

relocating pets into the uae

Welcome to Dubai Kennels & Cattery's (DKC) "Relocating Pets into the UAE".

We promise this will be the most exhilarating, entertaining, insightful and inspiring read of your bureaucratically burdened life! And who knows, it might even answer a few questions you have about moving your pet(s) into the United Arab Emirates. :-)

While we really do appreciate that this is a rather lengthy document, we have tried to cover not only everything you *need* to know, but also everything we think you might *want* to know about importing your pet. However, if you're really REALLY pressed for time (and patience), here's a quick at-a-glance summary of the import and door-to-door services we offer ~ just get in touch:

- Import Permit Procurement.
- Cargo Clearance... any airline and from *any* airport in the UAE ~ Dubai International Airport (DXB), Dubai World Central Airport (DWC), and Abu Dhabi International Airport (AUH)... and others.
- Home Delivery to any location in the UAE.
- Dubai Municipality Registration for Dogs and Cats (applicable to Dubai residents only).
- Boarding of any duration.
- Food to be either collected by you when collecting your pet, or to be delivered to you with your pet, to your door.
- and, if you wish... full Door-to-Door Relocations

Although this document does NOT pertain to the export side of your relocation, nor to the rules and regulations in your country of origin, DKC also offers a door-to-door service wherein we engage with, fully manage the logistics of and handle all payments to an export agent (one of your or our choosing, as you prefer) in your country of origin on your behalf (with some limitations in some circumstances). Please see page 10 of this document for further information.

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ONLY DKC!

We simply cannot let you continue reading (...this awesomely, wonderfully not-boring-at-all document...) without also telling you this:

DKC are the ONLY pet relocation company in the entire UAE which is sub-contracted by Emirates Airline and Dnata to provide animal care at both Dubai airports (DXB and DWC). We therefore have special access to the security-strict animal holding areas/facilities in both Dubai airports; these facilities are where your pet will stay until the Customs clearance process is fully complete and when your pet can only then be taken from the airport's grounds and head on his or her way home to you.

For YOU, this means that DKC are the only pet relocation company in the UAE which will be able to update you about how your pet is doing as soon as they've been brought to the secure animal area/facility at the airport, which is usually around 1.5 to 2 hours following your pet's flight's arrival. Other pet relocators will not have the opportunity to directly check in on your pet until after they fully complete the entire Customs clearance process, which usually takes somewhere between 3.5 and 5.5 hours following the flight's arrival.

It's true.

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Finally (sort of), there is a very brief and helpful **Checklist of Requirements** (of what we'll need in order to assist you) on the very last page of this document.

Now... settle in, put up your feet, and get a cuppa in-hand: As daunting as it all may seem right now, rest easy that it's really not THAT difficult to bring your pets here ~ honest.



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before we get going

There are a few very important points of import regulation which unfortunately might stop you in your tracks as you plan your pet's relocation into the United Arab Emirates. Please read carefully.

underage travellers:

The UAE does not permit the import of dogs and cats under the age of 12 weeks, or under the age of 15 weeks, depending on your pet's *country of origin* and whether or not your dog/cat requires a rabies titres test in order to enter the UAE (see page 5). In all cases, your pet must already meet the minimum pertinent age requirement in order to be able to apply for an import permit.

must arrive as cargo (weeeellll... in almost all cases... but there *might* be an exception which applies to you):

All pets must arrive into Dubai as *manifested cargo*.

However, you *might* have the option of bringing your pet into the UAE as accompanied baggage, in-cabin, if you choose to fly with Etihad into Abu Dhabi if the following requirements are met:

- Your pet's travel bag or kennel must not exceed:
 - 40 x 40 x 22cm (L x W x H) to fit under the seat in front of you, or...
 - 50 x 43 x 50cm (L x W x H) if you have purchased an adjacent seat.
- The total combined weight of your pet and his/her travel bag or kennel must not exceed 8kg, and it is the responsibility of the passenger to check all entry and exit regulations for the country they are flying to/from.
- Your pet must stay in the travel bag or kennel for the entire flight.
- Your pet must be able to sit, to stand in a natural position with his/her head fully erect (without touching the roof of the travel bag or kennel), to turn around, and to lie down ~ comfortably.
- Your pet's travel bag or kennel must be well-ventilated on at least three of its surfaces.
- Your pet's travel bag or kennel must be escape proof (rigid door for a kennel, secure entrance for a travel bag) and leak proof.
- The floor of the travel bag or kennel must contain absorbent material.
- One adult may bring one pet per flight. This can be increased to two pets per flight only if two people are travelling together, provided that your pets are from the same household.
- Bookings have to be submitted at least 72 hours before travel via an online booking form, declaring details such as your pet's microchip number, a certified health certificate and a fit-to-travel certificate.
- In cases where a person with an allergy and another person with a pet both request to travel on the same flight, the request of the person who made the reservation first will be confirmed.

For more information on Etihad, take a look here: <https://www.etihad.com/en/fly-etihad/baggage/travelling-with-pets>

That said, as there is a process in place for a UAE Ministry of Climate Change & Environment (MOCCAE) veterinarian to attend at the passenger terminal of Abu Dhabi International Airport, you may have some success with airlines other than Etihad if arriving into that airport. We have had some customers who have had just such success bringing their pets as accompanied baggage (in-hold and in-cabin) with Turkish Airlines into Abu Dhabi.

For more information on Turkish Airlines, take a look here: <https://www.turkishairlines.com/en-int/any-questions/traveling-with-pets>

VERY IMPORTANT - UAE Pass:

Please note that you must be registered with **UAE Pass** and have this application available and working on your mobile phone when you arrive in the UAE if bringing your pet into the UAE as accompanied baggage ~ this is a requirement in order to access your registered account with the UAE Ministry of Climate Change & Environment (MOCCAE). The **UAE Pass** app is the only login option for the MOCCAE.

The **UAE Pass** app is the first national digital identity solution that enables you to identify yourself to service providers in all UAE Emirates through smartphone-based authentication, and you must also be registered with **UAE Pass** if directly gaining the import permit for your pet and/or handling the customs clearance procedures. For details on how to register for **UAE Pass**, please see this:

<https://selfcare.uaepass.ae/>

Please note, importantly, that you will need to undertake a MOCCAE pre-release procedure and gain a Customs Bill of Entry (BoE) in advance of your arrival in Abu Dhabi.



If the Customs Bill of Entry (BoE) is not gained at least 48hrs prior to your departure from your country of origin, the fee that you will need to pay will be higher and it will delay your arrival procedures. Noatum Logistics is the service provider for Abu Dhabi Customs for this service and they can be contacted at this email address:

AUHCustoms@noatumlogistics.ae

Ethad do send their customers the contact details of Noatum Logistics but if you are travelling into Abu Dhabi on any other airline with your pet as accompanied baggage, it is possible that they are unaware of the requirement, so please be aware.

For the required MOCCAE pre-release procedure, you will need to log into your account with MOCCAE to initiate the release of your pet. As part of the process you will need to upload all of your pet's documents and make a payment for the MOCCAE official inspection that will take place upon your arrival. Please also note that for accompanied baggage arrivals, DKC can assist only with the procurement of the UAE import permit because the on-arrival MOCCAE official inspection and final release takes place within the passenger terminal, which is not accessible to non-travellers.

If you're not familiar with the difference between the various methods of pet travel (i.e. accompanied baggage, in-hold, in-cabin, manifest cargo), read our document "[Pet Travel Options](#)".

prohibited import of some dog breeds:

Some of you may be very regrettably affected by the UAE's Ministry of Climate Change & Environment (MOCCAE) restrictions on the import of some dog breeds. The following are prohibited:

All Pit Bull Terriers
Staffordshire Terriers (English & American)
American Bully
All Mastiffs
Japanese Tosa Inu
Wolf/Dog Hybrids
Also, any crossbreeds or hybrids of any of the above listed dogs

However, exceptions include *service dogs, emotional support dogs or dogs which provide some kind of medical support*, all in accordance with the regulating requirements. Special permission needs to be gained directly from MOCCAE by the owner (i.e. DKC cannot assist you with the procurement of the UAE import permit, although we can assist you with all the other import services).

This list of banned breeds may change at any time (don't we all just LOVE change!), so if your dog's breed is on this list, do nevertheless get in touch with us so that we can check into things and let you know if there's been any changes which may affect you in a happy way!

not prohibited, but restricted dog breeds ~ dubai only:

Yes, there's more. Dubai Municipality also has its own list of breeds which are not actually banned from being imported into the UAE but are *restricted*. The applicable rules are arguably questionable judgement calls on behalf of the municipal government, and we are uncertain how fully they are being enforced, but you should be aware that although the federal government will allow you and us to import these breeds, if you're going to be residing in the Emirate of Dubai they will be subject to the municipal government's requirements.

And here are the rules for residents of Dubai. First of all, irrespective of the breed, all dogs:

- must be registered with the Veterinary Services Section of the Municipality;
- must be walked on a leash when in public areas.

Additionally, however, the following breeds, as well as all breeds on the "prohibited import breed" list (above, in the previous section) which are already in the UAE, are also expected to wear a basket-type muzzle when in public areas and will need to be kept in a villa or on a farm ~ in other words, not in an apartment. Furthermore, when these breeds are registered with Dubai Municipality you will be required to provide additional information beyond that required for breeds on these lists.

Husky
Olde English Bull Dogs
Perro De Presa Mallorquin / Bull Dog
Shar Pei

Note that this "restricted breeds" list applies *only to Dubai* and does not affect the other emirates of the UAE. Just get in touch with us if you'd like to talk it through.



airline restrictions:

Very importantly, many airlines worldwide do also have their own restrictions with regard to the species and breeds of pet and other animals which they are willing to transport. You must look into this carefully as you (and your exporting agent, if you're using one) make decisions on airlines and routes for your pet's travels into the UAE.

quarantine:

There is no quarantine in the UAE for pets arriving with all their vaccinations, documents and all other Ministry requirements in order. Importantly, however, if everything is not fully in order, your pet may be quarantined, re-exported, or even in very rare cases, confiscated.

maximum number of pets:

If you're relocating your pet into the UAE yourself (i.e. without using DKC or some other recognized, trusted agent), then the UAE government limit the number of pets which can be imported to a maximum of two per person (i.e. per passport) annually. However, if DKC handle your relocation on your behalf, the UAE Ministry will permit up to five pets per person (i.e. per passport).

is your dog or cat Fit-to-Fly?:

No matter how well you plan your pet's trip or how well and healthy you might think your pet is, there are potential risks associated with air-travel for them. To that end, we've developed an aid to assist both you and your vet in assessing how "fit-to-fly" your dog and/or cat actually is. This is not meant to scare you ~ it's merely to guide you through a process of becoming more aware of areas of your pet's health which you would perhaps not normally consider, leading, we hope, to a happy relocation. Please do download and go through our **Fit-to-Fly Checklist**:

http://www.dkc.ae/docs/Is_Your_Dog_or_Cat_Fit-to-Fly.pdf

a silver lining for taxpayers?

Taxes. Not really anyone's favourite subject, right? So why are we talking about them here and what do they have to do with your pet's relocation? Well, there is some good news for some taxpayers from some countries around the world, believe it or not: moving and relocation expenses might be... just might be... tax-deductible (yay!!). Of course, as you might imagine, if your home country even offers such deductions, there will always be loads of exciting information (too much, no doubt) about what is and what is not a permitted deduction. Now, we can't really help you there (you see whilst we know animals inside and out, we do not profess to be qualified bean counters!), so before you finalize plans for your relocation, we thought we'd just nudge you to take a moment to first check with your tax consultant or relevant authoritative website (somewhere out there in the ether) for the most accurate information on this subject because there just might be a break or two in it for you. As of this writing, the countries listed below are ones we know of which *do* offer some kinds of tax break, so *do* look into it... and if you don't mind too much, *do* let us know if you discover a tax-deducting country missing from this list!

Australia, Canada, France, New Zealand and United States.

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what we need to get started & ministry requirements

This section details exactly what is required, and therefore what we need, in order to help you with any part of your pet's import into the UAE. It is very important to note that we cannot even begin the process until all pertinent requirements are met.

We do of course offer full import services, doing absolutely everything for you, including the procurement and payment of the import permit, Customs clearance upon arrival, and delivery to residence and/or boarding at DKC after clearance. And if you're going to be or already are a resident of Dubai, we're also able to [register your pet with Dubai Municipality](#) (this service is not available in the other UAE Emirates). However, conversely, if you'd prefer to use just a subset of our services, you're more than welcome to do that too.

import permits:

To procure an import permit on your behalf, we require:

- A copy of the full vaccination card/certificate for each pet, clearly displaying:
 - All your pet's details, including: name, species, breed, date of birth, sex, colour(s), microchip number and details of any distinguishing markings.



If your dog is not a pure breed dog, please note, importantly: The full breed-mix must be mentioned for dogs as the UAE MOCCA do not accept "Mixed Breed", "Crossbreed" or "Mongrel" as a given breed type. In cases where the breed-mix is indeterminable (i.e. no single breed is determinable), your dog's veterinarian must give their best guess as to the pure breeds in your dog's lineage, and these must be given as the breed on your dog's veterinary certificate and subsequent health certificate for travel.

- Microchip: All dogs and cats must be microchipped prior to at least the most recent vaccinations under which your pet will be travelling and the associated barcode and/or number must be shown on your pet's vaccination card or certificate along with the microchip implant date. If the vaccination card is handwritten, it should be stamped by the veterinarian. It is recommended that the microchip meet ISO standards but this is not mandated.
- Your pet's current vaccinations, detailing the vaccine name(s) and manufacturer(s), batch numbers, expiry details, plus dates administered and dates next due.
- Dogs ~ Required Vaccinations:

Rabies, plus distemper, canine hepatitis, leptospirosis (canicola and icterohaemorrhagiae) and parvovirus, usually administered as a single, combined injection and more commonly known as *DHLPP*.

You may also find that your vet will give a similar combined vaccination called *DHLPP* which includes canine parainfluenza; this is designed to help protect against canine cough.

If you will need boarding upon arrival, please note that for first-time *DHLPP* vaccinations, the 2nd booster shot must be at least 21 days old so that the required antibodies can develop; this is not a requirement for the procurement of the UAE import permit, but is a requirement for boarding at DKC and any other boarding facilities and daycare centres in the UAE. However, whether or not your pet is vaccinated against canine parainfluenza, we still require a separate canine cough vaccination against Bordetella and strongly suggest the nasal application for greater and more immediate protection (this vaccination must be administered at least 7 days before your pet boards with us).

- Cats ~ Required Vaccinations:

Rabies, plus feline rhinotracheitis, calicivirus and panleukopenia, usually administered as a single, combined injection and more commonly known by their brand names, *Tri-cat*, *Feligen*, *Feval5* and *Fel-O-Vax*.

Also for cats, if you will need boarding upon arrival, please note that for first-time vaccinations, the 2nd booster must be at least 21 days old so that the required antibodies can develop; this is not a requirement for the procurement of the UAE import permit, but is a requirement for boarding at DKC.

- Dogs and Cats ~ Vaccination Records

If you do not have a vaccination booklet for your dog or cat, as is often the case in North America, your vet will have to provide you with a vaccination certificate. To find out more about the required details, download our document called "Certificate Requirements for Pets Without a Vaccination Booklet", here:

http://www.dkc.ae/docs/Certificate_Requirements_for_Pets_Without_a_Vaccination_Booklet.pdf

- A copy of the *Rabies Neutralizing Antibody Titre Test (RNATT)*, also referred to as the *FAVN Report Form ~ Rabies Antibody Titer for Export Animals*; *Rabies Serum Neutralization Test (RSNT)*; *Rabies Titre Test*; *Rabies Blood Test*; and *Rabies Serological Test*.

This is required unless your pet is coming from one of the exempted countries listed below, which are considered by the UAE Ministry of Climate Change & Environment (MOCCA) as "low risk" countries (i.e. "rabies free" or "rabies absent / well-controlled"):

Albania, Australia, Austria, Andorra, Bahrain, Barbados, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Falkland Islands, Fiji, Finland, French Polynesia, Germany, Greece, Hong Kong, Iceland, Ireland, Italy, Jamaica, Japan, Korea, Kuwait, Latvia, Liechtenstein, Lithuania, Macedonia, Maldives, Malta, Marshall Islands, Mauritius, Micronesia, Montenegro, Netherlands, New Caledonia, New Zealand, Palau, Portugal, San Marino, Seychelles, Singapore, Slovenia, Spain (with the exception of Melilla), Suriname, Sweden, Switzerland, the Bahamas, United Kingdom, Vanuatu.

If your pet is arriving from any other country, then *RNATT* results will be required. The *RNATT* result must be from an accredited laboratory. There is no mandatory waiting period following the satisfactory test results; your pet can travel as soon as you receive the original test results, and the results are considered valid up to 12 months, **provided that** the rabies vaccination upon which the blood was drawn is still valid at the time of arrival in the UAE and no further rabies booster vaccinations have been administered.

In the case of a primary rabies vaccination (or when there's been a lapse), an absolute minimum of 21 days must pass following the date the rabies vaccination was administered (the day of administering is counted as day '0'), before your vet can draw blood for the *RNATT*. The result itself must not be less than 0.5 iu/ml.

However, please note very importantly that if, from origin, the flight routing of your pet into the UAE results in a transit in one of the European Union (EU) countries, it is a requirement that your pet also meets the full EU requirements. This will result in a change



in the timing for both the wait-period following the date of the rabies vaccination prior to the blood-draw for the RNATT and following the RNATT. To meet the EU requirements, the RNATT must:

- be carried out on a sample collected by a veterinarian authorised by the competent authority **at least 30 days after the date of vaccination AND three months before the date of travel**;
- measure a level of neutralising antibody to rabies virus in serum equal to or greater than 0.5 IU/ml;
- must be performed by a laboratory approved in accordance with Article 3 of Council Decision 2000/258/EC (see the list of approved laboratories at http://ec.europa.eu/food/animal/liveanimals/pets/approval_en.htm)

There are some additional EU requirements that will need to be met, so it is very important that you discuss fully with your pet relocation agent in your country of origin if your pet's routing will be on one of the airlines that will result in your pet transiting in an EU country en route to the UAE.

- A copy of your (the owner's) passport. Please note that if you are bringing in more than 5 pets, we'll need to present the Ministry with more than one passport/owner (i.e. another family member or friend, etc.).

Permits will be created in your name, under our Dubai Kennels & Cattery (DKC) Trade License, for dogs and cats, so you do not need to have a work permit or residence visa when they enter the country. However, please note that for other types of pet, it may indeed be necessary for you to have a residence visa in order to apply for the UAE import permit. Please just let us know which species and breed you have for advisement.

- DKC Import Forms & Fees
http://www.dkc.ae/docs/DKC_Import_Forms_And_Fees.pdf
- Full payment in advance. (Please see our document "[Making Payment to DKC](#)".)

import permits ~ lead time:

We can usually procure Import permits within 1 working day. These are valid for 90 days from the date of issue.

import permits ~ do it yourself:

Yes, we *have* to open our big mouths!

Yes, you *can* procure an import permit without our help by going to:

<https://www.moccae.gov.ae/en/services/export-import-services/import-permit-pets.aspx>
(this on-line application process is for cats and dogs only).

As mentioned already, you'll need to be registered with **UAE Pass** to be able to create an account with MOCCAE if you decide to gain the import permit yourself and/or directly handle the Customs clearance for your pet.

For the Ministry's main site go to: <http://www.moccae.gov.ae/en/home.aspx>

However, with this good news now delivered, you do need to consider the following:

You must be registered with **UAE Pass** in order to set-up an account with the UAE Ministry of Climate Change & Environment (MOCCAE).

The cost per pet for the import permit is AED 200, and the mandatory Ministry veterinary inspection fee is an additional AED 250 *per cat* and an additional AED 500 *per dog*. These fees must be paid using either a Visa or MasterCard debit or credit card (no other credit cards are accepted). Please note that you will additionally be charged a transaction fee for the MOCCAE payments.

If you've obtained the import permit yourself but have asked us to clear your pet through Customs on your behalf, we will need to make the payment for the on-arrival official inspection and pre-release for you. To accomplish this, we'll require you to send us a copy of your import permit and a copy of the "Application Information" page from your on-line application and, **importantly**, we'll need your **UAE Pass** login (usually your phone number, email address or, if you're a resident, your Emirates ID number). Furthermore, we'll need you to approve our access to your MOCCAE account through your **UAE Pass** account for the pre-release. *Without these, we will not be able to clear your pet through Customs!*

other animals travel too:

Got a rabbit, hamster, chinchilla, guinea pig or bearded dragon? Well, these critters do not require a rabies vaccination but might need to be microchipped. Like all other pets, they too require a UAE import permit, and to procure that permit a health certificate from your pet's regular veterinarian must be supplied in order to provide those full details for the application process. This veterinary health certificate must include your pet's full details, including: name, species, breed, date of birth, sex and colour(s).



Please note that the health certificate from your pet's regular veterinarian does not replace the requirement of the official government/ministry health certificate for travel. See the following downloadable document to the UAE's "Model of veterinary health certificate for exporting Rodents and Lagomorphs and Reptiles" for all requirements:

[MOCCAЕ Model of Veterinary Health Certificate for Exporting Rodents and Lagomorphs and Reptiles to the UAE.pdf](#)

Additionally, a *Certificate of Origin* (usually gained from the Chamber of Commerce in the country of origin) is also required to travel and arrive in the UAE with your pet, along with the required Government/Ministry issued *international health certificate*.

other animals travel too ~ have a bird?:

The UAE, like many other countries, only permit the entry of birds from certain countries and the list of permitted countries does frequently change... and can change without notice. So please do reach out to us letting us know what your *country of origin* is so that we can check for you whether or not importing your bird will be permitted. If permitted, we will send you through the entry requirements, along with the UAE Model Health Certificate for birds.

CITES permits:

We can also procure CITES permits for you ~ <http://www.cites.org/eng/disc/what.php>.

Please ask us for details.

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additional uae entry requirements

internal and external parasite treatments ~ cats and dogs:

All dogs and cats must be treated against internal and external parasites by a registered veterinarian within 14 days of travel. For the external parasite treatment, it is recommended the active ingredient in the product be either *Fipronil* (for dogs and cats) or *Permethrin* (for dogs only, do not use for cats). For the internal parasite treatment (deworming), it is recommended the active ingredient in the product be *Praziquantel*. Details of these treatments can either be officially documented into your pet's vaccination record, supplied on a certificate from your pet's veterinarian, or included within your pet's official international health certificate.

international health certificate for exporting cats and dogs to the UAE:

All cats and dogs must arrive with an original valid health certificate which has been issued or certified by an official government/ministry veterinarian in the country of origin. This must be issued or certified within 24 hours of departure if your country of origin has an agreed health certificate in place with the UAE which follows the MOCCAЕ model. The UAE model can be found by clicking on the link below:

<http://www.dkc.ae/docs/MOCCAЕ Model of Veterinary Health Certificate for Exporting Cats and Dogs to the UAE.pdf>

Should your country of origin not have an officially agreed health certificate in place with the UAE, an international export health certificate issued by an official government/ministry veterinarian in the country of origin must be gained and accompany your pet throughout their relocation, along with their other documents in original. The health certificate must contain both an "issue" and a "validity" date. Government regulations in your locale will determine how the health certificate can be procured.

Cats and dogs entering the UAE from the United States ONLY:

Following an agreement between the USDA and MOCCAЕ, the health certificate can be attested within 10 days of departure due to the geographical difficulties in gaining the health certificate within 24 hours of departure (as still required for other countries which have an agreement with the UAE). The agreed and approved health certificate for cats and dogs from the USA **only** is available here:

<http://www.dkc.ae/docs/MOCCAЕ Veterinary Health Certificate for Exporting Cats and Dogs to the UAE - USA ONLY.pdf>

Cats and dogs entering the UAE from Australia ONLY:

Following an agreement between the Australian Government's *Department of Agriculture and Water Resources* and the UAE's MOCCAЕ, the MOCCAЕ health certificate model is no longer required; only the Australian export health certificate (as issued by the



Australian Government) and the Annex 4 (for internal and external parasite treatments) are needed. The health certificate must still, however, be gained within 24 hours of departure.

international health certificate ~ all other animals:

Government/Ministry regulations in your locale will determine how the international health certificate can be procured, but usually it is one of two possibilities:

1. Directly from a government veterinary office, or;
2. A certificate issued by a private veterinarian and then attested by a government veterinary related office.
(Note that this will only be accepted if in fact your country of origin does not provide a health certificate as in Point 1.)

Please note the following additional important points:

- The UAE Ministry of Climate Change & Environment do not accept a stamped "Clinical Examination" page in an EU Pet Passport as an international health certificate; it must be a separate/individual document.
- Please be very aware that the international health certificate must be valid at the time of arrival in the UAE and the official veterinarian completing this **MUST** enter a validity date and officially stamp and sign this document. Should no validity date be mentioned, the issue date must not be earlier than 10 days prior to arrival.

Finally, also note that the international health certificate is not required in order for us to procure the import permit for you.

customs clearance:

If you require DKC to handle the Customs clearance for your pet, the flight booking and air waybill (AWB) must be consigned as follows:

Your Name (*i.e. the pet owner's name*)
c/o Dubai Kennels & Cattery (DKC)
Street 34
Umm Ramool
Dubai
United Arab Emirates
Tel: +971-4-211-4800

very VERY important ~ very:

A copy of the final/executed AWB should ideally be supplied at least 24 hours in advance of the shipment and during the UAE workweek hours in order to arrange for the Customs Bill of Entry in advance of your pet's arrival. Not receiving this in advance can cause major delays to the Customs clearance procedures.

It is critically important that you ensure that the following documents travel **WITH** your pet and the air waybill **in original** so that upon arrival in the UAE, Customs can be cleared successfully and as quickly as possible:

- Your pet's vaccination card/certificate(s).
- Your pet's RNATT (required, depending on your country of origin)
- The governmental/ministry issued or certified health certificate.
- Officially documented internal and external parasite treatments.
- The laboratory test results if importing a reptile or bird

If all necessary ORIGINAL documentation does not arrive in the UAE with your pet, there will be lengthy delays in clearing your pet which may result in additional storage and care fees and, indeed, your pet may not be allowed to clear at all until the originals have arrived into the UAE, during which time, while waiting, there is a great possibility that your pet may either be moved from the airport facility to an approved facility to quarantine at your expense, or may even be sent back to your country of origin, at your cost.

Please take this very seriously and help us help you clear your pet with relative ease.

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and finally, what happens after arrival?

It goes like this...



Following the arrival of your pet's flight, your pet is taken from the aircraft and transported to one of the temperature-controlled animal-handling facilities within the secure cargo areas of the airport if arriving at Dubai International Airport (DXB), or the cargo warehouse if arriving at Abu Dhabi International Airport (AUH). This part of the process usually takes between 90 and 120 minutes after disembarking.

However, before the actual Customs clearance process can begin, the air waybill and all other important travel documents that have travelled with your pet (usually attached to the air waybill) also have to first be transported across the airport from the aircraft to airport officials so that those documents can be fully processed, which takes additional time.

This entire Customs clearance process, and the time it takes to complete, holds true regardless of whether you or DKC or any other agent are clearing your pet from the airport, with a total clearance time of between 3 and 5.5 hours, from the moment your pet disembarks the aircraft to the time when he or she can actually leave airport grounds.

Please note that if you are importing a bird, as part of the on-arrival UAE Ministry veterinary inspection at the airport following arrival, your bird will undergo a swab test prior to being released. This process usually extends the standard clearance process by about 15 minutes.

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ONLY DKC!

Yep, a little reminder, and some elaboration: :-)

DKC are the ONLY pet relocation company in the entire UAE which has access to pets as soon as they are brought across from the aircraft by airline staff to the secure animal areas/facilities at both Dubai airports (DXB and DWC). And so, we can update you on how your pet is doing much sooner than other pet relocators can ~ indeed, as soon as your pet arrives from the aircraft to those secure animal areas, which is usually somewhere between 1.5 and 2 hours following the flight arrival time.

We know that you're very likely to be very stressed as you anxiously await the news (...as soon as the universe will allow!...) that your pet has arrived safely and is well. Usually before the Customs clearance process has even received the nod from officials to get underway, we are there with your pets in the secure area and will: exercise your dogs; clean your pets and their travel boxes, if needed; top up water bowls; and, in many cases, take your pets out of their travel boxes and put them into proper enclosures with bedding and water (and for cats, with litter trays, too) ~ all this while we also simultaneously process all the Customs clearance procedures which must be completed by every person and company importing pets into the UAE.

Contrast this with other pet relocators who have access to your pets only once the Customs clearance procedures have been fully completed and your pets are at last released from the security-strict air-side of the airport, which is usually somewhere between 3.5 and 5.5 hours following your pet's flight's arrival time.

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what else do we do?:

Since the early 1990s we've been relocating pets and other animals as a BIG part of what we do. But this is, in fact, only a part.

Since 1983 we have had a full boarding facility for dogs, cats, birds, rabbits... and just about any other type of pet you might have.

And since 2015, we also operate our own veterinary clinic.

Take a look at our website - www.dkc.ae - for a better sense of who we are.

what else do we do? ~ need a vet?:

DKC Veterinary Clinic is in Motor City, Dubai, just 20 minutes down the road from DKC in Umm Ramool (which is near the airport). If you need vaccination boosters for your pets, check-ups, veterinary tests or treatments, then we might just be the place for you!

For more detail about this, take a look at our website: <http://www.dkc.ae/what-we-do/dkc-veterinary-clinic> ...or just speak to us and we'll go on and on and on about it... foreverrrrrrrrrrrrrrr... :-)

what else do we do? ~ need boarding?:

Our enclosures are combined indoor/outdoor and fully air-conditioned, and our staff are always plenty busy when we're full-to-bursting with 200+ animals in our care during the always-busy summer (and other) months.

So, if you also need boarding with us upon arrival, then just let us know. Of course, note that because of how full-to-capacity we are June to September, we cannot guarantee there will be space available. But we will try! And if we just cannot find space for you, there are other facilities around the UAE which may have space instead (they often do) and we can of course help with the transport to and from.

For our Boarding Price List, download this document:



http://www.dkc.ae/docs/Price_List-Boarding_Daycare_Collection_Delivery.pdf

And if you do indeed decide to board with us, we'll need you to download, complete and return these documents to us too! (are there ever enough forms to fill?):

- The completed DKC "Admission Form ...a bit about your PET" (http://www.dkc.ae/docs/Admission_Form_a_bit_about_your_PET.pdf) ~ one completed for each of the pets being imported.
- DKC's "Terms & Conditions" signed by you (the owner): <http://www.dkc.ae/docs/TermsAndConditions.pdf>.

what else do we do? ~ need food?:

DKC retail a number of pet food brands and we can get other products for you in most cases ~ let us know what you might need.

We can also deliver food to your home along with your pet after arrival or have it ready for you at our facility when/if you collect your pet after doing some boarding with us. Just ask us about availability of products and their prices.

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where we are and when we're open

We have two different locations: Dubai Kennels & Cattery (DKC) in Umm Ramool, Dubai, and DKC Veterinary Clinic in Motor City, Dubai. To find us, take a look here: <http://www.dkc.ae/about-dkc/howl-we-get-there>

And our Two-Legged Timings for both locations are listed here: <http://www.dkc.ae/about-dkc/two-legged-timings>

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agent assistance at your destination (...and do you need door-to-door?):

As we highlighted at the very beginning of this document, there are actually two parts to your pet's journey: first, the export from your country of origin and, second, the import into the UAE. Both have a distinct set of rules and logistics, so must be handled separately even if the overall shipment is being managed by a single person or pet relocations agent.

As we're based in the UAE, we can fully serve you with the import side of things, regardless of your airport of arrival in the UAE. As for the export side of things, you will need someone in your country of origin, and that can be an individual or another agent. In most countries (though not all, it must be said) there are pet relocations agents like DKC who will be able to assist you. If using another agent, DKC can manage/oversee that agent on your behalf, providing you with a full door-to-door service, wherein we manage that overseas agent entirely on your behalf and, therefore, you have a single point of contact for everything, including payments. The gain for you is, potentially, a simpler relocations process; the downside (yes, there is ALWAYS a downside, isn't there?) is that we will add in our invoice to you a *Foreign Agent Management Fee* (though we promise that this fee is not prohibitive!). As for the overseas agent's fees, they will charge us instead of you, and we will in turn pay them and add those fees to your invoice from us as well. To be clear, the only additional fees in having us manage the entire relocations for you are our *Foreign Agent Management Fee and bank fees for the overseas transfer payment*, the amount of which your DKC Account Manager will advise.

Alternatively, if you don't have an agent already arranged in your country of origin and would like that assistance but would prefer to manage and pay for that relationship directly, we're happy to put you in contact with an agent or two, so just let us know if you'd like this assistance.

Conversely, if you'd rather find your own agent on the other end, simply visit <https://www.ipata.org/ipata-pet-shippers-air-and-ground> and then search based on your destination country, originating airport or even for a company's name, if you know it. This will then bring up pet relocations agents who are registered with IPATA in your country. They will be able to assist with the required export procedures.

And as if this wasn't enough... you'll also find on this same website a good FAQ (Frequently Asked Questions) about relocating your pet, so if you have some unanswered questions or are just looking for more information, do take a few minutes to go to www.ipata.org, click on FAQ's, and generally look around.

*IPATA (International Pet and Animal Transportation Association)
are an international network of pet transportation specialists.*



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finally...

No amount of literature, no matter how carefully prepared, can guarantee to answer all your questions. We hope this document has done just that, or at least come very close, but please do contact us if you have any other questions or need any other form of assistance.



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checklist of requirements

To procure import permits only (including payments), we need:

- Copy of the full vaccination card/certificate and microchip records for each pet with all necessary details clearly displayed and all required vaccinations up-to-date.
- RNATT blood test results (see page 5 for a list of rabies exempted countries).
- Copy of your passport.
- DKC Import Forms & Fees
http://www.dkc.ae/docs/DKC_Import_Forms_And_Fees.pdf
- Full payment in advance. (Please see our document "[Making Payment to DKC](#)".)

In addition to the above, for Customs clearance and home delivery, we also need the following:

- Authorization for the Clearance of Live Animals Form
http://www.dkc.ae/docs/Clearance_Authorization_Form.pdf
- Copy of import permit ~ If DKC do not procure this on your behalf, we will also need your **UAE Pass** login. Without this, we will not be able to clear the pet through Customs.
- For delivery, we'll need your address details and a local contact number.

Prior to the arrival:

- Flight details and the air waybill number, at least two working days before arrival.
- Once it's executed, a copy of the air waybill with the correct consignment details (see page 8).
- A copy of the government/ministry international health certificate once it has been issued.
- A copy of your pet's officially documented internal and external parasite treatments (see page 8).
- A copy of your pet's Certificate of Origin (if you are importing anything other than a dog or cat).

If you would like to board your pet with us after arrival in the UAE, we'll also need the following forms completed:

- Admission Form ...a bit about your PET (one for each pet)
http://www.dkc.ae/docs/Admission_Form_a_bit_about_your_PET.pdf
- Terms & Conditions
<http://www.dkc.ae/docs/TermsAndConditions.pdf>