



# Keeping your pet safe when travelling with Qantas Freight

Your pet travel specialist has chosen Qantas for your upcoming pet's travel. The agent you've selected will manage all aspects of your pet's journey for you, including creating or updating the booking details (for instance, in the event of disruptions or adverse weather conditions) and will provide you with everything you need to know to prepare your pet for the flight.

The agent will also manage the drop off at our terminal and will complete all the necessary documentation so both you and your pet are ready for the flight.

While your agent can collect your pet at the destination, you can arrange to pick up your pet — or have someone collect it for you — you'll just need to let your agent know so that details can be included in the booking. However, please note that due to additional handling requirements, pet travel specialists are required to collect pets classified as a brachycephalic breed.

If you do elect to collect your pet, here's some important information to consider before you visit our terminal.

## BEFORE YOU LEAVE



### LOCATIONS AND TIMINGS

Check terminal location, open hours and pet collection times on [qantasfreight.com](https://qantasfreight.com). Pets are usually ready for collection around 45 mins after the flight has landed (regional ports 10–20 mins after arriving flight has departed).



### SAFETY

Children 17 years and under are not permitted in any of our freight terminals so please plan accordingly. Visitors may need to wear a hi-vis vest depending on proximity of car park to customer area, so please bring one with you if you have one. Vests may be available at selected ports for loan or purchase.

## AT THE TERMINAL



### CRATES

Pets must remain in their crate in all terminal areas including car parks until safely inside your vehicle, or unless advised by terminal staff. Loan crates from agents must be returned at an off-site location unless otherwise instructed. If you are using your own crate, it must be removed from the terminal.



### CHECK FLIGHT TIMINGS

Our operations can be disrupted by weather and other factors which could impact your pet's travel. Your agent will advise you of any changes including updated arrival times. We recommend you check [qantas.com](https://qantas.com) for expected arrival time of the flight your pet is on.



### IDENTIFICATION

Pets can only be collected by the person named in the booking and listed on the air waybill. Please remember to bring appropriate ID with you.



### FOLLOW SIGNAGE

Our terminals are busy operational areas and all visitors must follow directional signage and adhere to our safety standards. We recommend you depart as soon as your pet has been collected. Remember to return any loaned equipment.