



## EXPORT INFORMATION & BOOKING FORM

THIS FORM IS TO BE COMPLETED **IF YOU WANT TO BOOK OUR SERVICES**. IT CAN BE COMPLETED ELECTRONICALLY OR MANUALLY IN BLOCK CAPITALS.  
PLEASE REFER TO OUR DOCUMENT "ITS pets INFORMATION PACK FOR UAE EXPORTS" FOR DETAILS OF EXPORTING PETS FROM UAE

PET OWNER'S NAME: \_\_\_\_\_

24 hr PHONE: \_\_\_\_\_ E-MAIL ADDRESS(ES): \_\_\_\_\_

(please provide as many numbers/ e-mails as possible – so we can reach you 24 hours a day, in any part of the world)

IF YOU REQUIRE YOUR PET(S) TO BE COLLECTED FROM AN ADDRESS (PERMANENT OR TEMPORARY) IN THE UAE, PLEASE NOTE IT HERE:

\_\_\_\_\_ (please note that you can choose either to have us arrange to collect your pet(s) from the address above for the airport or to arrange your own airport drop-off, from our service options below)

**PLANNED/TENTATIVE TRAVEL DETAILS:** PLANNING TO TRAVEL ON THE SAME FLIGHT WITH YOUR PET: YES  NO

DEPARTURE CITY / AIRPORT: DUBAI  ABU DHABI  SHARJAH  ARRIVAL CITY / AIRPORT: \_\_\_\_\_

PREFERRED AIRLINE: \_\_\_\_\_

(we still prefer us to propose you the best airline option taking into consideration your budget, airline schedules and restrictions, your pet requirements and other factors that may exist – please refer our "ITS pets INFORMATION PACK FOR UAE EXPORTS" FOR DETAILS)

IF YOU ALREADY HAVE APPOINTED **IMPORT AGENT** AT DESTINATION, PLEASE PROVIDE DETAILS HERE (we need this to liaise the move):

COMPANY NAME: \_\_\_\_\_ CONTACT PERSON: \_\_\_\_\_

PHONE: \_\_\_\_\_ EMAIL: \_\_\_\_\_

(please note that if you have not yet appointed an import agent but require this service, we can recommend one – please tick the appropriate service option below)

**TRAVEL CONTAINER:** IF YOU HAVE YOUR OWN TRAVEL CONTAINER(S) AND WOULD LIKE TO USE IT TICK HERE

(please note we will check if these are good containers and will supply you with ours, if needed)

**PET(S) DETAILS:** \_\_\_\_\_

(please advise pet details - e.g. cat, dog, bird etc., breed, age or date of birth, nicknames and how many)

For birds, the exact specie name(s): \_\_\_\_\_

FOR PET(S) OTHER THAN ABOVE, SPECIE NAME(S) AND HOW MANY: \_\_\_\_\_

IF YOUR PET(S) IS UNDER **CITES** (organisation controlling trade of endangered or rare species) TICK HERE AND DISCUSS WITH US

ANY **ADDITIONAL INFORMATION** (medical condition, pregnancy, lactation, temperament, likes, dislikes, special diet needs etc.):

DATE: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

**For this booking to be confirmed, we require 50% advance payment (wire transfer – bank details are given in our INFORMATION PACK FOR UAE EXPORTS) with balance 50% to be paid just before pet's departure. In case ITS pets™ appoints an import agent as part of our Door-to-Door service, all payments will be done through ITS pets™.**



## CARE QUALITY RELIABILITY!

### DESCRIPTION OF OUR SERVICE TYPES, OPTIONS & APPLICABLE CHARGES

Information above enables us to provide services from the options below. Below charges do not cover the entire export – many of the services and fees will become known only after our first visit to you. However, below can be used as an INDICATION of some of the costs involved. For detailed explanation of all processes and requirements, please see **ITS pets INFORMATION PACK FOR EXPORTS** attached with this form.

**SERVICE TYPES – YOU CAN CHOOSE ONE OF THE FOUR TYPES BELOW** (these are CARGO options, if you pet(s) will travel as cargo with an air waybill as opposed to EXCESS BAGGAGE with an Excess Baggage receipt (MCO). Excess baggage option is given below, separately)

#### DESCRIPTION - FULL (CARGO) SERVICE OPTIONS

- DOOR-TO-DOOR  we arrange the complete relocation on your behalf, from door in the UAE to door at your destination (includes appointing destination import agent who will arrange all import formalities, clear and deliver your furry/feathery/scaly family members to you).
- PORT-TO-DOOR  we arrange the complete relocation on your behalf, to door at your destination and appoint overseas import agent for completing import documentation, clearance and delivery services, but this option excludes door collection in the UAE.
- DOOR-TO-PORT  we arrange the complete relocation on your behalf from the door in the UAE but excluding appointing the destination import agent (which means you will have to arrange import documentation, clearance and delivery to your residence yourself)
- PORT-TO-PORT  we arrange your pet's relocation from UAE airport to destination airport but excluding door collection in the UAE and excluding appointing the destination import agent (which means you will have to arrange import documentation, clearance and delivery to your residence yourself)

#### DESCRIPTION - PART SERVICE OPTIONS

- BAGGAGE EXPORT SERVICE  when you take your pets as excess baggage on the same flight with you (subject to destination airport and airline restrictions) we can provide you the service from your door to any UAE airport, including preparing export documentation of your pet and if necessary the vet runs, and assisting with the travel container but the transportation part will be arranged you, including airline booking and payment of transportation charges which will happen at the airline check-in counter at the time of your registration for the flight)
- HEALTH CERTIFICATE ONLY  you arrange the whole relocation yourself (cargo or baggage). We arrange the UAE Health Certificate (export permit) and if needed any other export papers, including vet runs

#### CHARGES - FULL (CARGO) SERVICE OPTIONS

**OUR CHARGES ARE CONSTRUCTED IN A COMPLEX WAY**, and are made up of **(1) ITS pets™ FULL service fee** for the main four cargo options **OR ITS pets™ PART service fee**, **(2) any additional charges**, **(3) air waybill charges** (including customs fees), **(4) UAE government veterinarian fees** (below), **(5) mandatory private veterinarian charges** (depends on destination country requirements) and **(6) destination (import) agent charges** for door-to-door and port-to-door services. Here you can only find our ITS pets™ FULL, PART, ADDITIONAL service and UAE government veterinarian fees (1, 2 & 4).



To get the full quotation with air waybill charges, exact veterinarian & attestation fees and additional charges (if applicable) as well as destination (import) agent charges for import formalities, you need to contact us - these will be calculated for you based on your pets' travel container dimensions, the number of pets to travel, pet breeds, airline and destination, and destination services. Please note that air waybill charges will comprise anything between 40% to 60% of the entire quotation, depending on the pet measurements, numbers and routing. Destination agent services and charges may vary depending on the services you require. Please see ***ITS pets INFORMATION PACK FOR UAE EXPORTS***.

**FULL SERVICE (UP TO 2 PETS)**

AED 3,000 (includes ITS pets™ service charge, excludes travel container charges as well as export certificate/attestation/customs clearance fees and freight charges, i.e. air waybill charges)

**ADDITIONAL SERVICE FEE FOR AUSTRALIA, NEW ZEALAND AND SOUTH AFRICA (UP TO 2 PETS)**

Add AED 500. Destination requirements differ in the number and type of documentation as well as time and effort required to obtain the necessary paperwork. We will explain these to you once you confirm your booking with us

**CHARGES - PART SERVICE OPTIONS**

**BAGGAGE EXPORT SERVICE (UP TO 2 PETS)**

AED 1,000 (includes ITS pets™ service charge, excludes travel containers, export certificate and attestation fees)

**HEALTH CERTIFICATE ONLY (UP TO 4 PETS)**

AED 500 (excludes vet runs, export certificate and attestation fees)

**ITS pets "SPECIAL PET" SERVICE CHARGES**

**CITES EXPORT PERMIT (PER PET)**

If your pet falls under CITES, we will need to apply for special export documentation (CITES export permit) - to any of the above FULL and PART SERVICE options, add: AED 200

*Note:* your pet will have to have CITES documentation that you should have obtained when purchasing the pet. If you don't have one please let us know as early as you can – it might take a long time to obtain the necessary paperwork if at all possible

**RESTRICTED BREED CHARGES (PER PET)**

AED 500 - if your dog or a cat are from airlines' restricted lists - refer ***ITS pets INFORMATION PACK FOR UAE EXPORTS***, and you have chosen our FULL (CARGO) SERVICE OPTION we will try to gain a dispensation (no guarantee, though).

**ADDITIONAL OPTIONS (DESCRIPTION & CHARGES)**

**ADDITIONAL PET (PER ADDITIONAL PET)**

HOW MANY ADDITIONAL PETS: \_\_\_\_\_

To any of the above FULL and PART SERVICE options, add AED 250 (includes ITS pets™ service charge, excludes export certificate/attestation customs clearance fees and freight charges, i.e. air waybill charges). Don't forget to add "special pet" charges, as applicable.

**Note:** the above **does not** apply to small animals like amphibians, fish, small birds etc. Our "additional pet" charges for small animals are different - please contact us for the exact information and quotation.

**TRAVEL CONTAINER CHARGES**

This will vary depending on the specie, breed and size of your pet(s) – please contact us

**Note:** we provide 50% discount on largest dog breed travel containers (with dimensions approximately 120x85x90 (cm) and over)



### COLLECTION FROM RESIDENCE/OTHER ADDRESS IN THE UAE (UP TO 4 PETS)

To any of the above FULL and PART SERVICE options, add: AED 200 for collection for departures from Dubai & Sharjah and AED 300 – for collection fro departures from all other emirates.

### BOARDING

If your pet departs later than you or your residence is no longer available for them, we can board your pets at our partnering boarding facility or at facility of your choice. AED 50-110 a day depending on the specie, length of stay or the facility you choose. Longer stays are eligible for discounts. Check-in charges may also apply. Please contact us to obtain charges specific to your pet(s).

### UAE GOVERNMENT VETERINARIAN FEES (health certificates and attestations)

(these are UAE government (MOEW) fees for the documentation ITS pets™ is going to arrange within service options above, as indicated) – please contact us for the correct calculation.

- **UAE Health Certificate (up to 4 pets)** AED 403
- **Attestations (per certificate)** AED 403

### A BRIEF DESCRIPTION OF OUR DEDICATED SERVICES (an illustration of our FULL SERVICE if you were to opt for full service options)

- first of all, as pet lovers ourselves, we promise we will look after your beloved family member(s) till the time of delivery at the destination, addressing all your and your pet(s)' requirements, providing solutions for all aspects of pet relocation. We proudly assume responsibility over your pet from the moment you sign our export quotation form, authorising us to act on your behalf for all export formalities and processes.
- as a single point for all your needs and communication and if requested, we will appoint import agent at the destination of the pet's journey. **Please note we have to quote you additionally for destination agent charges** (if you do not opt for destination services through ITS pets™, you will have to arrange all the import paperwork/formalities yourself).
- we will contact you for scheduling the first pet visit, during which we will meet you and the pets, measure them, check travel containers you may have, brief you about the whole export process, answering any questions you may have
- during the first pet visit we will also collect all available paperwork and check if health documents are up to date or need to be brought up to date for the export. At this stage if it is determined that papers are incorrect/incomplete/not up to date, we will discuss with you if you would prefer us to arrange for the additional private vet runs and the missing/incomplete health paperwork or you will do it yourself
- we will send you the complete quotation as per your choice of service type and options. The quotation will include ALL APPLICABLE CHARGES and FEES specific to your pet's move along with some brief information about specific documentation and import requirements by the destination country, if applicable. If not applicable, we will simply run you through the export process. Once you sign the quotation form, you authorise us to act on your behalf for the relocation of your pet.
- we will also provide you with a tentative action plan schedule, as soon as we have your dates
- once our quotation is accepted, we will collect 50% advance payment, to start the export process

**Note:** at this stage, please note that when you compare our quotations with other agent's quotations, the container dimensions based on which air waybill charges are calculated, are the same – air waybill charges directly relate to the travel container dimensions and the slightest change/difference in the dimensions, will have a major effect on the air waybill charges and hence the entire quotation. Also please note that we will always use travel containers with quality and dimensions most suitable for the comfortable and safe journey of your pets – strictly as per the IATA Live Animals Regulations **as animal welfare and your pet's security is our utmost concern and priority**. Do not choose agents simply because they quote you with smaller travel container dimensions, this may have negative effect on relocation process and outcomes altogether.

- we are most major UAE-based airlines' top agent and have a very good rapport and liaison with most of them and therefore enjoy close coordination and quick access to information pertaining pet movements – this will be put to your service throughout the exportation process; this is applicable to major airlines operating to/from the UAE (not third party airlines)
- we will apply with the Ministry of Environment & Water (MOEW) to obtain the UAE health certificate, and the CITES export permits or if needed attest other documentation, as applicable
- we will pay on your behalf to the MOEW and CITES office for the relevant charges



- we will execute air waybill (your pet's air ticket - for cargo service options) and make airline reservations and relevant arrangements, including any restricted breed approvals, if applicable. We will choose the best airline, the most direct and comfortable routing for your pets!
- we will plan and make all departure preparations and confirmations (this will keep you and destination agent, updated)
- we will prepare (mark and label) and deliver to you the travel containers (if applicable). Where suitable, we provide special veterinarian bedding and suitable water bowls with the container
- we will advise you about preparing your pet on the day of travel in advance (unless your pet will be boarding) such as watering and feeding guidelines, and will also work with you to help your pet get accustomed to their new travel container (if applicable); If your dog is travelling on the day of collection, but you are not there to attend to it, our experienced pet handler will come in time to check and walk the dog, to make sure it is well prepared for the journey
- If any vet runs were booked, we will collect pets and return them from the vet visits using our air conditioned pet carrier van
- if you cannot visit boarding pet, we will send you regular updates with pictures for your comfort
- on the day of the journey or if your pet will be boarding, we will collect the pets approximately 4 hours in advance for airport and any time suitable for you for boarding facility, as applicable in an air conditioned dedicated pet carrier van
- If your pets are departing as excess baggage with you on the same flight and if service is booked, we will deliver them to you at the airport for the check-in time
- If going as cargo, we will arrange customs clearance from any of the UAE airports and pay for it
- at the airport, we will monitor the pets until they are handed over to the airline
- normally, animals are taken from the acceptance docks to a dedicated temperature-controlled animal handling room within 15 to 30 minutes where it will remain till about 45 min to departure from where it will be taken to the aircraft (in Dubai - in temperature controlled vans). **Not all airports and airlines have these facilities** – we will inform you of this in advance before we make your bookings with airlines
- export clearance and inspections usually takes 2 to 3 hours from the time of arrival at the airport
- after the completion of the move, we will post your pet's pictures on our Facebook page [www.facebook.com/ITSpetsUAE](http://www.facebook.com/ITSpetsUAE), unless you opt against. Please share your beloved pet's pictures with us, so that we could share them on our FB page!

#### EXPORT DOCUMENTATION & REQUIREMENTS CHECK LIST

(for detailed explanation of document and other requirements see *ITS pets INFORMATION PACK FOR UAE EXPORTS*)

#### Technical Formalities

- Completed "ITS pets™ Info & Booking Form" and 50% advance payment to ITS pets™ before the export process starts (with the balance 50% just prior to pet's departure)

#### For Export Health Certificate, Customs Clearance & Export

- Copy of the complete updated vaccination records and microchip records (at the time of the first pet visit)
- RNATT blood test results if applicable (at the time of the first pet visit)
- Your complete, correct address and phone number at origin and destination (at the time of the first pet visit)
- Pet owner's/custodian's passport copy (at the time of the first pet visit)

**WE KNOW THAT RELOCAITON OF YOUR BELOVED PETS IS A STRESSFUL EVENT. THREFORE, PLEASE DO NOT HESITATE TO CALL US ON: +971 56 1742414/+ 971 56 1788445/+971 56 1793548 OR E-MAIL US AT [AYNUR@ITSISO.COM](mailto:AYNUR@ITSISO.COM) / [RENJITA@ITSISO.COM](mailto:RENJITA@ITSISO.COM) / [SUJITH@ITSISO.COM](mailto:SUJITH@ITSISO.COM) TO ASK ANY QUESTIONS OR REQUEST FOR A MEETING (IF YOU ARE IN THE UAE) – WE WOULD LOVE TO TALK**

**TO YOU, TO PUT YOU AT EASE AND COMFORT 😊**

**IN FACT, VISITING YOU AND YOUR PET(S) IS PART OF OUR SERVICE AND WE WOULD LOVE TO DO THAT BECAUSE WE CARE FOR YOUR PET'S UPCOMING JOURNEY AS MUCH AS YOU DO. IT COULD ALSO HELP IF FOR STARTERS, YOU VISITED OUR FACEBOOK PAGE WHERE YOU CAN MEET OUR FURRY, FEATHERY, SCALY TWO OR FOUR LEGGED CUSTOMERS AND SEE PET OWNERS' FEEDBACK 😊**