

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 digital copies of two photos to submit to PetSafe (one clearly showing your pet's face to verify breed, one showing your pet's travel crate to verify compliance with PetSafe's crate requirements)
- Obtain the required Health Certificate from a licensed veterinarian within 10 days of travel (or the time frame required by the destination country)
- Email the four required items to petsafedocs@united.com at least five days before travel. Include your confirmation number in the subject line of the email
 - Required items include the Customer Acknowledgement Form, a Health Certificate from a licensed veterinarian, the photo of your pet and the photo of your pet's crate
 - Each attachment must be 2 MB or less and total email size cannot exceed 19 MB

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