

Importers should obtain a booking at their preferred quarantine station before booking a flight to Australia. The issuing of an import permit does not guarantee a booking on your preferred arrival date.

Once your pet is booked onto a flight to Australia the airline will notify the relevant quarantine station of your pet's import permit number, arrival date and time.

Your pet will be met at the airport by an AQIS officer. When a plane lands there are a number of formalities that must occur before leaving the airport and taking your pet to the station. Your pet will need to be cleared by the Australian Customs Service. To avoid any delays with this clearance your physical/home address in Australia (rather than a post office box number or the quarantine station address) should be noted on the Air Way Bill. Once formalities are complete, your pet will be transported directly to the animal quarantine station by the AQIS officer.

Staff will always endeavour to get your pet to the station in the shortest time practicable.

On arrival at the station your pet will be introduced to an animal attendant who will be

responsible for them throughout the stay at the station. The attendant will weigh your pet and check for signs of stress and illness before settling the animal into its accommodation.



If you are importing two dogs or two cats the station is able to house them together. If you have more than two of the same species arriving together we will do our best to ensure they are housed next to each other.

Your pet's transport container will be disinfected and stored awaiting collection.

Animals must **not** arrive on weekends or public holidays or outside station office hours without obtaining prior consent from AQIS in writing.