

**Every animal flies first class.**

**Live/td.** Individual care and comfort for all animals.



**Live/td**



**Lufthansa Cargo**

Networking the world.



## Live/td: When animals take to the skies.

Transporting animals demands not just experience, but sensitivity as well. It takes more than a modern airplane to fly a horse halfway around the world and deliver it rested and ready to run. To reach their destination safely, ornamental fish, zoo animals, and pets also require services attuned exactly to their needs. That's what Live/td is for.

### Live/td: Fine-tuned to the animal's needs.

Live/td offers species-appropriate transportation of all animals that can be legally shipped. The handling and transportation processes of our Competence Center Animals are tailored for the special needs of each species and shipment. They fully comply with the strict requirements of the IATA Live Animals Regulations (LAR) and the Convention on International Trade in Endangered Species (CITES).

That means: with Live/td, your living cargo is well treated and cared for on the ground and in the air, around the clock. It's a good feeling to know:

- In Frankfurt, animals stay at the world's most modern animal station. The Lufthansa Cargo Frankfurt Animal Lounge provides first-class service
- Specially trained staff and animal keepers on the ground and in the air give your animals the best possible care at all times
- During transit, animals are inspected, fed, and if necessary walked
- We use species-appropriate transport containers, such as special horse containers, or plastic boxes for small animals that ensure sufficient fresh air
- We provide documentation of the transportation chain, with complete monitoring of your animal's journey
- We communicate proactively if there are any irregularities



### Your benefits:

- Handling by specially trained personnel
- Species-appropriate care of animals throughout the journey
- Fast transit times
- Documentation of the transportation chain and proactive communication
- Competence Center Animals – reliable service from a single source



### In exclusive comfort.

The Frankfurt Animal Lounge is the world's most modern animal station. With approx. 4,000 square meters – 43,000 square feet – it combines handling, animal coordination and veterinary services under one roof. The entire station has a non-slip asphalt floor, which is more comfortable for the animals than standard concrete. Export, import and transit areas are kept separate, to prevent contact between animals with different health status. Of course the Animal Lounge meets the latest safety requirements. The entire building is video-monitored around the clock, and access is restricted to authorized specialist personnel.

You can rely on:

- Approx. 4,000 square meters (43,000 square feet) area
- 24/7 care and video monitoring
- 42 large animal stalls, especially for horses
- Stalls can be flexibly sized up to 28 square meters (300 square feet)
- 37 dog kennels
- 3 separate quiet zones for cats
- 18 individually controlled climate chambers
- 4 aviaries
- Blacklight area for examining ornamental fish
- 50 employees and trained animal keepers
- Specialists in emergency care of ornamental fish





### The best possible conditions for ...

#### Ornamental fish

Our worldwide network offers ideal conditions for transporting ornamental fish. We are careful to maintain constant water temperatures, and veterinary inspections are done under blacklight to prevent shock reactions. In the event of unforeseen delays, we provide an additional oxygen supply. Fragile fish get from point A to point B anywhere in the world, not just safely and quickly, but also without complications, because we take care of all transit handling for you.

#### Horses

For over 30 years we have been flying show jumpers, dressage horses, racehorses and polo horses to all major international competitions. We provide the ideal all-round service, from the proper housing in our Frankfurt stable, to transportation in special horse containers developed in cooperation with trainers and veterinarians, to intensive care by trained personnel. We also provide a separate washroom and waiting lounge for grooms travelling with the horses.

#### Hatching eggs and day-old chicks

Maintaining a constant temperature throughout the journey is our top priority. In Frankfurt, hatching eggs and day-old chicks are kept in climate chambers where the temperature can be set as requested by the shipper. After loading in a weather-

proof area, transportation to the aircraft takes place separately. In Frankfurt we use air-conditioned vehicles. For shipping day-old chicks, specially developed spacers are used. They ensure proper air circulation between individual shipping containers.

#### Zoo animals

From albatross to zebra, we're the right partner for exotic animal shipments. For example, when endangered animals travel between zoos in species conservation programs. We take special care to make sure that whether hippo or tiger, stress is avoided and transit times are kept short. To ensure this, we have worked together with zoo associations around the world for many years.

#### Pets

We'll fly your pet safely within our worldwide network, which covers popular holiday regions as well. In Frankfurt, your pets can rest before and after their journey in special quiet areas. Visual and sound separation in the Animal Lounge prevents unnecessary stress. Animals are not transported to the aircraft until just before departure. Up until that time, our animal keepers provide individual care and feeding. You can pre-order plastic transport boxes in four different sizes, which provide plenty of fresh air and have absorbent floor inserts.

#### Talk to us!











Do you have questions? Please do not hesitate to get in touch with us! At [lufthansa-cargo.com](http://lufthansa-cargo.com) you can find more details on our services and their benefits for you, along with all the ways to get in touch with us, quickly and easily.



# Your requirements. Our products.

By choosing to transport your cargo by air, you are choosing the fastest way of getting goods from A to B. Besides speed, Lufthansa Cargo has numerous other options for your cargo – meaning that valuables arrive well-guarded, zoo animals arrive relaxed, and temperature-sensitive goods reach their destination in a fresh state. Just choose the speed, the temperature and the level of security that you require, and adapt our transport solutions to meet your needs. The one thing that will always stay the same is our proven Lufthansa Cargo quality.

This is the new cargo logic: flexible, simple, made to order.

-  **td.Basic.** When the price is crucial.
-  **td.Pro.** When time is crucial.
-  **td.Flash.** When time is everything.
-  **Safe/td1.** Optimum safety for valuable goods.
-  **Safe/td2.** Keeping desirable goods safe.
-  **Cool/td.** The right conditions for temperature-sensitive goods.
-  **Fresh/td.** Get it there fresh.
-  **Care/td.** The safe way to transport dangerous goods.
-  **Airmail/eCommerce.** Packages and letters delivered on the wing.
-  **Live/td.** Individual care and comfort for all animals.

More information at [lufthansa-cargo.com](http://lufthansa-cargo.com)



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