



Pet Arrivals at our ARC facilities

Pets arriving at our facilities, in the hold, are received, checked and cleared by Animal Aircare Company Ltd at our Animal Reception Centres at London Gatwick Airport and London Heathrow Airport. The following is a step-by-step overview of a pet's arrival process through our facility:

- Once an aircraft has arrived and the pet unloaded, it is transferred (in its travel box) by the airline's handling agent to the Animal Reception Centre located within Gatwick and Heathrow Airports World Cargo Centre. As a rule of thumb, we receive animals around 1 hour after an aircraft's arrival time.
- Once we have received a pet at the Animal Reception Centre it is let out of its travel box into one of our secure kennels equipped with a toilet area (litter trays for cats), a bed and fresh water.
- We do not mix animals at our facility unless requested through a pet information form, that pets (same species) from the same household and consignment.
- We immediately read the animal's microchip.
- Once we have received them, we must check the animal's **original** Pet Travel Scheme paperwork. Sometimes it is attached to the pet's travel box, alternatively, some owners like to hold onto the paperwork or it is included with the airline documents.
- When the pet has passed the Pet Travel Scheme entry requirements the customer/shipper's appointed agent will complete the Customs declaration.
- Once the pet has been Customs cleared, we can release it from the Animal Reception Centre.
- We have ample parking immediately in front of our Reception entrance and we can deliver the pet, in its travel box, to a vehicle's side.
- The Animal Reception Centre is a 24/7 facility and we always have an Animal Welfare Officer available to handle pet arrivals and to provide information to customers and shippers alike.
- Pet travel boxes will be returned clean, and any messy bedding will be bagged and returned to the owner.