



Checklist for domestic pet travel with Qantas Freight

STEP 1: MAKE A BOOKING

Book direct with Qantas Freight on qantasfreight.com. We understand that each pet and animal is unique and can react very differently to the environment around them, especially when travelling. To prepare for their trip, here are a few things to consider:



AGE

Pets and animals must be at least 12 weeks old to travel on Qantas and pets older than 12 years must be certified by a vet as fit to travel.



BREED

Certain brachycephalic (snub-nosed/flat-faced) breeds (see full list on qantasfreight.com) can only be booked through a pet travel specialist, and some breeds are banned in Australia.



TRAVEL CRATE

Your pet must travel in an IATA-approved travel crate, which can be purchased from us if you don't already have one, by calling us on 13 12 13.



SIZE AND WEIGHT

Crate size and total weight (crate+pet) are required to make a booking. If the combined weight exceeds 50kgs, call us on 13 12 13. Larger crates are limited to wide-body aircraft.



MULTIPLE PETS

If pets are the same species, similar in size and weight (14kg or less each) and are used to co-habitation, then two pets can travel in the same **crate**.



TRAVEL REQUESTS

If you want to travel with your pet, we'll do all we can to accommodate your request. Please book your pet first before booking your flight on qantas.com.



MULTI-SECTOR BOOKINGS

If travel includes a transfer, there are minimum connecting times which you'll need to factor into your planning. Details can be found on qantasfreight.com.



FLIGHT SELECTION

Select flights based on the expected temperature on the day of travel — early or late departures to avoid the heat in summer or middle of the day in the winter months.



AIRCRAFT

We fly pets on selected services and have a limit on the number of pets we can carry on each aircraft. We recommend having alternatives if possible.

Want additional peace of mind? Get travel insurance for your pet through an insurance company to consider the conditions, premium, exclusions and options available. Qantas Freight does not provide insurance for your pet's travel.

STEP 2: PREPARING TO FLY

It's important your pet is fit and healthy so they're ready to travel.



PET COMFORT

Your pet must travel in an IATA-approved travel crate, which is large enough so your pet is safe, happy and comfortable. Recommended crate sizing is available on [qantasfreight.com](https://www.qantasfreight.com). Ensure you have an appropriate vehicle to accommodate the pet crate.



WEATHER

Check conditions at departure, transfer and arrival ports for the day of travel as extreme weather conditions can affect travel plans. Bookings can be amended without charge if temperatures are above 35°C or below 5°C.



DROP-OFF

If you've booked direct, check [qantasfreight.com](https://www.qantasfreight.com) for information on our terminal locations, where to drop off your pet and what security steps you'll need to adhere to when you arrive.

STEP 3: ON THE DAY OF TRAVEL

It's travel day, so make sure both you and your pet are prepared and ready to enjoy the flight. Remember to check **terminal locations** before you leave.

Your pet should be well and hydrated, has eaten a light snack, and has had some gentle exercise with a toilet stop prior to arrival at the terminal. Please do not sedate your pet and remember that you'll need to keep your pet in their travel crate at all times within our terminal precinct including car parks.



✓ DOCUMENTS

Take your pet booking details, your completed shipper statement and indemnity form — available on [qantasfreight.com](https://www.qantasfreight.com) — and some ID with you.



✓ SAFETY

At our terminals, practice a heightened level of awareness and care. Children 17 years old or younger must remain accompanied in the vehicle at all times. Plan your trip to the terminal accordingly.



✓ PET COMFORT

Some absorbent material or puppy training pad can be placed in the bottom of the crate — no straw, kitty litter or newspaper. Make sure they've had enough time to get accustomed with their crate before travelling.



✓ FAVOURITE FRIEND

A small, soft toy can be added to the crate, leaving plenty of room inside to allow your pet to sit, stand and move freely.



✓ FOOD AND WATER

A water bowl with a funnel on the outside is mandatory, but please don't place food in the crate.



✓ LABELLING

Your pet's name and contact details of the shipper and the receiver need to be clearly visible on the crate.



✓ CHECK CONDITIONS

Extreme weather at departure, transfer and arrival ports can impact travel, so remember to check conditions. Pets are not permitted to fly if the temperature is above 35°C. Call our Customer Service team on 13 12 13 to rebook.



✓ CHECK IN

Check terminal details at [qantasfreight.com](https://www.qantasfreight.com) and lodge your pet between 90–120 mins (regional ports 65–90 mins) prior to flight departure.



✓ COLLECTION

Pets are usually ready around 60 mins after arrival in all domestic ports except Brisbane where more than 60 mins may be needed (regional ports 10-30 mins after arriving flight has departed). Remember to bring ID. Pets must remain inside the crate until you have departed the premises.

For information on international pet movements, please contact a pet travel specialist or email us on exportspecialmoves@qantas.com.au.