

# Domestic Pet Travel Guide



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Thank you for choosing Virgin Australia to take care of your pet that is joining you on your upcoming travel. Please find some important information to ensure your pet is prepared for travel, including:

- Pet check-in locations and closing times;
- A checklist to print, complete and take along with you on the day of travel; and
- A few handy tips to help the flight go smoothly.

## Pet Check-in Locations

Prior to travel, ensure you review the pet check-in and pick up locations for your booking. This is important because in some locations the passenger and pet check-in terminals are not within walking distance of one another.

It is important that you have your **AWB (Air Way Bill) number** at the time of lodgement and collection.

Depending on your departure port, check-in of your pet will generally close 90 minutes prior to the scheduled departure time of your flight unless your flight is departing at or before 0700, in which case check-in of your pet opens between 60 – 120 minutes prior to your departure and closes between 50 - 90 minutes prior to departure depending on the departing port. For more detailed information please see the table of ports on the next page.

Virgin Australia Cargo is unable to accept animals more than 2 hours before the scheduled departure time of your flight. This is to ensure your pet is not confined in its cage for longer than is necessary.

You will be required to collect your pet within 90 minutes of your flight arrives. Virgin Australia Cargo will not hold your pet longer than 90 minutes after your flight arrives into the destination port. This is to ensure your pet is not confined in its cage for longer than is necessary. Failure to collect your pet within 90 minutes of your flight arriving may result in Virgin Australia Cargo contacting a pet care company to collect your pet at your expense.

## Domestic Australia

Ports	Lodgement open	Lodgement close	Handover after arrival
Flights departing at and before 0700 at BNE, SYD, MEL, ADL, HBA	90 minutes before scheduled departure	60 minutes before scheduled departure	Up to 30 minutes after arrival
Flights departing at and before 0700 at PER	120 minutes before scheduled departure	90 minutes before scheduled departure	Up to 30 minutes after arrival
Flights departing at and before 0700 at All other ports	60 minutes before scheduled departure	50 minutes before scheduled departure	Up to 30 minutes after arrival
BNE – Brisbane CNS – Cairns DRW - Darwin DRB – Derby/Curtain HBA - Hobart KTA – Karratha KNX – Kununurra LST – Launceston MKY – Mackay MEL – Melbourne PER – Perth ROK – Rockahampton MCY – Sunshine Coast SYD – Sydney TSV – Townsville	120 minutes before scheduled departure	90 minutes before scheduled departure	Up to 30 minutes after arrival
ADL – Adelaide ALH – Albany ABX - Albury AYQ – Ayers Rock BNK – Ballina BME – Broome BDB – Bundaberg CBR – Canberra CNJ – Cloncurry CFS – Coffs Harbour EMD – Emerald EPR – Esperance GET – Geraldton GLT – Gladstone OOL – Gold Coast HTI – Hamilton Island HVB – Hervey Bay KGI – Kalgoorlie MQL – Mildura MOV – Moranbah ISA – Mt Isa NTL – Newcastle ZNE – Newman ONS - Onslow PHE – Port Hedland PQQ – Port Macquarie PPP – Whitsunday Coast (Proserpine) RVT – Ravensthorpe TMW – Tamworth	90 minutes before scheduled departure	60 minutes before scheduled departure	Up to 30 minutes after arrival

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## Preparation for Travel and Other Useful Information

### Preparation for Travel

Your pet will be in its container from the time of check-in through to when it is picked up at its destination. For safety reasons, at no time will Virgin Australia or its agents release your pet from its container. It is important that your pet is fit and healthy and able to cope with being confined for an extended period of time.

Before you present your pet for check-in, ensure it is well hydrated and has had some time to exercise. It is also recommended that pets travel on an empty stomach and that their food is limited prior to travel.

If your pet soils the container prior to departure, you may be required to return to the pet check-in area to clean the container otherwise we may not be able to load your pet onto the aircraft. However, if you are unable to return to the pet check-in area, we will do our best to assist and work towards a best solution for you and your pet.

If your pet appears unwell or dehydrated on lodgement, Virgin Australia reserves the right to refuse acceptance of your pet.

If your pet is on connecting flights with VA and the time between flights is greater than 2 hours you will be required to visit your pet and provide it with a comfort stop

In summary, your pet will have a happy and easy journey with Virgin Australia if:

- It has had some exercise prior to check-in;
- Its cage is IATA approved and is washed and clean;
- It is fit, well and capable of travelling;
- It has relieved itself;
- It is hydrated; and
- It has had limited feeding prior to travel.

## Cage requirements by aircraft type

Aircraft Type	Total cages allowed per flight	Height	Width	Length	Notes
A330, 737,	2	80cm	70cm	110cm	0 - 10kg pet 11 - 20kg pet 21 - 30kg pet 31kg + (max 65kg)
ATR	1	80cm	60cm	110cm	0 - 10kg pet 11 - 20kg pet
F100	2	65cm	70cm	110cm	0 - 10kg pet
F70	2	65cm	70cm	110cm	0 - 10kg pet
A320	We do not accept pets on any A320				

**Please print and complete prior to lodgment of your pet.**

### AVI Acceptance Checklist

<b>Date of Lodgement:</b>		<b>Consignment/pet pass No.:</b>	
<b>Shipper's Details</b>			
<b>Name:</b>		<b>Contact Telephone No.:</b>	
<b>Address:</b>		<b>State:</b>	<b>Post Code:</b>
<b>Suburb:</b>		<b>24hr Emergency No.:</b>	
<b>Email:</b>			

**To Be Completed By Shipper (tick appropriate answer)**

Animal Breed:	Gender:	Office Use only
Is the animal of a Brachycephalic/snub nosed breed? <input type="checkbox"/> YES <input type="checkbox"/> NO	If yes, CTO will accept at owner's risk. If the flight duration exceeds 5 hours the CTO may not accept.	Restricted <input type="checkbox"/> YES <input type="checkbox"/> NO
Is the animal pregnant? <input type="checkbox"/> YES <input type="checkbox"/> NO	If yes, a veterinary certificate is recommended stating the animal is fit for travel by air.	Certificate Provided <input type="checkbox"/> YES <input type="checkbox"/> NO
Is the animal sick or injured? <input type="checkbox"/> YES <input type="checkbox"/> NO	If yes, a veterinary certificate is recommended stating the animal is fit for travel by air.	Certificate Provided <input type="checkbox"/> YES <input type="checkbox"/> NO
Is the animal younger than 12 weeks or older than 12 years? <input type="checkbox"/> YES <input type="checkbox"/> NO	If yes, a veterinary certificate is recommended stating the animal is fit for travel by air or shipped at the owner's risk.	Certificate Provided <input type="checkbox"/> YES <input type="checkbox"/> NO
Has the animal been sedated? <input type="checkbox"/> YES <input type="checkbox"/> NO	If yes, then acceptance is at the owner's risk. Owner must indicate on the pet pass or consignment note	Certificate Provided <input type="checkbox"/> YES <input type="checkbox"/> NO
Is the container suitable for the animal? <input type="checkbox"/> YES <input type="checkbox"/> NO	The CTO on behalf of Virgin Australia will only accept animals in containers that are suitable for their size	Suitability <input type="checkbox"/> YES <input type="checkbox"/> NO

#### Shipper's Statement and Acknowledgement

I declare and confirm that;

- I accept the information provided by Virgin Australia and understand that transporting my animal by air is not without risk
- I accept animals consigned or accepted for carriage by air are subject to Virgin Australia's conditions for transport
- The details above are true and correct
- I acknowledge that the emergency phone number provided is correct and will be attended
- I understand if the animal is a full cross bred Brachycephalic/snub nosed breed Virgin Australia will only accept the animal for travel by air at the owners/shippers risk

- The animal is not under (8) weeks of age. (if under 8 weeks old, please contact the Guest Contact Centre 13 67 89)

**Shippers Signature:**

**Date:**

**Time:**

**Virgin Australia Checklist**

Is the container compliant with Virgin Australia requirements?	<input type="checkbox"/> YES <input type="checkbox"/> NO
Is the container clean?	<input type="checkbox"/> YES <input type="checkbox"/> NO
Does the container have a spill tray and absorbent material lining the base?	<input type="checkbox"/> YES <input type="checkbox"/> NO
Has the consignment note / pet pass been attached to the container and completed correctly?	<input type="checkbox"/> YES <input type="checkbox"/> NO
Is the animal displaying any signs of aggression?	<input type="checkbox"/> YES <input type="checkbox"/> NO
Does the container have the appropriate number of metal/cable ties attached?	<input type="checkbox"/> YES <input type="checkbox"/> NO

**VA Acceptance by (*print name*):**

**Signature:**

**Date:**

**Time:**