



Lufthansa Cargo AG

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Lufthansa Cargo
Networking the world.

Photo upon arrival!

**The new premium
service for pets.**



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First-class comfort for pets: Live/td Premium.

From a big dog to a small cat, air travel always means excitement and uncertainty for both the owners and their four-legged friends. With our special product Live/td, animals travel under the best-possible conditions. They are treated to species-appropriate accommodation and care throughout the entire journey. Especially for flights with layovers at Frankfurt Airport, we now offer a new additional premium service, precisely tailored to the needs of pet and owner: Live/td Premium.

The premium service provides the following additional benefits:

Photo upon arrival.

We take pictures of your pet as soon as it arrives at the Frankfurt Animal Lounge. We send the pictures to you via email so you can see for yourself that your four-legged friend has made it safe and sound and is now enjoying a relaxing break.



More space in the lounge.

Live/td Premium guarantees considerably larger kennels in the comfort of the Animal Lounge so pets can really enjoy their well-deserved break.



Leaflet before the journey.

We provide owners with a leaflet containing important and useful tips for the special transport of pets in good time prior to the journey so they can plan everything at their own pace in peace.

Special requests in transit.

We make allowances for special requests in transit, including administering medications, providing pets with special food and looking out for known allergies.

Personal contact.

An exclusive email address is available, that you can use at any time to ensure yourself that your pet is doing well.

Contact us!

Do you have more questions? Please do not hesitate to contact us. You will find the telephone number of a customer service team close to you at lufthansa-cargo.com/contacts.