our boarding partners.

Peace of Mind is Priceless

Pet travel is very safe. Hundreds of thousands of animals travel by air every year and health problems, injuries, and losses are quite rare. However, no one can predict an emergency change in your own travel plans. This is where our Pet Protection Plan can help!

With the Starwood Pet Protection Plan, you have added peace of mind. You won’t have to worry while your pet is traveling. Instead, you can focus on the pure joy of being reunited at your destination – tails wagging and purrs humming.