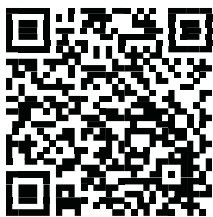


Kennel requirements

The right travel kennel can keep your pet physically and emotionally comfortable throughout their journey. To make sure your pet has a comfortable flight, we ask that you follow our kennel guidelines and help your pet get acclimated to their kennel.



All kennels must meet the *IATA Live Animal Regulations* here.



Failure to meet all kennel requirements will result in refusal at drop-off and will need to be rebooked. This may result in additional expenses.

Keep it clean
Kennel must be clean with no offensive odors.

Secured with metal bolts or screws
Snap closure kennels will only be accepted when secured with metal nuts, bolts or screws. Black nylon caps are also accepted.

Let it breathe
Kennel must have adequate ventilation on 3 sides for domestic and 4 sides for international flights. The ventilation openings must be a max of 1" x 1" (dogs) or 3/4" x 3/4" (cats).

We'll tag it with a label
We'll place a "Live Animals" and orientation labels on your kennels during drop-off.

Wheels off
All wheels must be inoperable or removed.

Made of metal
The kennel door must be made of metal.
No doors on top of the kennel.

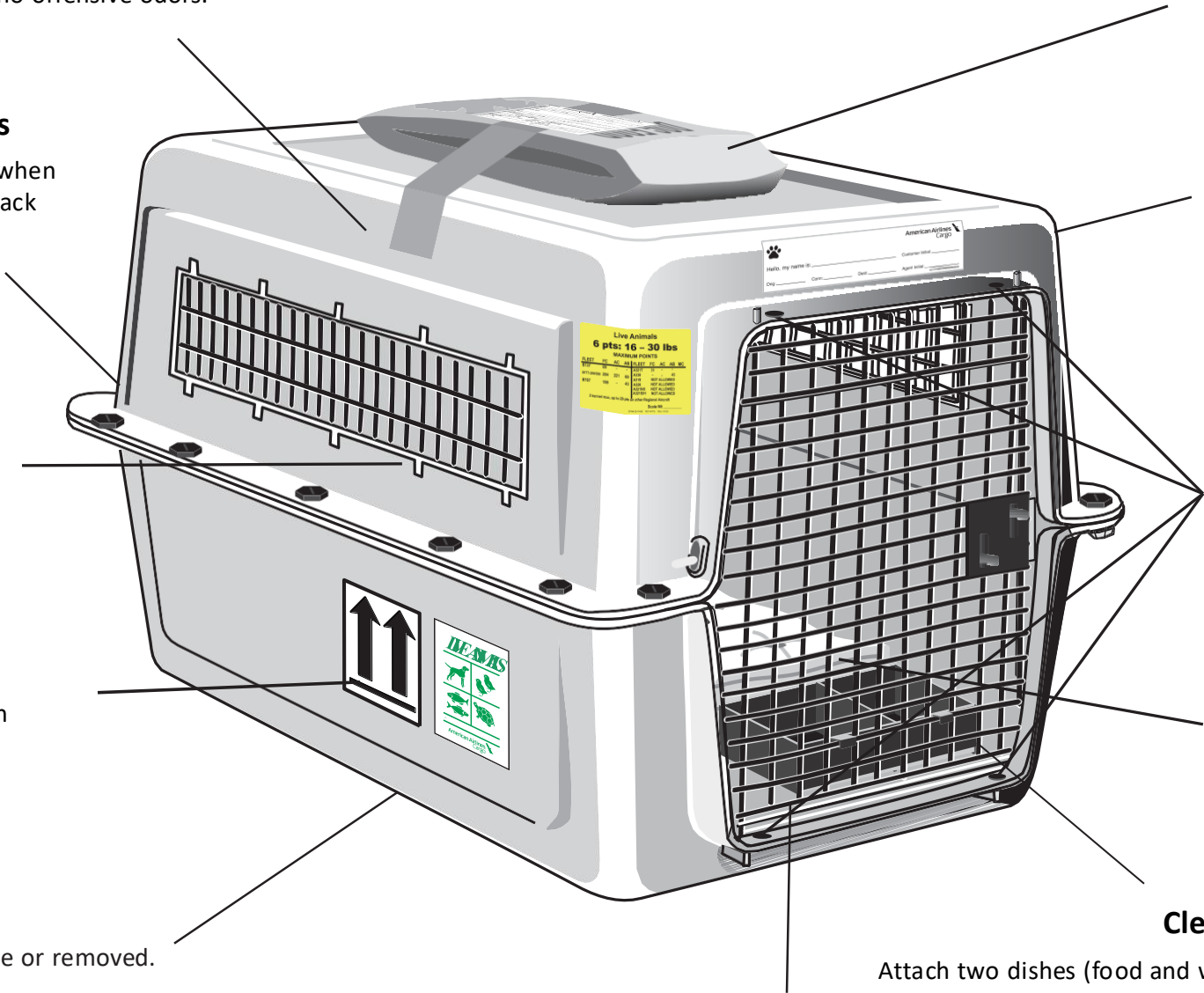
Food in case of a delay
A clear one-gallon bag of food taped to the top along with instructions.

Escape-proof construction
Kennel must be made from rigid plastic, metal or wood with a metal grated end which can be the door. It also needs to be leak-proof and escape-proof.

Holes in all four corners of the door
After our team performs a visual screening of the pet at drop-off, releasable cable ties will be attached to all four corners of the kennel door. We will drill holes if not already present.

A soft seat for the flight
Place absorbent material like blankets, towels, or beds on the bottom. Hay, wood shavings, and straw are not allowed. Note that bedding can't exceed 3" in height. All battery-powered devices, including but not limited to heated blankets or electric blankets, are not permitted due to the potential fire hazard they pose.

Clean, empty dishes
Attach two dishes (food and water) to the inside of the kennel, making sure they're accessible without opening the door. Split dishes are accepted.



Correct kennel sizing

It is important you purchase the right size kennel for your dog or cat. Each animal must have enough space to turn about normally while standing, to stand, to sit erect, and to lie in a natural position.

Rule of thumb: No part of your pet should be taller or longer than the kennel when standing outside the kennel.

Minimal interior container dimensions:

Length = $A + \frac{1}{2} B$ Width = $C \times 2$ Height = D

- A. From the tip of the nose to the root of the tail
- B. From the elbow to the ground
- C. The width of the dog at the widest point
- D. From the floor to the tip of the ears or the top of the head, whichever is higher.

