

**Important Information for the Import of Pets  
owned by Singaporeans, Permanent Residents or Long-term Pass Holders  
returning from the United States (US) or the United Kingdom (UK)  
to Singapore, due to the COVID-19 situation**

The Animal & Veterinary Service (AVS), a cluster of the National Parks Board (NParks), is facilitating the urgent return of pets owned by Singaporeans, Permanent Residents and Long-term Pass Holders from the United States (US) or the United Kingdom (UK), due to the current COVID-19 situation. These travellers will be required to serve a Stay Home Notice (SHN) period at a designated facility.

**Planning your return**

All animal imports into Singapore are subjected to import requirements. However, in light of the current situation, AVS will waive certain requirements.

**To facilitate the return of your pet, please inform AVS prior to your arrival in Singapore.**

AVS requires details of the pet owner, pet and flights details, to assess if a pet needs to be quarantined at a designated facility.

Please submit the information to AVS using the following link or QR code:

- [go.gov.sg/returningpetowner](https://go.gov.sg/returningpetowner)



**Upon arrival in Singapore**

Upon your arrival in Singapore, airport ground staff will provide instructions for your SHN. Your pets will be safely handed over to AVS.

Mode of arrival of pet	Process
Hand-carried baggage (in-cabin)	Pets will be handed over to airline/ ground handling staff at the Lost & Found Counter, located at the Baggage collection area
Manifested cargo or excess baggage (check-in)	Ground handling agents will bring your pet to AVS' Changi Animal & Plant Quarantine (CAPQ)

### **Veterinary inspection and quarantine assessment**

Due to the potential import risk of rabies and other exotic diseases from other countries, imported pets may need to be quarantined and subjected to further vaccinations, parasite treatments and/or testing.

Your pet will be:

- Inspected by a veterinarian at AVS' Changi Animal & Plant Quarantine (CAPQ) facility upon arrival; and
- Brought from CAPQ to Sembawang Animal Quarantine Station (SAQS) for quarantine assessment.

Depending on the country of export, pet health status, and available documentation, your pet may be:

- a) Released to your authorised representative (if quarantine is not required); or
- b) Released for quarantine at a designated address; or
- c) Quarantined at an AVS facility

We will contact you once the quarantine assessment has been completed, and/or prior to any vaccinations, treatment or testing as required.

### **Arrangements for release or quarantine of pets**

#### **a) Release to an authorised representative (if quarantine is not required)**

This would apply to import of pets from the UK which have been continuously resident in the UK since birth or for the past 6 months prior to date of the pet's arrival in Singapore.

You may authorise a representative to collect your pet on your behalf at SAQS. Please fill in the Letter of Authorisation (see [Annex B](#)) which your representative will need to present during collection of your pet at SAQS.

If there is no one to care for your pet at home, you may wish to board your pet:

- With a family member or friend
- At a licenced pet boarding facility (see [Annex A](#))

#### **b) Quarantine at designated address**

You must authorise a representative to care for your pet for the stipulated quarantine period.

At SAQS, your pet will be released to your appointed representative, who must:

- Present the Letter of Authorisation (see [Annex B](#)) to AVS.
- Sign the Acceptance Letter, which will be provided by AVS, for quarantine at the designated address.
- Ensure that your pet is transported directly to the designated address
- Call AVS as soon as your pet arrives at the designated address for quarantine. AVS will then arrange for a video call to confirm that your pet has arrived at the designated address.

If you require transport of your pet to the designated address, you may wish to use pet transport services listed in Annex A.

**c) AVS Quarantine Facility**

- If your pet does not qualify for (a) or (b), we will quarantine your pet at a designated AVS facility.

If you require further assistance, please reach out to our officers below:

For queries before import of your pet, please contact:

- Ms Jolene Chan ([Jolene\\_chan@nparks.gov.sg](mailto:Jolene_chan@nparks.gov.sg); 6805 2834)
- Mr Darren Kong ([Kong\\_yip\\_seng@nparks.gov.sg](mailto:Kong_yip_seng@nparks.gov.sg); 6805 2835).

For queries after import of your pet, please contact:

- CAPQ Duty Officer (9631 6194)

*Issued by: AVS, a cluster of NParks*

*Updated on 27 Mar 2020, 1130h*

## **ANNEX A – Pet Services**

### **Licenced pet boarding facilities**

<b>Company</b>	<b>Email</b>	<b>Tel</b>
Mutts & Mittens Pte Ltd	<a href="mailto:sam@muttsnmittens.com">sam@muttsnmittens.com</a>	6583 7371/ 9857 7278
Wong Ling Kennel	<a href="mailto:lynx6119@yahoo.com.sg">lynx6119@yahoo.com.sg</a>	6561 3857/ 9879 6119
Tera Pet Care	<a href="mailto:evo_esther@hotmail.com">evo_esther@hotmail.com</a>	6256 8131/ 9623 2145
Snoopy-Doo Pet	<a href="mailto:B.ritneyng@hotmail.com">B.ritneyng@hotmail.com</a>	9388 6029

### **Pet transport services**

<b>Company</b>	<b>Email</b>	<b>Tel</b>
Pampered Pet Taxi	<a href="mailto:customerservice@pamperedpettaxi.com">customerservice@pamperedpettaxi.com</a>	6555 1341/ 9754 1268
Pet Movers Taxi Service	<a href="mailto:info@petmovers.com.sg">info@petmovers.com.sg</a>	6581 3688
Peter Pets Taxi Singapore	<a href="mailto:peterpet@singnet.com.sg">peterpet@singnet.com.sg</a>	9339 2594
Hungry Pets Taxi Singapore	<a href="mailto:admin@petseden.net">admin@petseden.net</a>	9227 7915
Pet Concierge Service	<a href="mailto:sandy@petconcierge.com.sg">sandy@petconcierge.com.sg</a>	9029 2511/ 9636 2611
Pet Guru Taxi Service Singapore	<a href="mailto:sales@petguru.com.sg">sales@petguru.com.sg</a>	9106 3382
K9 Steward's Pet Taxi Singapore	<a href="mailto:enquiry@k9steward.com">enquiry@k9steward.com</a>	9070 7070
Pet Taxi Singapore	<a href="mailto:sgpettaxi@hotmail.com">sgpettaxi@hotmail.com</a>	9766 6765
Pets Eden Taxi Singapore	<a href="mailto:admin@petsededen.net">admin@petsededen.net</a>	9227 7915
Pet Mobile Taxi Singapore	<a href="mailto:sales@petmobile.com.sg">sales@petmobile.com.sg</a>	6462 6071
Kawaii Pets Taxi Singapore	<a href="mailto:Kawaii.pets128@gmail.com">Kawaii.pets128@gmail.com</a>	6455 4990
Happy's Car	<a href="mailto:happyboy@cutehappydog.com">happyboy@cutehappydog.com</a>	8653 7778
Sunny Chong Dong Training School Pet Taxi Singapore	<a href="mailto:sunnychongdogtrainingschool@gmail.com">sunnychongdogtrainingschool@gmail.com</a>	8222 8393/ 9323 0808
Starshine_Inc Pet Taxi Singapore	<a href="mailto:Starshine_incpets@yahoo.com.sg">Starshine_incpets@yahoo.com.sg</a>	9856 1855/ 9386 1807

## **ANNEX B - Letter of Authorisation**

Date:

National Parks Board / Animal & Veterinary Service (NParks/AVS)  
Industry and Biosecurity Management Group  
52 Jurong Gateway Road,  
Jem Office Tower, #09-01  
Singapore 608550

Dear Sir / Madam,

### **Letter of Authorisation**

This letter serves to inform you that \_\_\_\_\_ (Name of representative) has been authorised to handle the import of my pet(s) on my behalf.

<b>Description of Pet(s)</b>	<b>First Pet</b>	<b>Second Pet</b>
Pet's name		
Dog / Cat		
Breed		
Age		
Microchip number (if any)		

The representative will act on my behalf for:

- The handling of import documents
- The handling of my pet as required by AVS during quarantine (where required)
- The collection of my pet following its release from AVS facility

Thank you.

Yours Sincerely,

\_\_\_\_\_  
(Signature of the pet owner)

Name of pet owner: \_\_\_\_\_

NRIC/Passport No./FIN: \_\_\_\_\_

Address: \_\_\_\_\_

Email: \_\_\_\_\_

Contact number: \_\_\_\_\_