



PetSafe customer pre-travel information

Our team's highest priority is ensuring your pet's safety, comfort and well-being throughout their journey. This pre-travel packet describes the detailed planning needed to ensure a safe journey for your pet, explains how you can minimize the risks involved in pet travel and contains important information to help you make an informed decision on your pet's travel options. Thank you for choosing United PetSafe® for your pet's travel.

This packet is for informational purposes only and does not amend, change or supplement the terms and conditions of United's Contract of Carriage, your Air Waybill (the U.S. Domestic Conditions of Contract for pets traveling within the U.S. or the International Conditions of Contract for pets traveling, at least in part, internationally), the Customer Acknowledgement Form, or the PetSafe Acceptance Checklist/PetSafe Military Acceptance Checklist. Please consult these documents for the legal terms and conditions for your pet's travel.

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Customer Pre-Travel Checklist

Please review and complete this checklist to prepare your pet for a safe, comfortable and secure travel experience.

Before you book (30 days prior to travel)

- ☐ Review new PetSafe acceptance policies
- ☐ Confirm your pet is acceptable for travel based upon age, breed, health and international travel restrictions
- ☐ Assess the overall health of your pet and if your pet is fit to fly
- ☐ Confirm the trip length and temperature is appropriate for your pet
- ☐ If you are shipping your pet internationally, engage an [IPATA](#) shipper for assistance with travel requirements and to make your booking

Preparing your pet for travel: Crate requirements (at least two weeks prior to travel)

- ☐ Review [PetSafe Customer Pre-Travel Information Packet](#)
- ☐ Obtain an airline-compliant crate that meets all guidelines and requirements
- ☐ Ensure crate is the appropriate size for your pet and does not exceed 30 inches in height
- ☐ Begin "crate acclimation" process as soon as possible to reduce your pet's stress during travel

Preparing your pet for travel: Documentation and other requirements (5-10 days prior to travel)

- ☐ Fully complete and sign the [Customer Acknowledgement Form](#)
- ☐ Prepare copies of two photos of your pet to submit to PetSafe (one clearly showing your pet's face, one showing your pet next to their travel crate to confirm the crate is the appropriate size)
- ☐ Obtain the required Health Certificate from a licensed veterinarian within 10 days of travel or as required by the destination country
- ☐ Email all required travel documents to petsafedocs@united.com at least five days before travel. Include your confirmation number in the subject line of the email
 - Required documents include the Customer Acknowledgement Form, two photos of your pet, and a Health Certificate from a licensed veterinarian

Day-of-travel preparations

- ☐ Follow guidelines for pre-travel feeding and watering of your pet
- ☐ Gather all documents and photos you must present when you drop off your pet:
 - Two copies of the signed and completed [Customer Acknowledgement Form](#)
 - Print two copies of a photo of your pet, clearly showing your pet's face (image should be no smaller than 3" x 3" and no larger than 4" x 6")
 - Health Certificate completed and signed by a licensed veterinarian
 - Any additional required documents for travel / entry to the destination (for international travel, required documents should be confirmed by your IPATA shipper)
- ☐ Check unitedcargo.com for the drop-off location and time for your pet
- ☐ Prepare approved food and water containers for the inside of the crate
- ☐ Ensure that only allowable items are placed in or attached to the crate

At the airport on travel day

- ☐ Confirm PetSafe drop-off location and time
- ☐ Arrive at least 30 minutes in advance of the minimum drop-off time to allow for processing
- ☐ Ensure person dropping off your pet has a current, government-issued photo ID to present at check-in

Before you book

New acceptance policies

Effective June 18, 2018, United has announced new embargoes and restrictions for travel via United PetSafe.

- United will only transport cats and dogs via our PetSafe program.
- Please note new breed embargoes for certain purebred and/or mixed-breed brachycephalic (or short-or snub-nosed) cats and dogs and strong-jawed dogs.
- You may book your pet's travel up to 30 days in advance, but all reservations must be made at least 5 days prior to each pet's departure.
- For the most up-to-date information, please see united.com/petsafe.

Age of your pet

Puppies and kittens traveling within the U.S. and Puerto Rico must be at least eight weeks of age to be accepted for travel on United. Puppies and kittens weighing less than two pounds must be at least 10 weeks of age. International requirements can be complex, so please contact an International Pet and Animal Transport Association (IPATA) shipper for assistance.

It's important to note that puppies younger than 16 weeks who have not received a complete series of vaccines may be more susceptible to illnesses transmitted by pathogens in their environment. Because these illnesses may not be detected by a brief pre-travel health checkup, we recommend you ask your veterinarian to perform a more comprehensive exam, including testing for intestinal parasites, to ensure a healthy travel experience.

Puppies imported to the U.S. must be at least 16 weeks of age and must be fully immunized against rabies before being imported into the U.S. The rabies vaccination must be administered when the dog is at least 12 weeks of age and at least 30 days before arrival to a U.S. port of entry.

Overall health of your pet

Overweight pets or those with pre-existing health conditions are more likely to have a negative reaction to air travel. Pregnant cats and dogs more than 2/3 through their pregnancy will not be accepted for travel. Please discuss your pet's travel plans with your veterinarian to ensure that your pet is fit to fly.

Risk factors for certain breed types

While every pet is unique, there are specific physical attributes and characteristic behaviors common to certain cat and dog breeds which require that special consideration is given to whether the pet can be transported safely by air. Other factors, including the design of the travel crate and weather conditions along the route, should also be considered. The specific cat and dog breeds listed on the next page have physical or behavioral traits that place them at a higher risk to be negatively affected by air travel. Those pets deemed by United to be at greatest risk, including the breeds on the next page, are not permitted to travel on United via our PetSafe program.

Before you book

Effective June 18, 2018, United PetSafe will no longer accept the following breeds for transport (including purebred and mixed breed):

Dog Breeds

- Affenpinscher
- American Bully
- American Pit Bull Terrier/Pit Bull
- American Staffordshire Terrier/"Amstaff"
- Belgian Malinois
- Boston Terrier
- Boxer
- Brussels Griffon
- Bulldog – all types
- Cavalier King Charles Spaniel
- Chow Chow
- English Toy Spaniel/Prince Charles Spaniel
- Japanese Chin/Japanese Spaniel

- Lhasa Apso
- Mastiffs – all types
- Pekingese
- Pug – all types
- Shar-Pei/Chinese Shar-Pei
- Shih-Tzu
- Staffordshire Bull Terrier/"Staffys"
- Tibetan Spaniel

Cat Breeds

- Burmese
- Exotic Shorthair
- Himalayan
- Persian

Larger high-energy breeds, including Labrador and Golden Retrievers, as well as dogs with separation anxiety, have injured themselves trying to escape from a travel crate. The risk of injury or death is much higher if the dog is not properly acclimated to being confined to their crate.

If your pet displays behaviors such as excessive chewing or clawing even after they are acclimated to a travel crate, United strongly recommends that you use a reinforced crate for increased safety. United reserves the right, in its sole discretion, to deny travel to any pet who demonstrates excessive chewing or clawing or who is not properly acclimated to travel in their crate.

If desired, lightweight pet clothing may be worn on hairless pets when deemed necessary. Anti-anxiety shirts are allowed for nervous pets who respond well to wearing them, provided they are fastened securely on the pet. Upon check-in, United PetSafe staff may request that any clothing is removed to allow inspection of the pet for signs of injury or for the safety of the pet.

Flight length

The duration of the journey, including flight length and number of connections, can increase the stress level on your pet and put him or her at a higher risk for injury or death. United will not accept PetSafe itineraries with more than three flight segments (or two connections).

Moreover, to comply with the Animal Welfare Act, cats and dogs are required to have a comfort stop if the total length of their journey is more than 24 hours.

- Comfort stops take place at a designated kennel facility.
- Customer will be charged applicable comfort stop fees based on connection city.

Before you book

Temperature and environment

United's PetSafe program uses climate-controlled vans at all major airports and many other locations, and keeps animals in holding areas within a temperature range of 45-85° F. However, depending on the outside temperature and the PetSafe facility locations along the route, your pet may encounter temperature variations during their journey, and may also be exposed to a noisy cargo warehouse environment while waiting to board their flight or be picked up at their destination. Some pets, such as hairless breeds, or old or very young pets, are more sensitive to these environmental changes and at greater risk for injury or death.

Due to high temperatures, United PetSafe will not accept reservations to and from the following airports annually between May 1 and September 30:

- Las Vegas (LAS)
- Phoenix (PHX)
- Palm Springs (PSP)
- Tucson (TUS)

United will also monitor weather conditions and assess each station's capability of handling pets during extreme temperature or other operating conditions. United may decline acceptance, change the planned booking date, or alter the routing if temperatures are outside of a safe range.

Comfort stop and kenneling overview

Comfort stops are required for all cats and dogs booked to travel on a route that exceeds a travel time of 24 hours. Depending on your pet's itinerary, you may choose to purchase an optional comfort stop.

- All cats and dogs are provided a well-being check to ensure there are no signs of distress or illness.
- Adult dogs are given an opportunity to relieve themselves.
- Soiled cat and dog crates are cleaned and pets are wiped or bathed, if needed. Soiled bedding is removed and discarded.
- Water/ice is replenished and pets are fed based on the travel schedule.
- Pets with overnight stays or lengthy delays are placed in secure kennels and fed accordingly.

Changes to planned travel

In many cases, pets are booked weeks in advance of the planned travel date. Operational adjustments, such as changes to aircraft type, flight schedules and routes, sometimes require pets to travel on a different itinerary from the route originally booked. To confirm your pet's itinerary, please contact the experts at our PetSafe Service Center.

Emergency veterinary support

United PetSafe will seek veterinary treatment in the unlikely event of a pet becoming ill or injured while in our care. If in the course of this treatment, the consulting veterinarian determines that the diagnosis or health issue is not transit-related, such as a pre-existing condition, customers are responsible to reimburse United for the cost of veterinary care.

Preparing your pet for travel: Required documents

Pre-validation of documents

At least five days prior to the start of your pet's travel, you must submit all required travel documents to petsafedocs@united.com to be reviewed and approved. Please include your booking confirmation number in the subject line of the email. If you have not emailed these documents prior to travel, your reservation will not be confirmed and your booking will be cancelled. Detailed descriptions of these documents are provided in the sections below.

The required documentation that must be submitted to United PetSafe prior to travel includes:

- A valid health certificate
- Signed Customer Acknowledgement Form
- One photo of your pet clearly showing their face
- One photo of your pet standing in front of their travel crate that shows that the crate is the correct size (as shown below)



United reserves the right to review and approve all PetSafe travel reservations, based in part on your submission of the required documentation set forth above. United will notify you as soon as possible if your pet is not approved for travel on United, or if we require additional information or documentation regarding your pet.

Health certificates

Health certificates are required for all cats and dogs. It's important to note that the pre-travel veterinary visit to obtain a health certificate is not standardized and may not detect pre-existing and chronic conditions, or exposure to viruses and parasites, that can impact your pet's health during or following the stress of traveling. To identify risks that may not be discovered in the brief pre-flight checkup, you should ask your vet to conduct a comprehensive examination of your pet.

Health certificates must be issued by a licensed veterinarian dated within 10 days of travel or as required by the destination country. If the return flight occurs more than 10 days after the date your pet's health certificate was issued, a new health certificate is required for the return flight.

Please note that for international travel, some countries impose shorter time frame requirements of less than 10 days for health certificates for pets traveling inbound to such countries. If your pet's travel on United precedes or follows international travel, the health certificate must be issued in English or, if bilingual, include an English translation.

Preparing your pet for travel: Required documents

Additional documents and requirements for international travel

Effective June 18, 2018, bookings for international travel via United PetSafe are accepted only from professional pet shippers who are members of IPATA. A list of IPATA members can be found at ipata.org.

Many countries have strict regulations regarding international pet travel, so it's important that you work closely with an IPATA member to obtain all required documents, such as health certificates, import/export permits for international travel and applicable paperwork for customs brokers or freight forwarders. Your IPATA shipper will provide a completed IPATA Departure Checklist that lists the documents required for entry to your pet's destination.

- Review all entry requirements for the animal's specific destination with your IPATA shipper. The [U.S. Department of Agriculture \(USDA\) pet travel website](http://www.usda.gov/pet) provides details for pet travel to and from the U.S. and most countries.
- It's important to note that certain breeds and animal types are not allowed into some countries.
- Customers must contact the destination country's embassy or consulate at least one month before departure to ensure all country-specific entry procedures are followed.
- We strongly recommend that you discuss your pet's travel plans with a veterinarian, well in advance of travel, to ensure your pet will be in compliance with all pet import regulations.

Customer Acknowledgement Form instructions

After you have reviewed the information in the packet, please complete and sign the Customer Acknowledgement Form beginning on the next page of this packet. The Customer Acknowledgement Form summarizes the known risks of air travel for pets and details the steps needed to prepare your pet for a safe journey.

You must submit a completed and signed Customer Acknowledgement Form to petsafedocs@united.com at least five days prior to travel, and present two copies of the signed Customer Acknowledgement Form when your pet is dropped off for travel with United PetSafe. If someone else is dropping off your pet, ensure they bring the completed and signed forms. Please note that the shipper/pet owner must have previously signed the Customer Acknowledgement Form in the event that someone else is dropping off your pet at United's facilities.

Origin: _____ AWB #: _____
Journey # (for military pets only): _____
For internal use only



Customer Acknowledgement Form

The safety of your pet is the highest priority for United Airlines, Inc. ("United") and our PetSafe® program. Therefore, in addition to obtaining a valid health certificate, we require that you are familiar with the risks associated with pet air travel and confirm that you are willing to accept those risks, including those specific to certain breeds. We also require your confirmation that you have taken the necessary steps to prepare your pet for a safe travel experience.

Please review this form carefully and enter your contact information. Alternatively, you may designate another person as the point of contact. The completed and signed form must be provided to United no less than five days prior to travel, and two copies of the form must be presented when your pet is dropped off for travel.

When your pet travels, they will be exposed to new environments and will be restricted to a crate for an extended period of time. If your animal reacts negatively to stress or anxiety and/or is not acclimated to extended periods of confinement, we strongly recommend you delay your decision to transport your pet until they are better prepared for travel. United may, in its sole discretion, prohibit the transport of your pet on United if they exhibit any behavior that shows they are not acclimated to travel in a crate.

To supplement the information you received at the time of booking, here are some, but not all, of the factors that can significantly raise the risk to your pet during travel.

Risk factors associated with injury or death during pet travel

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| <ul style="list-style-type: none">• Physical traits of certain dog breeds, such as larger, high energy breeds including Labrador and Golden Retrievers, who may injure themselves trying to escape from their travel crate if not properly acclimated• Effects of stress on older pets or pets in poor health | <ul style="list-style-type: none">• Aggressive or anxious pets that may attempt escape• Failure to familiarize and acclimate your pet to their crate prior to travel• Effects of extreme temperatures• Stress associated with a longer journey |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The following conditions apply when accepting and shipping your pet:

- I confirm that I have reviewed the information provided by the United PetSafe team and I have taken the necessary steps to prepare my pet for travel as required by the PetSafe program.
- I confirm that my pet has been fully examined and approved for air travel by a licensed veterinarian and that my pet meets the requirements of the PetSafe program and any applicable law. I confirm that my licensed veterinarian has issued (or will issue) to me a valid health certificate, that is or will be dated within 10 days of my pet's travel.
- I hereby authorize United to pursue emergency services for my pet if deemed necessary by United at any point during the journey of my pet.
- I hereby authorize United, if it chooses, to fully investigate the cause of any illness or abnormal condition resulting in injury or death, including performance of a necropsy, in the unlikely event injury or death occurs.

Certification and release

I hereby certify that I have complied with all IATA Live Animal Regulations, USDA/APHIS, U.S. Fish and Wildlife, and any other applicable local, state, federal, and/or international regulations regarding travel of my pet on United. I acknowledge and agree that United will not be liable for illness or injury to my pet, the exacerbation of any preexisting illness or injury, or death of my pet due to illness or injury.

I acknowledge and agree that for international travel, it is my responsibility to follow all pet travel requirements with respect to live animal regulations set forth by my pet's destination country. I further acknowledge and agree that United will not be liable for any loss or expense due to my failure to comply with any applicable rule or regulation or if my pet is refused passage into or through any state or country.

I hereby authorize United to transport my pet to a veterinary clinic, animal hospital or similar facility for care in the event of an emergency, as determined solely by United. I acknowledge and agree that United will not be liable for any loss, damage, delay or expense arising from injury to or illness of my pet. I further acknowledge and agree that I will reimburse United for charges and fees United incurs with respect to veterinarian care for injuries to or illnesses of my pet. I understand that I may be prohibited from using PetSafe for my pet's future travel on United if I fail to reimburse United for any such charges or fees.

I hereby certify that I have read, understood, and agree to the Air Waybill terms and conditions that will govern the shipment of my pet on United (the U.S. Domestic Conditions of Contract for pets traveling in the U.S. and the International Conditions of Contract for pets traveling, at least in part, internationally), and specifically the additional exclusions from liability and limitations of liability set forth therein.

Authorization and contact information

I may choose to have an agent or representative drop off my pet at United's facilities on the day of travel. If my agent or representative drops off (or picks up) my pet, I hereby authorize such agent or representative to act on my behalf on the day of travel or pick up, which includes my authorization to have my agent or representative sign the Air Waybill that governs the shipment of my pet, as well as the PetSafe Acceptance Checklist that will be completed and signed when my pet is tendered for transport on United. I understand and agree that my agent's or representative's signatures on the Air Waybill and the PetSafe Acceptance Checklist are deemed to be my own signatures on such documents.

At my election, I hereby authorize the following person (who may be the same individual as my designated agent or representative) as the single point of contact for United in the event of an emergency or for any updates or alerts regarding the transportation of my pet. I acknowledge that United is not responsible for contacting any other parties who may be involved.

Contact Name: _____ **Phone #:** _____ **2nd Phone #*:** _____

Email: _____ **Relationship to shipper on AWB:** _____

*optional

My signature below certifies that I have read and understood the risks, requirements and recommendations provided by United, and I agree to the terms and conditions set forth in this Customer Acknowledgement Form.

Print full name of pet owner

Signature of pet owner and date

Preparing your pet for travel: Crate requirements

Importance of travel crate acclimation

To ensure your pet is accustomed to being in a crate designed for airline travel, which is different from a wire training or sleeping crate, it is extremely important that you obtain the travel crate as far in advance as possible – at least two or three weeks prior to your pet's travel, though we recommend earlier than that to properly acclimate your pet to their crate. To reduce stress during travel, it is crucial that your pet is comfortable and feels secure in their crate. This process is called "crate acclimation." Please watch [this video](#) for tips on how to acclimate your pet.

Airline-compliant crates

Pets traveling with United PetSafe must use an approved crate that complies with United Airlines requirements, USDA regulations and International Air Transport Association (IATA) standards. United's crate requirements are based on the USDA and IATA standards.

Approved crates are available for purchase at many pet supply retailers, as well as directly through our partner Petmate at united.com/petmate. (Use promo code **UAFREESHIP** at checkout for free shipping. Shipping is only available within the contiguous U.S.)

It's important to note that while retailers may say a crate is "airline approved," the crate must meet all the requirements listed below to be accepted for travel with United's PetSafe program. Compliant crates must be purchased in advance of travel to allow time for proper acclimation.

At check-in, if a crate does not meet United's standards or is not the appropriate size for the pet, United will not accept the pet for travel and will require the customer to make alternative arrangements, which may include purchasing a new crate that meets United's requirements. Effective June 18, 2018, no crates are available for sale or exchange by customers at United PetSafe acceptance facilities.

Crate size

Effective June 18, 2018, United will no longer accept crates that exceed a height of 30 inches for transport via our PetSafe program.

Each crate must:

- Be large enough for your pet to move freely and stand with their head erect, to turn around and to lie down in a normal position
- Be tall enough to provide enough room for your pet to stand and sit without their head or ear tips (whichever is higher) touching the top

Please watch [this video](#) for information on how to choose the right crate for your pet.

Not all crate sizes will fit on all aircraft. Please see the [standard crate type chart on united.com](#) for more details.

Preparing your pet for travel:

Crate requirements

Crate construction	
Each crate must	The crate must not
<ul style="list-style-type: none"> • Be constructed of rigid plastic, wood or metal sturdy enough to resist bending when firm pressure is applied • Have a solid roof with no doors or ventilation openings • Have only one door made of metal that must close securely, yet allow animals to be accessible in the event of an emergency • Have crate hardware that is in good working condition • Have a nut and bolt firmly tightened in each hole that connects the top and bottom of the crate. The bolt must be made of metal. The nut may be metal, nylon or plastic as long as the nut is unbreakable and produces a secure connection of the top and bottom of the crate 	<ul style="list-style-type: none"> • Be constructed of plastic that will bend when firm pressure is applied • Have door openings on top or have more than one door • Be made entirely of cardboard, welded or wire mesh, wicker or other collapsible materials • Have a plastic or fiberglass door • Have side plastic latches, unless additional holes have been drilled and metal nuts and bolts have been added to secure the crate • Have crate wheels - unless the wheels are removed, locked or firmly taped to prevent the crate from rolling while in transit
Crate ventilation	
Crate must: <ul style="list-style-type: none"> • Have ventilation on three sides for travel within the 50 United States and Puerto Rico • Have ventilation on four sides for travel to or from all other locations 	
Crate limitations	
<ul style="list-style-type: none"> • No crate may be more than 30 inches (76.2 centimeters) in height. 700 series (Giant) crates are no longer accepted by United Airlines. • Crates may not contain more than one adult cat or adult dog. <ul style="list-style-type: none"> • A crate may contain two kittens or puppies younger than six months, of comparable size, and weighing less than 20 pounds (9 kg.) each. The crate must allow the kittens or puppies to move about freely. • A single crate may not contain both cats and dogs (or kittens and puppies). 	

Preparing your pet for travel: Crate requirements

Examples of acceptable crates



Examples of unacceptable crates



Reinforced crates (IATA CR82)

If your dog displays behaviors such as excessive chewing or clawing, even after they are acclimated to a travel crate, United strongly recommends that you use a reinforced crate that complies with specific international requirements (IATA Container Requirement #82) for increased safety. United may also, in its sole discretion, not accept your pet for transport if they persist in excessive chewing, clawing or exhibits any other behavior that shows your pet is not acclimated to the crate.

Reinforced crates must:

- Be constructed of wood, metal, synthetic materials or weld or wire mesh – materials that cannot be damaged by a pet biting or scratching. Crate cannot contain plastic in any part of its construction
- Have only one door made of metal, heavy wire mesh or reinforced wood. Door must have a secure fastening that cannot be opened accidentally
- Comply with crate ventilation requirements
- Have a leak-proof floor that prevents urine and excreta from escaping the crate
- Have ventilation openings narrow enough to prevent the pet's nose or paws from protruding outside the crate

NOTE: Some commercially-made metal crates may be used as reinforced crates; however, custom modifications are often required to ensure that the openings do not allow an animal's nose or paws to protrude outside. Not all crate sizes will fit on all aircraft. Please see the [standard crate type chart](#) for more details.

Day-of-travel preparations

Sedation policy

United supports the American Veterinarian Medical Association's recommendation to not accept pets that have been sedated. United will not accept a cat or dog that has been sedated or that United determines, in its sole discretion, appears to have been sedated. United accepts no liability for the death or sickness of a pet caused by any drug. Check with your veterinarian for alternative therapies to aid in calming your pet.

Food and water container requirements

Two dishes or one divided dish must be firmly attached to the inside of the crate and accessible from the outside so the dishes can be filled without opening the door. Dishes must be sturdy, durable, commercially made and specifically designed to attach securely to the crate. Metal bowls are acceptable, provided that the bowl does not slide out of a ring.

Examples of acceptable food / water containers



Examples of unacceptable food / water containers



Certification and feeding instructions

United is required to attach a certification to the outside of the crate that states the last time the cat or dog was offered food and water. This certification must be signed by the customer and include any special feeding and watering instructions.

IMPORTANT: Do not feed your animal in the two hours prior to departure, as a full stomach can cause discomfort for a traveling pet – including stomach bloating and vomiting, among other conditions.

Day-of-travel preparations

Additional crate items

Along with the required food and water containers, there are several additional items that pet owners may wish to include in or attach to their pet's crate. For the safety and comfort of your pet, items allowed and not allowed are specified below.

Items allowed and not allowed in or attached to the crate	
Items allowed in or attached to crate	Items NOT allowed in or attached to crate
<ul style="list-style-type: none"> • Up to 16 ounces of dry food, securely attached to the crate, to be used for long itineraries, during delays or diverted flights • Drip-style water bottles as shown on the previous page • Blankets, towels, beds or crate pads three inches thick or less • Only flat-style collars are allowed. These may be worn around a pet's neck or securely attached to the top of the crate. Leashes must also be securely attached to the top of the crate 	<ul style="list-style-type: none"> • Toys • Bottled water, except for drip-style drinking water bottles as shown on the previous page • Blankets, towels, beds or crate pads thicker than three inches • Non flat-style collars, including shock collars, chokers • Metal or loose-fitting types, as well as muzzles • Any medication, including over-the-counter or prescription (United does not administer medications) • Straw, hay or wood shavings

At the airport on travel day

All United PetSafe reservations must be confirmed at least 5 days in advance

Checking in your pet for travel with United

Your pet must be fully checked in at the designated airport drop-off area no later than the minimum time before flight departure. To allow sufficient time to complete the check-in process, please arrive at least 30 minutes before the minimum time shown below. This helps to ensure your pet is boarded on the planned flight.

Minimum times are:

- Flights within the continental U.S.: 2 hours
- Flights from the U.S. to international locations: 3 hours
- Flights originating outside the U.S. have local requirements that vary widely, so please contact United PetSafe for more information.

United PetSafe drop-off and pickup locations

For information about drop-off and pickup locations at international airports, please [visit the United Cargo website](#) and enter the airport code or city name. If you have further questions, please contact United PetSafe at 1-800-575-3335.

Documents required at acceptance

When you drop off your pet, the accepting agent will assist you in the completion of a pre-acceptance checklist that you will sign to ensure compliance with all standards and policies for your pet's safety and comfort.

Along with completing the checklist, you must present the following when dropping off your pet for travel with United PetSafe:

- Two copies of the signed and completed Customer Acknowledgement Form
- Two printed copies of the photo clearly showing your pet's face (image should be no smaller than 3" x 3" and no larger than 4" x 6")
- Health certificate signed and completed by licensed veterinarian

If your pet is traveling internationally, you must present the following additional documents:

- Completed IPATA Departure Checklist
- Any additional required documents for travel/entry to the destination (as specified on your IPATA Departure Checklist and confirmed by your IPATA shipper)

At the airport on travel day

Required labeling

United PetSafe acceptance locations will have the required labels available to adhere to the crate when you drop off your pet. Label the top of your pet's crate with your pet's name as well as the names, addresses and telephone numbers of those who will be dropping off and picking up your pet.

Federal regulations require that each crate is labeled to safeguard your pet. The labels include:

- The words "LIVE ANIMAL" adhered to the top and at least one side of the crate in 1-inch (2.5 centimeters) letters.
- Orientation labels that indicate the top of the crate with arrows or "This End Up" markings adhered to at least two sides of the crate.
- A copy of your pet's photo will also be included with the crate documentation

Personal identification documents

Persons dropping off or picking up pets are required to present a valid, government-issued photo ID.



Additional information and resources

For more details or questions about United PetSafe, visit united.com/petsafe or contact the experts at our PetSafe Service Center, who are available 24 hours a day, every day:

- Email: petsafe@united.com
- Phone: 1-800-575-3335 (toll-free in U.S.)
 - +1-832-235-1541 (outside the U.S.; regular call rates apply)
 - +81 3 6732 5078 (for shipments originating in Tokyo)

PetSafe's Performance Guarantee provides a 100% refund of the shipping charges when animals do not travel as booked, if they are dropped off by the required time and meet all acceptance criteria. To request a refund according to the Performance Guarantee, please submit a [claim request form](#).

No refund will be paid if the delay was caused by weather conditions, mechanical delay of aircraft, or for any other reason beyond United's control. Performance Guarantee claims requests must be submitted within seven days of the promised time of availability.

This information is intended to be a helpful resource in your pet travel planning. Your pet's individual needs and circumstances should always be fully considered and addressed by you and your professional pet adviser(s). The information contained herein is subject to change at United's discretion and without notice. Please contact the PetSafe Service Center with any specific questions or concerns you may have.

Thank you for choosing PetSafe. We look forward to providing your pet a safe and comfortable journey.