

FIT - Animal Care

Travel with care and attention

As a pet-owner, you know that your cat or dog is more than just an animal, it's your companion.

So when your cat or dog travels abroad, you want to be sure it is well looked after.

At KLM Cargo we understand this. We know that cats and dogs can become a little restless before travelling, so we are dedicated to making their journey as comfortable as possible, so that they arrive in top shape.

That means providing comfort throughout their entire journey – from acceptance to delivery.

For the well being of your friend and for your peace of mind we have developed the **Fit Pets product (dogs and cats only)**.

KLM Cargo Animal Hotel – a home away from home

Dogs and cats deserve the comfort and attention we give to our passengers.

The cargo compartments in our aircraft are temperature controlled and pressurised, ensuring that your pet travels under the best possible climate conditions.

When in transfer at Amsterdam Airport Schiphol, your pet will visit the KLM Cargo Animal Hotel.

Although you cannot visit your pet at the Animal Hotel, you can rest assured it will always benefit from that KLM trademark – dedicated care and attention.

At the Animal Hotel, our own specially trained Animal Attendants will look after your pet as if it were their own.

They'll temporarily house your cat or dog in a larger kennel and give it food and water.

They'll even provide KLM Cargo's dog-walking service – a service that's unique in the airline business.

KLM Cargo's Animal Hotel meets and even exceeds the high European standards in quality and hygiene.

Before travelling onward, the kennel will be thoroughly cleaned.

Both your pet and its facilities will be fresh and ready to travel on.

Travelling in comfort

Your pet will make its journey in a compartment of the aircraft which is well ventilated and has carefully controlled temperature and pressure to provide optimum travelling conditions.

To make sure that the journey itself is as comfortable as it can be for your cat or dog, it will travel in a specially designed 'sky kennel'.

These sky kennels are made of plastic with a built-in iron door (**plastic doors are not permitted**).

Door hinges and locking pins must extend beyond the horizontal extrusions above and below the door opening by at least 1.6 cm (5/8 in).

Kennels not meeting the IATA requirements as mentioned above will not be accepted.

KLM Cargo can supply (not applicable for the USA) sky kennels in various sizes, all meeting the standards laid down by the International Air Transport Association. Please contact your local [KLM Cargo Customer Service](#) office for more information.

You can also buy kennels at various animal specialist shops.

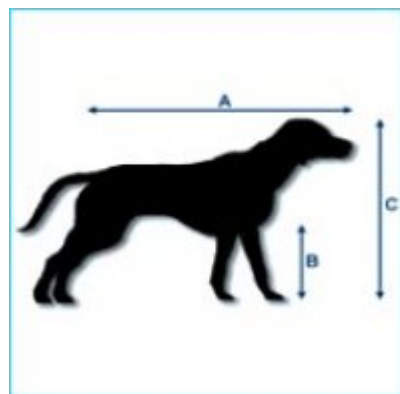
It is very important that you choose the correct size of kennel.

It must be large enough for your pet to stand and sit straight, to comfortably turn around and to lie down in a natural position.

For ultimate protection and the well-being of your pet it is essential not to choose a kennel that is too large.

The diagram shows the dimensions that you should take into account when selecting a kennel.

- Length from nose to root of the tail (A)
- Height from ground to elbow point (B)
- Height in standing position with head erect (C)
- Please also consider the width across the shoulders (not shown on the drawing)



The length of the kennel will be determined by adding $A + \frac{1}{2} B$.

The width of the kennel will be determined by multiplying the width of the shoulders with 2.

The height of the kennel is the measurement at C + a minimum of 5 cm head room.

To determine the correct height of the kennel please make sure you add another 10 centimeters (4 inches) on the height in standing position (C).

Overview of available sky kennels

Type of kennel	Dimensions in centimeters	Weight in kilograms	Cubic meters	Volume in kilograms
A	53x40x38	3	0.08	13.5
B	68x51x48	5	0.17	28.0
C	81x56x58	8	0.26	44.0
D	91x61x66	10	0.37	61.5
E	102x69x76	13	0.54	89.5
F	122x81x89	24	0.88	147.0

Important:

Once more we want to emphasize it is very important that you correctly measure the dimensions of your dog. Our handling staff will check whether you purchased the right size kennel when delivering your dog at the airport. If the kennel is too small you are deemed to buy a larger kennel on the spot. The extra freight charges originating from this will be at your own expense. If you want to ship your cat you are advised to purchase a type A kennel (see overview).

Very important information about snub-nosed dogs

For snub-nosed dogs we advise you to purchase a kennel 1 size larger than normally required.

This because these dogs are susceptible to increased risk of breathing problems when exposed to stress.

Travelling in a larger kennel provides the dogs more oxygen and reduces the risk of breathing problems.

Depending on the regulations of the destination country, a full-grown cat or dog should travel alone in a kennel.

Kittens and puppies are an exception and may be allowed to travel together. Note this depends on the regulations of the country of destination.

Pre-conditions and documentation

The shipper remains responsible for the required documentation and if applicable the necessary arrangements like an import permit or a quarantine reservation at all time.

Only cats and dogs of 10 weeks or older are eligible to travel with KLM Cargo.

urthermore, your pet requires specific documentation according to the regulations of the country of destination.

This documentation must include at least a valid health certificate signed by a qualified veterinarian, and a valid rabies inoculation certificate.

As of October 1st, 2004 the regulations have changed for or cats and dogs travelling to and within the EU.

We advise you to contact your vet to obtain the correct information about these new regulations.

More information can also be found on www.minlnv.nl go to the international webpage, click on "Livestock", click on "Travelling with dogs and cats".

Quarantine

Some countries have strict quarantine regulations. The quarantine period differs from country to country, and can vary between one month to one year.

Important

We advise you to contact the embassy or consulate of the country of destination for more information about import regulations of your pet

Travel tips

- We advise you to download the Fit Pets checklist ([presente nel sito lacuccia.net](https://www.lacuccia.net)). This checklist might help you in arranging the necessary preparations for the transport of your pet.
- **We advise you to arrange vaccinations and travel documents way in advance.**
Please take into account that some countries have strict quarantine regulations. The quarantine period differs from country to country, and can vary between one month and one year. We advise you to contact the embassy or consulate of the country of destination for more information about the import regulations of your pet.
- We recommend you get your pet familiar with the kennel a few days before it is due to travel, by letting it sleep in the kennel, for example, or providing food in it. Your pet will be much more relaxed during the flight if it is already accustomed to the kennel.
- It's a good idea to label the kennel with your pet's name. If the KLM Cargo Animal Attendants can call your pet by its name it will feel more at ease.
- We recommend you to feed your pet easily digestible food 24 hours before time of dispatch. There is no limitation for your dog or cat to drink water.
- We strongly advise against tranquillising your dog or cat. If your pet is tranquilized it will become less quicker accustomed to its new environment and can cool off during the flight. If you deliver your cat or dog tranquilized KLM Cargo may refuse to transport your pet!

Fit Pets checklist ([CFR sezione dedicate sul sito lacuccia.net](https://www.lacuccia.net))

Please fill in one checklist for each pet if you want to ship several pets.

Making a reservation

Please contact your local [KLM Cargo Customer Service office](#) to make a booking.

The necessary details about your pet such as size, weight and age are required in order to make a reservation.

Of course you can make a booking by phone but we really recommend you to send a filled in Fit Pets checklist via E-mail or fax (see above).

The shipper remains responsible for the required documentation and if applicable the necessary arrangements like an import permit or a quarantine reservation at all time.

Before making a reservation we strongly advise you to go through the information on our website first. Perhaps some of your questions will already be answered.

At KLM Cargo costs are calculated on the basis of volume weight and destination. Additional costs are handling costs, security- and fuel surcharges. An exact quotation can be obtained at your local KLM Cargo Customer Service office by sending a completely filled in checklist by fax or E-mail.

Good to know:

Upon arrival additional handling costs may be charged to you by the local Customs and/or handling company. For instance costs for customs clearance, the handling and if applicable veterinary costs. Nevertheless KLM Cargo doesn't have insight in these costs and can therefore not influence these costs.

You can make a booking 10 days prior to departure. KLM Cargo flights are not open for bookings before this period.

Dogs and cats travelling to the USA

Please take into account that for pets travelling with KLM Cargo to the USA possible restrictions may be effective with regard to extreme weather temperature in the USA.

Dogs and cats travelling to the UK

KLM Cargo has joined the Pet Travel Scheme (PETS) ([cfr schema sul sito lacuccia.net](#)) as of May 1st, 2003.

This means that you can bring your cat or dog to England with KLM Cargo without putting your pet into quarantine in the UK, provided that your pet meets the Pet Travel Scheme (PETS) requirements. KLM Cargo is allowed to transport cats and dogs shipped as manifested cargo to the UK from European PETS countries on the route Amsterdam (Schiphol) to London Heathrow.