



### **Does IKAN-LOLA manage pet relocation? Does IKAN-LOLA move pets?**

Yes, IKAN-LOLA has the expertise and experience of moving pets within India and overseas moves as well. IKAN-LOLA's dedicated team towards managing pet moves will be able to assist in providing bespoke end to end solutions.

### **Does IKAN-LOLA move pets locally within India?**

Yes, IKAN-LOLA has the expertise and experience of moving pets within India. For cities which are connected via flight; all arrangements are done base on the feasibility with the airlines being able to transport the pet. For cities which are away from the main airports, IKAN-LOLA works to make special arrangements for transporting the pet to the nearest airport.

### **Does IKAN-LOLA accompany pets during the move?**

IKAN-LOLA arranges trained 'pet friends' who can accompany the pets during the surface (road) journeys, at the origin up to the flight handover, at destination after arrival; however, does not accompany the pet during the flight.

Accompanied Baggage Pet International relocations have the exclusive option of a 'Pet Buddy / Nanny' to accompany the pet for door to door services.

Premium Service of Chartered Flights is also available

### **When should I start planning for my pet move? How much time in advance should I start planning for my pet move?**

It is never too early to start planning the export of your pet. For a move within India, we advise to keep a lead time of 4 weeks to 8 weeks for effective planning. For overseas move; in some cases, the lead time can be 6-8 months in advance.

### **Is it complicated to move pets overseas?**

Moving a pet overseas can be stressful as it is a complex process and requires a lot of planning including reviewing the quarantine requirements, microchip specifications to be followed, pet vaccinations, blood tests, import permits, travel carrier box specifications to be followed, booking pets as excess baggage, manifested cargo, selecting airlines/ flights which allow pet moves etc.

In addition, there will be a lot of paperwork to handle towards export and import. It is best to engage with a pet moving specialist to help you plan and also be able to guide you further at each stage of the move.



### **Can I take my pet as excess baggage?**

Moving your pet as excess baggage is dependant on (i) the airlines accepting to take the pet as excess baggage & (ii) the destination country/ city accepting pets as excess baggage. IKAN-LOLA can help you determine these and then assist you with the move.

### **Can IKAN-LOLA help me book my pet as excess baggage?**

IKAN-LOLA will be able to guide you to know which airlines are accepting pets as excess baggage and wherever possible connect you with the respective airlines booking desk, however the actual booking with the airline will need to be done by you directly.

IKAN-LOLA will assist with all other arrangements in terms of documentation and paperwork including the custom clearance and delivery at destination.

### **Are there any specifications for microchips?**

Microchips must be ISO standards - ISO 11784 and ISO 11785. Currently only dogs and cats can be microchipped.

### **What are the typical restrictions for pet moves?**

- ✓ Several airlines will not accept snub-nosed dogs and cats or breeds since they are categorized as brachycephalic such as Shitzu ,Boxer,Bulldog,Pug
- ✓ Some airlines have heat restrictions in the summer months and will not transport pets when the temperature is over 75° for snub- nosed dogs and cats and 80-85° F for other dogs and cats
- ✓ Many countries now will not accept breeds such as Pit Bulls, Staffordshire Bull Terriers, American Bull Terriers, American Bull dogs, Japanese Tosa, Dogo Argentino etc.
- ✓ All airlines will not accept a sedated animal.

Please get in touch with IKAN-LOLA team for information regarding the regulations of the country you plan to move to so that important decisions can be made if you own one of these breeds.

### **Does my pet need sedation during the move?**

No, airlines will not accept a sedated animal.

IATA advise/ guideline says: *Experience has shown that there is considerable risk in sedating animals transported by air. Tranquillizers reduce the ability of the animal to respond to stress during transportation. In addition, the reaction of various species to tranquilisers cannot always be foreseen. They can cause heart and breathing problems, particularly in snub-nosed dogs and cats.*



### **How will I handle medication for my pet?**

If your pet requires medication, you must discuss this with your vet. If your pet needs medication during the journey, you must ask your vet to provide instructions regarding the condition that requires medication, the dosage, when this has to be administered, and before/with/or after food. The information must be provided well before the date of departure to IKAN-LOLA so we can discuss with the airline if they will be happy to take the pet and dose your pet accordingly.

### **Which countries are the most difficult to move to the pet to?**

Europe, South Africa, the UK, Australia and New Zealand have the most complex processes and it is best to research the options, process & timelines before you plan the move.

Advised timelines –

UK/USA/EUROPE - 4 months +  
SINGAPORE /SOUTH AFRICA/ MALAYSIA/ HONG KONG- 6 months +  
AUSTRALIA/ NEW ZEALAND- 10 months +  
Other COUNTRIES- 2 months +

IKAN-LOLA teams have expertise and experience to assist you with these moves.

### **Is there restriction on breeds of dogs which can be/ cannot be moved?**

Many countries now will not accept breeds such as Pit Bulls, Staffordshire Bull Terriers, American Bull Terriers, American Bull dogs, Japanese Tosa, Dogo Argentino etc.

### **What restrictions are applied by the airlines?**

- ✓ Several airlines will not accept snub-nosed dogs and cats
- ✓ In addition, some airlines have heat restrictions in the summer months and will not transport pets when the temperature is over 75° for snub- nosed dogs and cats and 80-85° F for other dogs and cats.
- ✓ Most airlines will not accept a sedated animal.

### **What can I do to acclimatize my pet to be in the travel carrier?**

The first step is to get the correct size travel carrier box (based on recommendation/ specification of the airlines) as early as possible and get your pet to start using it while at the comfort of home.



A staggered approach for getting the pet used to the travel carrier box can be used. E.g.

- Place the travel carrier box (travel kennel) in the room used by the family.
- Remove the door (plastic travel carrier box only) and place some treats and your pet's favourite toy in the travel carrier box.
- Once your pet is used to the travel carrier box, put the door back on but tape it open, so that it does not swing back and forth (very often it is the swinging back and forth that will scare your pet).
- When your pet is comfortable in the travel carrier box, close the door briefly while you are sitting by the travel carrier box.
- When your pet remains quietly in the travel carrier box, leave it on its own for 5, 10, 15, 30 minutes and then, if all goes well, you can leave it for longer intervals.

As your pet will be in its travel carrier box for lengthy periods, it's best to leave it in the travel carrier box for longer and longer periods.

### **What documents & information is required for exporting my pet out of India?**

A generic list is as given below. There will be additional requirements base on the destination country.

- ✓ Copy of passport
- ✓ Copy of PIN address and telephone number at origin
- ✓ Full address and telephone number at destination
- ✓ Microchip details and doctor's certificate
- ✓ Vaccination Booklet – rabies vaccination must be at least 21 days old at the time of export
- ✓ Rabies Antibody Test – titration test in accordance with Annex IV to Regulation (EU) No 576/2013
- ✓ Health Certificate issued by your vet within 2-3 days of issue
- ✓ International Health Certificate/Export Permit endorsed by the Indian Authorities

### **What are the documents required for obtaining a heath certificate while moving my pet out of India?**

- ✓ Vaccination Booklet – rabies vaccination must be at least 31 days old at the time of export
- ✓ Rabies Antibody Test – titration test in accordance with Annex IV to Regulation (EU) No 576/2013 – 90 days prior to departure for entry into most countries for pet moves originating from High Rabies designated countries like India
- ✓ Health Certificate issued by your vet within 2-3 days of issue
- ✓ International Health Certificate/Export Permit endorsed by the Indian Authorities 10 days validity from date of issue upon arrival.
- ✓ Europe/UK – EU Pet Permit/ DEFRA paperwork respectively
- ✓ USA – CDC paperwork and CDC Reservation facility confirmation to be initiated 60 days prior to departure , Rabies Antibody Test
- ✓ Quarantine Reservation for Singapore, Hong Kong, Malaysia, South Africa, Australia and New Zealand



Note: Additional documentation and blood tests are required for Europe, South Africa, the UK, Australia and New Zealand. We are here to advise on all other locations.

### **What are the recommended preparations for the departure of my pet?**

- ✓ Clipping your pet's nails: Ensure you have your pet's nails clipped before the move.
- ✓ Feeding before the flight: For your pet's comfort, we recommend that your pet travel on an almost empty stomach so that it does not make a mess in its travel carrier box. However, you should make sure that your pet is given as much water as possible before it is placed in its travel carrier box.
- ✓ Ensure the travel carrier box is fitted with a food and water dish, and place a blanket and an old article of your clothing that smells like home. If this gets soiled during travel, it may be removed whilst it is in transit and be replaced by the airline with alternative bedding.
- ✓ Pickup: Please make sure you put your pet in the travel carrier box before it is collected by the pet moving team. Usually, the pet moving team will load your pet into the travel carrier box.
- ✓ Food: Secure a small supply of your pet's favourite food on top of the travel carrier box so that the airline can feed your pet during transit if time permits.
- ✓ Toys/Bones: Do not provide these – your pet will not be allowed to travel with them in the box.
- ✓ Collar and lead: These should be removed and secured on top of the box. Expensive collars and leads should be kept with you, and cheaper ones substituted as they are frequently lost in transit.
- ✓ Certain Airlines require additional Steel meshing of Pet travel crates.

### **What should I expect once my pet arrives at home?**

- ✓ Your pet will have undergone a long journey, and you should give it time to adjust to its new home and surroundings.
- ✓ Do not over-water or over-feed it on arrival. But do ensure it is hydrated.
- ✓ If your new home is in a warm climate, you will need to ensure it does not become overheated by putting it in a cool room with fresh water, then make sure it stays in cooler parts of the house for a few days.
- ✓ Do not allow your pet to take any vigorous exercise for several days to a week.
- ✓ Ensure that when outdoors, your pets have access to a protected area in the garden.
- ✓ Keep your pet initially in a separate room, particularly if you have movers delivering your household effects. Lock the door so there is no possibility of anyone accidentally opening the door and allowing your pet to escape.
- ✓ Routine – try to keep the same routine as you had before so that your pet is fed, walked and played with at the same time of the day.
- ✓ Veterinary services – register your pet with a nearby vet as soon as possible, and if already microchipped, have the information registered in the local database. If not microchipped, have this done as soon as possible so that if your pet goes missing and is found, you can be traced.



### **What are the requirements for importing dogs and cats in to India?**

- ✓ Import Permit: Dogs and cats entering India, whether travelling as excess baggage or cargo, require an Import Permit. This should be applied for at least 10 days before the date of import and is valid for 10 days from the date of issue.
- ✓ Microchip: Currently, dogs and cats have to be microchipped, it is recommended that you have this done at origin. Microchips must be ISO standards ISO 11784 and ISO 11785.

### **What are the documents required for 'Import permit' of dogs and cats in to India?**

For processing the import permit, the following documents are required towards initial assessment and any further requirements will be notified accordingly.

- ✓ Copy of the owner's passport
- ✓ Copy of pet's vaccination booklet
- ✓ Address and telephone No at origin and destination
- ✓ Health Certificate

### **What are the documents required clearance of dogs and cats after arriving in to India?**

For customs clearance the following documents are required towards initial assessment and any further requirements will be notified accordingly.

- ✓ Original Import Permit
- ✓ Original Health Certificate issued within 48 hrs of departure
- ✓ Original Vaccination booklet/pet passport
- ✓ Health Certificate issued 2-3 days before departure

### **Do I need to register my dog or cat after arrival in India?**

All cats, dogs and small mammals require a permit from the City Council. The process to register your pet involves a local office visit, or you can complete your registration online in some cities like New Delhi, Chennai and Mumbai. The required documents must be provided along with the application form and an undertaking regarding responsible pet ownership in some cities. Thereafter, a license is issued which must be renewed yearly. The cost of a license currently ranges from ₹50 to ₹500 per year.



### **What is the recommendation or guidelines on vaccinations for pets?**

The following vaccinations are recommended

**Dogs:** Your dog should be given the Rabies vaccine and Canine Distemper Vaccination as part of a combination vaccination, most commonly the DHLPP. This vaccination protects against Distemper, Hepatitis (Adenovirus), Leptospirosis, Parvo and Parainfluenza. We also recommend that your dog be vaccinated against Kennel Cough, as this vaccination is not available in India.

**Cats:** Your cat should be vaccinated against Rhinotracheitis, Calici, panleukopenia, and Feline Leukaemia.

**Note:** Unless your puppy or kitten is less than 12 weeks old at the time of import and is travelling under its Mother's rabies vaccination, all pets to India must be vaccinated against rabies at least 31 days before arrival, and the rabies vaccination must be valid at the time of import.