

Travelling with Pets on CloudWay 24

CloudWay 24 welcomes you and your furry companions aboard! To ensure a pleasant and safe journey for both you and your pet, please review our comprehensive guidelines for travelling with pets.

General Policy

- **Eligible Pets:** Cats and small dogs (domesticated), in good health and at least 3 months old.
 - **Allowed Routes:** Pets are permitted only on international flights operated exclusively by CloudWay 24.
 - **Advance Booking:** Notify CloudWay 24 **at least 48 hours before departure** to reserve a spot for your pet.
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Pet Travel Options

Option	In-Cabin	Checked Baggage (Hold)
Availability	Select international routes (duration under 8 hours)	All direct international flights
Weight Limit	Up to 8 kg (incl. carrier)	Up to 32 kg (incl. carrier)
Carrier Size (max)	43x33x20 cm	100x60x75 cm
Pet Fee	USD 150 / INR 11,000	USD 250 / INR 18,000

Carrier Requirements

- **In-Cabin:** Soft-sided, leak-proof, well-ventilated carrier that fits under the seat.
 - **Checked:** Rigid carrier with secure latch, absorbent bedding, and enough room for your pet to stand, turn, and lie down comfortably.
 - Identification tag (with pet name and contact info).
 - One carrier per passenger. Maximum 2 pets per booking (1 in-cabin, 1 in hold).
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Health & Documentation

- Valid **health certificate** from a licensed veterinarian issued within 10 days of departure.
 - **Vaccination records** (including rabies certificate).
 - **Import/export permits**, if required by destination country.
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Check-In & Boarding

- Arrive at least **2 hours before departure** for check-in.
 - Use designated pet relief and holding areas (where available).
 - In-cabin pets must remain in their carrier throughout the flight—no exceptions.
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Restrictions

- No pets allowed in **CloudLux (First Class)** or on select aircraft types due to space limitations.
 - **Brachycephalic breeds** (flat-faced dogs/cats) may not be allowed in the hold for safety reasons.
 - Not permitted as cargo or unaccompanied (except registered service animals—see special needs policy).
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How to Book

1. **During flight booking:** Select “Travelling with Pets” and enter pet details.
 2. **After booking:** Use “Manage My Flight” > “Add a Pet” option or contact Customer Care.
 3. **Payment:** Pet travel fees must be paid online with Credit Card, Debit Card, Netbanking, or SkyPoints 24 points.
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Tips for a Smooth Journey

- Feed your pet a light meal 2 hours before departure.
 - Avoid tranquilizing your pet unless prescribed by a vet.
 - Place a familiar toy or blanket in the carrier for comfort.
 - Attach a current photo of your pet to the carrier.
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For more information, visit CloudWay24.com or contact our 24/7 Customer Support.

CloudWay 24 – Seamless Skies for You and Your Pet!