



Owned and operated by Shiloh Petcare Pte Ltd
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FAQ Cats and Dogs

Which airline takes pets?

Only full service airlines carry LIVE ANIMALS. All Budget airlines, Philippines Airlines and Silk Air, DO NOT CARRY ANIMALS.

Is it safe for my pets to fly?

Air travel is as safe for pets as it is for people. Your pet will be travelling in a special cargo compartment within the aircraft. This compartment is both climate controlled and pressurized for your pet's safety and comfort, and it is on the same air circulation system as the cabin. Most pets will be laying down comfortably on soft bedding in their crates during the flight. Elderly pets and pets with medical conditions may at times present a higher risk, that's why you need to choose a company that cares for your pets!

What is the temperature in the cargo hold?

Typically ranges from 16 to 20 degree Celsius

Will someone feed my pet or will someone be with my pet in the aircraft?

No, there will be no one at the cargo hold with your pet. This is strictly not allowed.

Is my pet relocation tax deductible?

United States only: IRS Publication # 521 ("**Moving Expenses**") states that pet moving is a tax-deductible relocation expense when your relocation and moving is for purposes of change of employment. Consult your tax advisor for further information.

During transit, where will my pet be?

Depending on the transiting country, a vet will check on your animals upon arrival if we transit through Amsterdam or Frankfurt.

Should my pet be tranquilized or sedated for the trip?

The American Veterinary Medical Association and International Pet & Animal Transport Association (IPATA) strongly recommend against tranquilizing your pet. We refuse to transport an animal that appears to be sedated.

Many pets travel well without sedation if they have had time to be accustomed to their crates before travel. It is also possible that stressed owners transfer stress to their pets. As some pet owners may be anxious about being separated from their pet, we urge owners to remain calm when around your pets so as not to unnecessarily transfer stress to your pets.

Can I rent my pet's crate?

We do not rent crates except between Singapore and certain parts of Malaysia, since the cost of return shipment generally exceeds the value of the crate. Most pets are usually more relaxed when traveling in their own familiar crate that does not have any residual scent from unknown animals that previously travelled in the crate, so we urge owners to provide new crates for each pet.

May I send personal belongings with my pet?

Yes. You can attach small personal items : a serving-size bag of food, a leash and collar to the top of the crate, but please don't send anything valuable since these items can become detached during shipping, or be confiscated by the airline, customs or quarantine. Comfort items or items with a familiar smell eg: a blanket or towel, can go inside the crate as an absorbent. Many pets like to have a favourite toy with them, but do not include large bones or other heavy objects that could be hazardous.

Before the trip, please prepare two portions of your pet's food in two separate ziplock bags. We will attach these portions to the outside of the crate at pick-up time, and they will be available in the unlikely event that your pet's trip is delayed.

What if my pet needs to urinate/pee during the flight?

"Potty accidents" are common, that is why we line the bottom of the crate with a thick layer of towel or personal bedding items to absorb any in-flight accidents. Like humans, your pet may experience a little dehydration during the flight, which will reduce the need for urination.

My dog is a snub nose dog. Should I never fly with a short-nosed pet?

We're not saying you should completely avoid air travel with your pet, even with a short-nosed pet. Knowing there are risks is half the battle won, and with proper precautions, you can minimize the risks. If you know that your pet is going to travel on an airplane, it really helps to prepare way ahead of time. We work with a few airlines to transport snub nose dogs and cats safely worldwide.

Can my pet be transported as cargo without being accompanied?

Your pet can also be transported as cargo without you accompanying him. That's our specialty. Some countries actually require animals to be carried in the cargo hold only eg: London, Hong Kong, Australia, New Zealand to name a few... The safety and comfort of your pet is always our top priority, whichever way he travels. Your pet will either travel on the same aircraft as you, or on a different one.

For Australia:

The current entry to Australia is entry through Melbourne only. There are no other way. Quarantine is 10 nights at Mickleham Post-Entry Quarantine Facility. They are not allowed to arrive in one Australian airport and then travel on an Australian domestic flight to Melbourne. After Quarantine, we will then transport your dog to your required destination. No visitation is allowed for the 10 nights stay. No birds are allowed.

For New Zealand:

Dogs and Cats shall enter New Zealand through the following port of entries: Christchurch, Auckland and Wellington only.

It is 10 nights at any one of these facilities. You can arrange visitations directly with the Quarantine facility. No birds are allowed.

We need to leave the country first, how about my pets?

We will work you to arrange the most feasible option for your pets.

Are you able to collect my pets from a different location?

Yes, we can collect your pets anywhere in the island of Singapore and for Malaysia the city of Kuala Lumpur only (surcharge applies for other region).

Why is the airfare for cargo so expensive?

Applying Charge: The larger among "Live Animal Quantity + Cage weight" and "Volume Weight" is applied.

Ex: If dog/cat's weight is 10 kg, cage's weight is 15 kg and cage's dimension is 60*80*50 cm, then:

① Actual Weight: $10+15=25$ kg

② Volume Weight: $60*80*50$ cm/6000=40 kg

③ Chargeable Weight of 40 kgs is applied for this shipment

Airfreight Charge and Extra Charges (fuel surcharge, security surcharge and others)

How should I measure my dog?

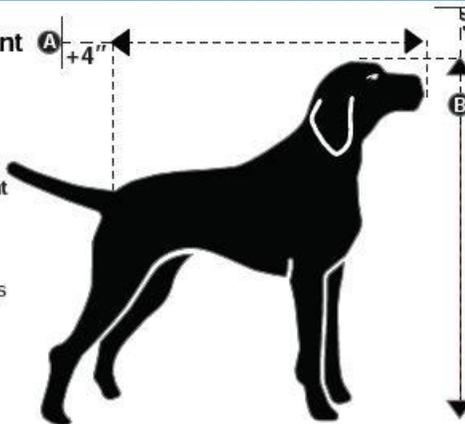
How do I measure my pet?

Length Measurement

Measure the length of your pet when standing from the base of his tail to the tip of his nose.

Add 4" to Measurement A.

This is how **Long** your Pet's travel crate needs to be.



Height Measurement

Measure the length of your pet when standing from the floor to the top of his head.

Add 4" to Measurement B.

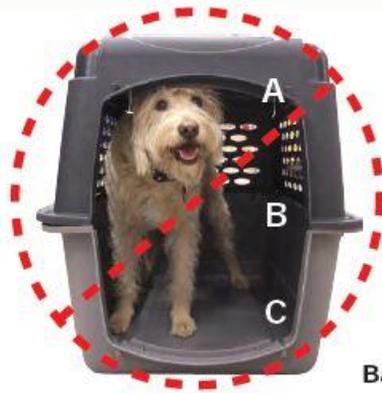
This is how **Tall** your Pet's travel crate needs to be.

Good vs. Bad Examples



Good

- A Height** Crate is tall enough for pet to stand up comfortably. Pet is not having to duck to see out of the crate.
- B Width** Wide enough for pet to turn around comfortably.
- C Length** Long enough for pet to lie down comfortably with paws extended.



Bad

- A Height** Crate is too short for dog to stand straight. Pet is not having to duck to see out of the crate.
- B Width** Not wide enough for pet to turn around comfortably.
- C Length** Not long enough for pet to lie down comfortably with paws extended.

