

## Virgin Australia's Passenger Pet Travel Policy Pet in Hold

Virgin Australia takes the safety of animals very seriously and takes every measure possible to ensure they have a comfortable and enjoyable flight. With the introduction of ancillaries in the GDS we are now able to offer Travel Agents the ability to book and manage passenger pet travel when using Amadeus, Sabre, Travelport (Galileo, Apollo and Worldspan).

To ensure the highest level of care, Virgin Australia accepts only a limited number of bookings for passengers' pets on Virgin Australia domestic flights.

- To travel with us, your pet must:
  - Be a dog or a cat
  - Appear to be in good health
  - Not be unduly aggressive
  - Be over 8 weeks old (this is to avoid possible dehydration while travelling)
  - Be transported in a crate/container which complies with the Virgin Australia Domestic Pet Travel Guidelines for pet containers and is the correct size for the guest's pet
  - Not exceed 65kgs (including the crate)
  - If travelling into Tasmania, the guest's dog must be treated for the Hydatids Tapeworm prior to arrival
  - Be travelling with the guest on the same flight.
  
- A Veterinary Certificate confirming that the guest's pet is fit for air travel (dated within 2 weeks of travel date) is required if the pet is:
  - Pregnant or has given birth within 48 hours of the planned departure time
  - Over 12 years of age
  - Between 8 and 12 weeks old
  - Sick, injured or recovering from surgery
  - Brachycephalic or snub-nosed dog and cat breeds, including crossbreeds
  
- Generally, only one pet may travel per cage, however up to three pets can travel per cage if they meet all of the following criteria:
  - All from the same litter
  - Under 6 months old
  - Under 14kgs each

More information regarding check in locations, lodgement and handover times as well as cage requirements by aircraft type [click here](#)

**Note:** Some breeds of dog are prohibited. For a list of which breeds those include (but are not limited to) [click here](#). Additionally, Virgin Australia does not permit AVIHs into/out of some ports and on certain Virgin Australia flights. These include:

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| Virgin Australia ports where AVIHs are not permitted into or out of:                                                                                                             | Virgin Australia flights that do not accept AVIHs:                                                                                                                                                                                                                                                                                                                                     |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>› Alice Springs</li> <li>› Christmas Islands</li> <li>› Cocos (Keeling) Islands</li> <li>› Hayman Island</li> <li>› Paraburdoo</li> </ul> | <ul style="list-style-type: none"> <li>› VA1860 KGI-PER (Sun)</li> <li>› VA1897 KGI-MEL (Fri)</li> <li>› VA1898 MEL-KGI (Sun)</li> <li>› VA1851 and A320 flights PER-KGI (Fri)</li> <li>› VA1435 PER-DRW (Sun)</li> <li>› VA1438 DRW-PER (Sun)</li> <li>› VA1429 SYD-CNS (Sat-Sun)</li> <li>› VA797, VA791 BNE-CNS (Sat-Sun)</li> <li>› For Canberra restrictions see below</li> </ul> |

## Canberra Flight Restrictions

Due to the operating hours of Canberra Airport, all flights departing on/arriving on Saturdays, Sundays and public holidays are not available for AVIH. In addition, the below weekday flights cannot be booked for AVIH:

| Routes    | Flight Number                |
|-----------|------------------------------|
| CBR - SYD | VA625, VA627, VA629, , VA669 |
| CBR – MEL | VA252, VA288                 |
| CBR – OOL | VA1695                       |
| CBR – PER | VA589                        |
| CBR – BNE | VA1207, VA1227               |

| Routes    | Flight Number                            |
|-----------|------------------------------------------|
| SYD - CBR | VA660, VA662, VA664, VA668, VA670, VA672 |
| MEL - CBR | VA289                                    |
| BNE - CBR | VA1222, VA1226                           |
| OOL - CBR | VA1696                                   |
| PER - CBR | VA588                                    |

## Fees

Fees are payable upon booking and charged per sector, per cage. If extra payment is needed upon lodgement due to excess weight, any charges must be paid directly to Virgin Australia using:

- › Visa
- › MasterCard
- › EFTPOS

**Note:** A refund of fees due to the cancellation of an accompanied pet booking will be available only outside 28 days of the date of travel, regardless of class of fare booked by the accompanying passenger.

| Pet Size    | Weight<br>(including cage) | Fee <sup>^</sup> (AUD)<br>*GST Inclusive |
|-------------|----------------------------|------------------------------------------|
| Small       | 0 to 10kg                  | \$95.00                                  |
| Medium      | 11 to 20kg                 | \$115.00                                 |
| Large       | 21 to 30kg                 | \$150.00                                 |
| Extra Large | 31kg + (max 65 kg)         | \$180.00                                 |

<sup>^</sup>These fees are correct as of 01 October 2017 including weight bracket adjustments required on the date of travel and are subject to change.

**Note:** the pet travel fee is an estimated fee which is based on the weight of the guest's pet and the cage advised to us at the time of booking. The actual fee payable will be calculated on the day of travel based on the actual weight of the guest's pet and cage (which we will measure when your guest delivers their pet to our handling facility). The fee payable will be the amount published on our website on date of travel and are subject to change.

## Travel Agent Booking Process

Effective 04 December 2018, guests will now have the option to check-in online prior to dropping off their pet. Please follow the below guidelines when booking the guest's pets. For any booking requests within 48 hours of scheduled departure, please call the Guest Contact Centre to process the request.

1. Create guest booking as usual\*
2. Add SSR element AVIH with free-text stating the animal type, weight and pet fee amount
3. Complete all other mandatory booking elements
4. End and re-display the PNR, then ignore and redisplay the PNR
5. If the AVIH is confirmed the status of the SSR will go to KK status, only at this time should you then proceed to step 6
6. Ticket the PNR as per fare rules
7. Add guest's email address using SSR CTCE format
8. Sell the relevant Pet in Hold ancillary
9. Issue the EMD-A\*
10. VA will send full Pet in Hold documentation to the email address provided in step 7
11. Ensure you guest has completed the Pet in Hold form (Pet AVI Checklist) prior to arriving at the airport

*\*If travel is within 48 hours prior to scheduled departure, please call the Guest Contact Centre to book and issue the EMD-A.*

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**Note:** EMD-A must not be issued without Virgin Australia's confirmation of the AVIH. The service will not be provided unless a confirmed status (KK) has been received. AVIH cannot be added for Virgin Australia flights ticketed by another airline, as EMDs cannot be added to these tickets.

## Unaccompanied Pets

For the transportation of unaccompanied pets on Virgin Australia domestic services, refer to [Travelling with Unaccompanied Pets tab](#) located on the Virgin Australia Special Needs and Assistance (Pets) webpage or, please contact Virgin Australia Cargo directly:

By Phone on 13 82 87

By email at [CargoControlCentre@virginaustralia.com](mailto:CargoControlCentre@virginaustralia.com)

For advice and information about transporting a passenger's pet by air or to purchase or hire a crate on behalf of a passenger, please contact the following pet transport companies:

| Company    | Phone Number | Email Address                                                            |
|------------|--------------|--------------------------------------------------------------------------|
| JetPets    | 1300 668 309 | <a href="mailto:info@jetpets.com.au">info@jetpets.com.au</a>             |
| Dogtainers | 1300 135 252 | <a href="mailto:enquiry@dogtainers.com.au">enquiry@dogtainers.com.au</a> |
| OzPet      | 0400 403 777 | <a href="mailto:ozpet@tpg.com.au">ozpet@tpg.com.au</a>                   |

## GDS Entries for AVIH Bookings

### Apollo (1P)

|                           |                                                                                                                                |
|---------------------------|--------------------------------------------------------------------------------------------------------------------------------|
| SSR AVIH                  | @:3AVIH/ <i>Free text</i><br>e.g. @:3AVIH/SMALL DOG 5KG*                                                                       |
| Display Service Catalogue | \$B/DASO                                                                                                                       |
| Sell Ancillary            | DAS01LM*Free Text (where M is the line number)<br>e.g. DAS01L5*TX-SMALL DOG 5KG                                                |
| Issue EMD-A               | EMDI/Pn/IC <i>ticketnumber</i> / <i>Form of payment</i><br>(where n is the passenger number)<br>e.g. EMDI/IC7951704715821/FS   |
| Guest's email address     | @:3SSRCTCEVAHK1/N1/EMAIL ADDRESS<br>e.g. @3SSRCTCEVAHK1/N1/R.CLIFFORD//YAHOO.COM<br>(where – for underscore and // for @ sign) |

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## Amadeus (1A)

|                               |                                                                                                                                                                |
|-------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>SSR AVIH</b>               | SR AVIH-(DOG OR CAT) (WEIGHT KG)<br>e.g. SR AVIH-EXTRA LARGE DOG 35KG                                                                                          |
| <b>Sell Ancillary</b>         | SR ASVC-C/0AY For small pet 0-10kg<br>SR ASVC-C/0AZ For medium pet 11-20kg<br>SR ASVC-C/0A0 For large pet 21-30kg<br>SR ASVC-C/0A1 For extra-large pet 31-65kg |
| <b>Price Ancillary</b>        | FXG                                                                                                                                                            |
| <b>Display Pricing Record</b> | TQM/M1                                                                                                                                                         |
| <b>Issue EMD-A</b>            | TTM/RT                                                                                                                                                         |
| <b>Guest's Email Address</b>  | SRCTCE NN1-GUESTEMAILADDRESS<br>e.g. SRCTCE NN1-CLIFFORD.RED AT VIRGINAUSTRALIA.COM<br>(where @ is AT and _ is underscore)                                     |

## Galileo (1G)

|                                  |                                                                                                              |
|----------------------------------|--------------------------------------------------------------------------------------------------------------|
| <b>SSR AVIH</b>                  | SI.Pn/AVIH*Free Text<br>e.g. SI.P1/AVIH*SMALL DOG 5KG                                                        |
| <b>Display Service Catalogue</b> | FQ/DASO                                                                                                      |
| <b>Sell Ancillary</b>            | DAS01LM*Free Text (where M is the line number)<br>e.g. DAS01L5*TX-SMALL DOG 5KG                              |
| <b>Issue EMD-A</b>               | EMDI/Pn/ICticketnumber/Fform of payment<br>(where n is the passenger number)<br>e.g. EMDI/IC7951340129154/FS |
| <b>Guest's Email Address</b>     | SI.Pn/SSRCTCEVAHK1/EMAIL ADDRESS<br>e.g.SI.P1/SSRCTCEVAHK1/J.SMITH//YAHOO.COM                                |

## Sabre (1S)

|                                   |                                                                                                                                                                                                                                          |
|-----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>SSR AVIH</b>                   | 3AVIH/(TYPE OF PET) (WEIGHTKG)-name select<br>e.g. 3AVIH/SMALL DOG 5KG-1.1                                                                                                                                                               |
| <b>Sell Ancillary</b>             | WPAE<br>AE‡1A(Air Extras line item number)<br>AE‡1A1(Number of items for e.g. 1 dog or 2 cats)                                                                                                                                           |
| <b>Display Selected Ancillary</b> | *AE<br>*AES (Display due date for payment of Air Extra)                                                                                                                                                                                  |
| <b>Issue EMD-A</b>                | W‡EMD*AE[Air Extra #]‡F*[card vendor][card #]/[MMYY]<br>W‡EMD*AE1‡F*AX3760xxxxxxxx/1216 – (Credit Card FOP)<br>W‡EMD*AE[Air Extra #]‡FCASH – W‡EMD*AE1‡FCASH – (Cash FOP)<br>W‡EMD*AE[Air Extra #]‡FCASH – W‡EMD*AE‡FCASH – (AGTINV FOP) |
| <b>Guest's Email Address</b>      | 3CTCE1/CLIFFORD.RED//VIRGINAUSTRALIA.COM-1.1<br>(where // is @ and .. is underscore)                                                                                                                                                     |

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## Worldspan

|                                  |                                                                                                                |
|----------------------------------|----------------------------------------------------------------------------------------------------------------|
| <b>SSR AVIH</b>                  | 3SAAVIHVAHK/Free Text-n<br>e.g. 3SAAVIHVAHK/SMALL DOG 5KG-1.1                                                  |
| <b>Display Service Catalogue</b> | 4P#DASO                                                                                                        |
| <b>Sell Ancillary</b>            | DAS01LM*Free Text (where M is the line number)<br>e.g. DAS01L5*TX-SMALL DOG 5KG                                |
| <b>Issue EMD-A</b>               | EMDI#n#ICticketnumber#Fform of payment<br>(where N1.1 is passenger 1.1)<br>e.g. EMDI#N1.1#IC7957980447493#\$CA |
| <b>Guest's Email Address</b>     | 3SSRCTCEVAHK1/RED.CLIFFORD//YAHOO.COM-1.1<br>(where // is @ and .. is underscore)                              |

## Pet Travel Guideline and Pet in Hold Acceptance Checklist

To ensure we have all necessary information on the day of travel, please ensure the guest has a copy of the Virgin Australia confirmation email and air way bill (AWB) as well as a printed copy of the Pet in Hold Acceptance Checklist. The guest will need to present completed forms at the check-in counter/drop off point.

For your convenience the Pet in Hold Acceptance Checklist which is included on the last page of the [Pet Travel Guideline](#) documents and can be downloaded and completed prior to travel.

### Where can I go for further assistance with issuing my EMD-A?

For instructions on how to issue an EMD-A, please refer to your GDS provider or the below website

- › Amadeus - <https://mye-supportcentre.amadeus.com>
- › Sabre - <http://agencyeservices.sabre.com> and also under Format Finder
- › Travelport - <http://www.ask-travelport.com>