



For further information please contact:
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Pet Handling & Transportation from Saudi Arabia

Pet Handling charges:

Handling SAR 350.00 for the first pet and 100.00 for any subsequent pets
Document Handling SAR 200.00 (Veterinary Documents)
We work with Advanced Pet Clinic (APC) in Riyadh to obtain these documents. Export licences should cost around SAR 300.00 per pet

Export Documents required:

These vary from country to country but generally you will require:

1. Boarding document or import licence
2. Export Licence
3. Veterinary Health Certificate
4. Copy of Passport
5. Proof of residency in country of arrival

VOLUME WEIGHT:

The size of your crate / basket may determine the volume weight. The volume weight can be ascertained by taking the H x L x W in centimetres and divide by 6000 with the total being the kilogram volume weight. The greater of either volume or actual weight is the chargeable rate for your pets. This will be as declared on the Master Airway Bill (MAWB)

Suitable Pet Carrier for single pets?

Use the following instructions as a guide to determine the correct size container for a single pet:

- 1) Measure the animal from the tip of its nose to the root of its tail. (A)
- 2) Measure the height from the ground to the animals shoulder joint (B)
- 3) Divide B by 2 and add measurement A. This is the minimum required length
- 4) Measure across the animals shoulders and multiply by 2. This is the minimum required width (C)
- 5) Measure the animal's height in a natural standing position to head or tip of ears, whichever is higher. This is minimum required height

Suitable Pet Carrier for multiple pets?

As a rule, a maximum of 2 adult animals of up to 14kg each, which are used to living together, may share the same container. Animals of up to 6 months old from the same litter, up to a quantity of 3 may also be shipped together.

Take measurement C (total in section 4 above) of the largest animal and multiply by 3 for two animals or by 4 for three animals.

All pet carriers must have double sprung loaded metal pins on the door (locating in the top and bottom of the carrier). Plastic locking clips are not permitted as they can be broken if the pet becomes stressed.

What can travel with your pet:

Pet carriers should have a suitable water container / bottle / bowl so that they can drink in transit. A thin blanket can also be put in the cage but please ensure that its not too large or too many layers. Usually a blanket folded in half is sufficient otherwise the pet can get caught up or trapped inside the folds.

Is my carrier suitable for transit:

Due to the liability on the cargo agent to ensure that pets are handled with care, the customer will be required to take the pet in their traveling case to the cargo agent for inspection PRIOR to shipping. Should you not be

able to take them, we can make a home visit or collect them for inspection and this may be subject to additional handling charges.

I want them to travel on XXXXX Airline:

There are restrictions on certain breeds and the airlines, without notice, reserve the right to refuse any pet prior to departure. This also means that we may not be able to book a direct or the shortest transit flight for your pet. Some aircraft are simply not suitable for pet transit and therefore an alternative route will be required. Should an airline no longer be available on the pre-advised route due to change of aircraft or notice of a restricted breed, then any additional transit fees may be payable by the customer.

What happens if I cancel or there is a problem with acceptance:

Once our service has been confirmed, should you cancel at any point you will be subject to incurred charges. These include documents that have been applied for, collection fee and airline cancellation fees if the booking is already made, there will also be a 200.00 SAR handling charge.

Please note that we are not responsible for putting your pets into the cages and they should be ready for transport prior to our collection or delivered to our warehouse.

Should a pet be aggravated, upset, unwell or distressed then the collection agent, cargo manager or airline has the right to refuse travel and cancellation charges will be applied as above.

How long does an export licence last:

The licence is valid for 7 days however provided that the booking is made within that time it will usually be accepted after the expiry date. Whilst every care is taken to make a booking before the expiry of an export licence, we may on occasion have to resubmit for a new export licence. If this happens only the additional cost of the new export licence has to be paid and not an additional handling fee

Ex-Pat Logistics Liability:

Ex-Pat Logistics, it's agents or the airline are not responsible for any additional charges incurred due to cancellation or refusal. This includes but is not limited to; re-submission of documentation, new licences, non-refundable destination charges, damage to cages, booking fees or kennel fees.

Please note that we are not responsible for putting your pets into the cages and they should be ready for transport prior to our collection or delivered to our warehouse.

Should a pet be aggravated, upset, unwell or distressed then the collection agent, cargo manager or airline has the right to refuse travel and cancellation charges will be applied as above.

Customer Liability:

By agreeing to our services you have accepted the terms and conditions of Ex-Pat Logistics Limited. In addition to our terms and conditions the following condition is applied to all pet handling shipment:

- Should a member of staff for Ex-Pat Logistics, it's agents or the airline be bitten, scratched or attacked by a pet, then the customer will be held responsible for any medical fees. Depending on the severity you may also be subject to legal action.

Can I Sedate my Pet:

Please note that some countries will not accept pets if they are sedated. If they arrive sedated then you may be subject to additional charges by your clearance agent or the quarantine facility at the airport of arrival or airport of transshipment.

Mortality:

Unfortunately should a pet pass away whilst in transit, Ex-Pat Logistics, it's agents or the airline will not be held liable and the charges are non-refundable.

Section 23 of our Terms and Conditions:

- 23 Pet Handling; This section relates to all shipments that involve pets or incidents involving pets in the course of our business
- 23.1 Due to the liability on the cargo agent to ensure that pets are handled with care, the customer will be required to take the pet in their traveling case to the cargo agent for inspection PRIOR to shipping. Should you not be able to take them, we can make a home visit or collect them for inspection and this may be subject to additional handling charges.
- 23.2 The customer is responsible for the container size and condition. Copies of the IATA requirements will be provided on request.
- 23.3 There are restrictions on certain breeds and the airlines, without notice, reserve the right to refuse any pet prior to departure. This also means that we may not be able to book a direct or the shortest transit flight for your pet. Some aircraft are simply not suitable for pet transit and therefore an alternative route will be required. Should an airline no longer be available on the pre-advised route due to change of aircraft or notice of a restricted breed, then any additional transit fees may be payable by the customer.
- 23.4 Once our service has been confirmed, should you cancel at any point you will be subject to incurred charges. These include documents that have been applied for, collection fee and airline cancellation fees if the booking is already made, there will also be a 200.00 SAR handling charge.
- 23.5 Please note that we are not responsible for putting your pets into the cages and they should be ready for transport prior to our collection or delivered to our warehouse.
- 23.6 Should a pet be aggravated, upset, unwell or distressed then the collection agent, cargo manager or airline has the right to refuse travel and cancellation charges will be applied as above.
- 23.7 Export licences are valid for 7 days however provided that the booking is made within that time it will usually be accepted after the expiry date. Whilst every care is taken to make a booking before the expiry of an export licence, we may on occasion have to resubmit for a new export licence. If this happens only the additional cost of the new export licence has to be paid and not an additional handling fee
- 23.8 Ex-Pat Logistics (Pet Handling) Liability:
- 23.8.1 Ex-Pat Logistics, it's agents or the airline are not responsible for any additional charges incurred due to cancellation or refusal. This includes but is not limited to; re-submission of documentation, new licences, non-refundable destination charges, damage to cages, booking fees or kennel fees.
- 23.8.2 Please note that we are not responsible for putting your pets into the cages and they should be ready for transport prior to our collection or delivered to our warehouse.
- 23.8.3 Should a pet be aggravated, upset, unwell or distressed then the collection agent, cargo manager or airline has the right to refuse travel and cancellation charges will be applied as above.
- 23.9 Customer (Pet Handling) Liability:
- 23.9.1 By agreeing to our services you have accepted the terms and conditions of Ex-Pat Logistics Limited in particular the Pet Handling section.
- 23.9.2 Should a member of staff for Ex-Pat Logistics, it's agents or the airline be bitten, scratched or attacked by a pet, then the customer will be held responsible for any medical fees and / or compensation.
- 23.9.3 Depending on the severity you may also be subject to legal action.
- 23.10 Please note that some countries will not accept pets if they are sedated. If they arrive sedated then you may be subject to additional charges by your clearance agent or the quarantine facility at the airport of arrival or airport of transshipment.
- 23.11 Unfortunately should a pet pass away whilst in transit, Ex-Pat Logistics, it's agents or the airline will not be held liable and the charges are non-refundable.