

Pets Policy

Conditions of carriage of pets.



In accordance with international standards the following will not be accepted for carriage:

- Puppies under 10 weeks old;
- All Mammals declared to be pregnant unless accompanied by a veterinary health certificate certifying that the animal is fit to travel and less than 6 weeks into the gestation period, and there is no risk of birth occurring during the journey;
- Nursing females with suckling young;
- In accordance with the IATA Live Animal Regulations (LAR) ZAG – 01 that states the South African Government regulations prohibit the carriage of all live animals destined for or in transit through the Republic of South Africa as excess baggage. Live animals destined for or in transit through the Republic of South Africa may only be shipped as manifested cargo;
- Unaccompanied pets can't be checked in at the airport but must be taken to our cargo agent
- Reservations for a particular flight of your choice should be confirmed 24 hours prior to departure with the Cargo Agent.

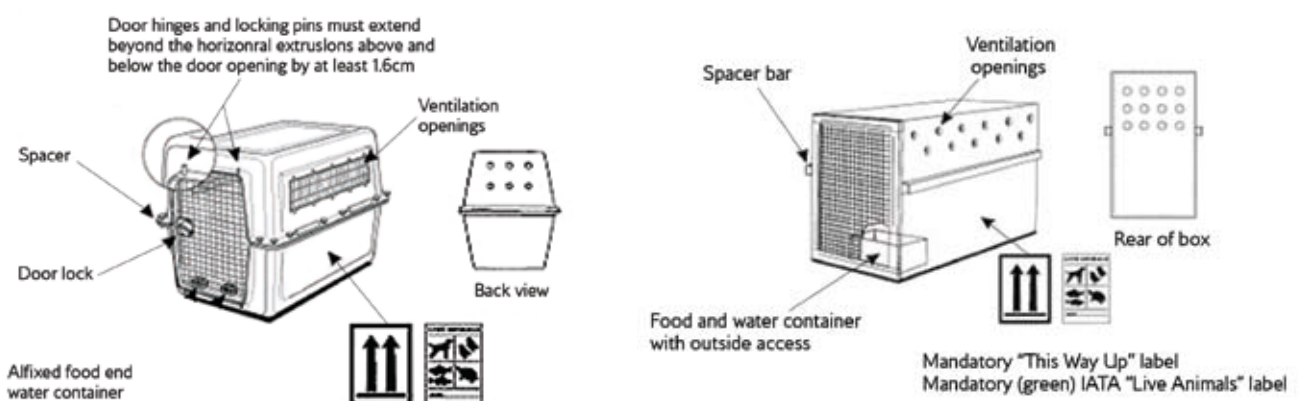
What you need to travel with pets:

- Please call our Contact Centre to make a reservation for your pet, if you're travelling with your pet at least 72 hours prior to departure on 0860 I FLY BA (0860 4 359 22);
- You must ensure that you obtain the necessary health and vaccination certificates and other documentation needed for the animal as these may be requested at the airport prior to travel;
- If you fail to present these on request, British Airways (operated by Comair Limited) may refuse carriage of the animal;
- A quick visit or call to the vet will ensure your pet has been inoculated against most diseases;
- It is the owners' responsibility to ensure the animal is suitably sedated so as to lessen any anxiety or stress while flying;
- It is suggested that you discuss this with your vet prior to travel who will advise you according to the type of pet and its disposition.

Container Requirements:

- Each animal must be placed in a container that has enough space to turn about normally while standing, to stand and sit erect and to lie in a natural position. To determine the correct kennel dimensions: the kennel length is the distance from the root of tail to tip of nose plus half the elbow to ground measurement;
- The kennel width is twice the width of the widest point. The kennel height is the distance from floor to tip of ears;
- You must make sure that all animals travelling with you have adequate and secure containers;
- The ventilation openings must be small enough so that paws/nose cannot protrude outside the container, but big enough that they can get enough oxygen at 35,000 ft;
- If you fail to comply with these specifications, we may not accept the animal for transportation;
- Please ensure the container is lockable.

Example of the Rigid Plastic Pet Container:



- Animals in container will be carried in the pressurized hold of the aircraft;
- On domestic flights only (flights within the Republic of South Africa), the following will apply:
- Only Assistance dogs accompanying disabled customers can be taken into the aircraft cabin;
- Please call our contact centre to make a reservation at least 72 hours prior to departure.;
- Assistance dogs will be carried for free. British Airways (operated by Comair Limited) may make a charge if an adjacent seat has to be withdrawn from use to accommodate a disabled customer and accompanying assistance dog;
- British Airways (operated by Comair Limited) will carry domestic animals, such as dogs and cats and their containers will not be part of the customer free baggage allowance and the customer will have to pay an excess baggage charge for the carriers. Please contact our contact centre to make a reservation 72 hours prior to departure.;
- The customer must present all health and vaccination certificates and other documentation needed for the animal;
- If the customer fails to do this, kulula.com may decide not to carry the animal. It is the customer's responsibility to ensure the animal is suitably sedated, so as to enable them to undertake the flight without anxiety or stress;
- All other animals must be carried as cargo at cargo rates. (i.e. snakes, birds, rodents, etc);
- Unaccompanied animals must be at cargo 4 hours prior to departure for regional flights and 2 hours prior to departure for domestic flights;
- Unless carrying the animal is covered by the liability rules of the Convention, British Airways (operated by Comair Limited) will not be responsible for their loss, sickness, injury or death unless British Airways (operated by Comair Limited) have been grossly negligent. See conditions of carriage.

Fees:

- British Airways (operated by Comair Limited) will charge for the transportation of domestic animals (such as dogs and cats), their containers and food carrier as a combined weight which is not part of the customer's free checked baggage allowance of 23kg;
- The rate is charged at R25 per kilo at the airport where the pet, container and food carrier is weighed;
- This fee is applicable regardless of whether you have other checked baggage or not;
- A minimum rate of R25 is charged. If the pet with the container and food carrier weighs less than 1 Kg then the rate charged will be R25;
- Guide dogs accompanying disabled customers will be carried free. British Airways (operated by Comair Limited) may raise a charge if an adjacent seat has to be withdrawn from use to accommodate the disabled customer accompanying a guide dog.

Contacts:

Regional Flights (Flights outside the Republic of South Africa, within Africa including Mauritius)

British Airways (operated by Comair Limited) does not manage this. The customer must go via the cargo agent directly. Arrangements may be made with our Cargo Agent, Express Air Services at least 72 hours prior to departure on Tel: (011) 390 2841; Fax (011) 390 2950. The Cargo Agent will quote you the applicable rate for the transportation of your pet.

Windhoek and Harare Flights:

For Windhoek and Harare routes customers must contact the Cargo Agent so that the state vet can verify the health of the pet for travel. They will also quote the applicable rate for the pet.

Cargo Agent: Express Air Services Tel: (011) 390 2841; Fax (011) 390 2950.

Ndola and Lusaka:

You will require permission for a pet to travel to Zambia. For travel to Zambia contact Menzis on Tel: (011) 390 3430; for travel from Zambia to South Africa contact Zambezi Airlines.

Mauritius Flights:

Please check in advance with the High Commission if they will allow entry for your pet as they may have quarantine requirements: Tel: (012) 342 1283/4.