

SKYE PETS

Pet Policy

1. Definitions

Term	Definition
Booking, Booking Confirmation	Refers to a Flight/s which has been confirmed as set out in the Booking Confirmation.
Crate	Pet travel CRATE as set out in the IATA Live Animals Regulations Container Requirements. See Container Requirements 1
Charter Flight, Flight	The Flight as set out in the Booking Confirmation
You, Your	The Passenger - every person carried or intended to be carried in an Aircraft as set out in the Booking Confirmation and with the approval of SKYE PETS.
Pets	The ticket holder's (Passenger) pets, including dogs and cats as set out in the Booking Confirmation
The Operator	Designated Aircraft Operator contracted by SKYE PETS to operate the Flight and as set out in the Booking Confirmation
SKYE PETS, We, Us, Our	Skye Pet Travel Ltd (ABN 81 662 749 948)

2. General

2.1. Pets will be transported in-cabin on charter flights organized by SKYE PETS under the terms set out in this Pet Policy.

2.2. You are responsible for complying with all applicable laws and government regulations at both the departure and arrival destinations, including providing valid documentation where required. Australia and

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New Zealand have strict import conditions, which must be fully met for your pet to be eligible for entry at the time of your flight.

2.3. While SKYE PETS may assist with export and import documentation and processes, we accept no responsibility for any errors, omissions, or inaccuracies in this support. You remain solely responsible for ensuring full compliance with the import, export, and health requirements of both the exporting and importing countries. This includes obtaining all necessary permits, veterinary certificates, vaccinations, and any other required documentation. It is your responsibility to verify all requirements with the relevant authorities in both departure and arrival locations. Failure to comply may result in your pet being denied entry, refused export/import, or placed in extended quarantine. SKYE PETS is not liable for any losses, delays, or costs resulting from such non-compliance.

3. Breed Restrictions

3.1. All breeds, including brachycephalic breeds, are permitted on our flights.

3.2. While there are no breed restrictions on our flights, destination countries may have restrictions. If your pet's breed is restricted or banned in the destination country, they will not be permitted to travel.

3.3. Refer to Appendix B for guidance on restricted/banned breeds.

4. Travel Requirements

4.1. As per Australian and New Zealand import regulations, all pets must be transported in crates that comply with IATA Live Animals Regulations. SKYE PETS will supply compliant travel crates.

4.2. Dogs travelling to destinations other than Australia and New Zealand will be allocated crates for take-off, landing, and whenever instructed by SKYE PETS or the cabin crew.

4.3. When permitted out of their crates, dogs must remain leashed and within the floor space of their assigned seat unless using the designated pet toilet relief area.

4.4. Pets must not obstruct aisles, escape routes, or emergency exits.

4.5. Cats must remain crated for the duration of all flights for their safety.

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5. Pet Import Requirements

5.1. Refer to Appendix A for pet import guidance for your destination country.

6. Conduct On Board

6.1. Pets must be well-behaved, non-aggressive, and must not disturb or pose a threat to airport personnel, crew, other passengers, or pets.

6.2. Aggressive or disruptive behaviour may result in refusal of travel or onward travel, and additional charges for any damage or injury may apply. This includes:

- Aggressive actions (e.g., growling, snapping, lunging or biting people and/or animals)
- damaging the cabin

6.3. Behaviour that compromises the safety or comfort of the aircraft may result in booking cancellation or in-flight diversion.

6.4. If the flight is diverted due to safety compromise, you are responsible for the associated costs.

6.5. You are responsible for all costs and liabilities caused by your pet and agree to indemnify SKYE PETS.

7. Our Name and Address

Our name is SKYE PETS. Our registered business address is AMP Tower, Level 28, 140 St Georges Terrace, Perth, Western Australia, 6000, Australia.

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Appendix A – Import Guidelines

- Australia: <https://www.agriculture.gov.au/biosecurity-trade/cats-dogs/step-by-step-guides>
- New Zealand: <https://www.mpi.govt.nz/bring-send-to-nz/pets-travelling-to-nz/bringing-cats-and-dogs-to-nz/step-by-step-guide-to-bringing-cats-and-dogs-to-nz/>
- United Kingdom: <https://www.gov.uk/bring-pet-to-great-britain>
- United Arab Emirates: <https://www.moccae.gov.ae/en/services/export-import-services/import-permit-pets.aspx>
- Singapore: <https://www.nparks.gov.sg/avs/pets/bringing-animals-into-singapore-and-exporting/bringing-in-and-transshipping-dogs-and-cats/preparing-to-bring-dogs-and-cats-into-singapore>
- United States: <https://www.cdc.gov/importation/bringing-an-animal-into-the-united-states/index.html>

Appendix B – Restricted Breeds

- Australia: <https://www.agriculture.gov.au/biosecurity-trade/cats-dogs/frequently-asked-questions#what-dog-breeds-cannot-be-imported-into-australia>
- New Zealand: <https://www.customs.govt.nz/personal/move-to-nz-permanently/import-pets-and-animals/>
- United Kingdom: <https://www.gov.uk/control-dog-public/banned-dogs>
- United Arab Emirates: <https://www.moccae.gov.ae/en/services/export-import-services/import-permit-pets.aspx>
- Singapore: <https://www.nparks.gov.sg/-/media/avs/resources/dog-licensing/list-of-scheduled-dogs-and-additional-licensing-conditions.ashx>
- United States: The U.S. Department of Agriculture (USDA) does not restrict which dog breeds can enter the country. We are not aware of any other Federal agency that restricts dog imports by breed.