

## Live/td – FAQ

### **What kind of animals does Lufthansa Cargo accept for carriage?**

In general, Lufthansa Cargo accepts all kind of animals. Some restrictions exist, e.g. monkeys, whales, dolphins, some kind of fighting dogs, CITES 1 animals. For detailed information, please contact your nearest Lufthansa Cargo sales office.

### **Can I deliver my animals directly to Lufthansa Cargo?**

Lufthansa Cargo works together with forwarders specialized in transporting live animals. These forwarders must fulfill certain requirements and have to be registered at Lufthansa Cargo for using Live/td – the Lufthansa Cargo Product for live animals. For contact details of these forwarders, please contact your nearest Lufthansa Cargo sales office.

### **Is Live/td available on the complete Lufthansa network?**

Normally yes, but some restrictions can be in place depending on aircraft used on some routes, facilities at destination, time of day, possible week-end restrictions, weather conditions at origin and/or destination.

Therefore, we recommend contacting your nearest Lufthansa Cargo sales office.

### **Where will my animal be loaded in the aircraft?**

Most of our flights are operated by passenger aircraft. On these aircrafts, your animals will be loaded in the cargo compartment which is heated and ventilated (some restrictions may apply depending on aircraft type on the requested routing). If your animal is transported by one of our freighters, the loading position depends on the size of your animals. Large animals like horses are always transported in the main deck of the freighters.

### **Is there access during the flight?**

Access during the flight is only possible on freighter flights (and if loaded in the main deck compartment). Due to security reasons, animal attendants are only allowed, if this is necessary due to veterinarian and safety reasons.

### **Should I tranquilize my pet/animal for the trip?**

No, veterinary research has learned that tranquilizing an animal can be fatal when traveling by air.

**What kind of veterinary paperwork (export/transit/import permits) is required?**

Requirements vary by animal species and country. Please contact your forwarder or embassy regarding the mandatory paperwork.

**Does my animal need a special vaccination?**

This depends on the animal species and the involved countries. Please contact your forwarder or embassy regarding the specific requirements.

**Is quarantine necessary?**

Some countries have a quarantine process for animals before departure or upon arrival at their final destination. Please contact your forwarder or embassy regarding possible restrictions.

**Do I need special transport boxes/container?**

Yes. For all kind of animals, special container requirements are defined by IATA and published in 'IATA Live Animals Regulations (LAR)'. Please re-check these pages in advance.

**Can I buy a pet kennel at LH Cargo?**

Yes. Please contact your local Lufthansa Cargo sales office 1 week prior to the shipment date at the latest.

**I have already a pet kennel. Can I use this one or do I have to buy a special one?**

If the kennel corresponds to the requirements of IATA LAR (see also [http://www.iata.org/whatwedo/cargo/live\\_animals/pets.htm](http://www.iata.org/whatwedo/cargo/live_animals/pets.htm)), you do not need to buy a new one. To be sure, please contact your forwarder or Lufthansa Cargo sales office in advance.

**Should I provide food and water for my animal for the travel time?**

The exact requirements for all kind of animals are also defined in IATA Live Animals Regulations.

For **pets**, a water container must be present within the kennel with outside access for filling. Sealed food can be attached to the kennel, in case of unforeseen delays. During transit in the Frankfurt Animal Lounge, food and water will be provided.

**What are the costs for my live animal shipment?**

Transport costs vary between different origins and destinations. Further, additional costs (shelter, veterinary, customs etc.) may occur as well as for special handling or paperwork. To get the exact amount, please contact your nearest Lufthansa Cargo sales office or a forwarder specialized in shipping live animals.