

Protocol for Recognised Assistance Dogs travel as part of the
Pet Travel Scheme to and from Bristol Airport

Introduction

This procedure identifies what passengers need to do to travel under the Pet Travel Scheme with recognised assistance dogs (this includes guide dogs and other assistance dogs) only traveling to and from non UK destinations. (Dogs arriving from Republic of Ireland, Channel Islands, Isle of Man, and Isles of Scilly do not need to be checked)

Definitions

A guide dog is a dog trained to provide mobility assistance to a blind or partially sighted person. In the UK the guide dog is trained, assessed and accredited by the Guide Dogs for the Blind Association. Outside the UK a guide dog is a dog trained by an individual or organization that is accepted by and affiliated to the International Guide Dog Federation.

An assistance dog is one which has been specifically trained to assist a disabled person and which has been qualified by one of the charitable organizations registered as members of Assistance Dogs (UK). Assistance dogs trained by members of Assistance Dogs (UK) will have formal identification and have been granted certification by the Department of Health.

Assistance dogs from other nations, when entering the UK, should meet the full membership criteria of the established international assistance dog organizations – Assistance Dogs International and Assistance Dogs Europe – or other such bodies as may from time to time be recognized.

The following assistance dog organizations are registered members of Assistance Dogs (UK):

- Dogs for the Disabled
- Canine Partners
- The Guide Dogs for the Blind Association
- Hearing Dogs for Deaf people
- Support Dogs

1. Pre Departure / Arrival

The dog owner must notify the licensed airline of their intention to travel on a flight to or from a non UK destination. This notice should be given as early as possible to the airline, preferably at time of booking and at least 48 hours before travel.

The airline will notify ABM of the passenger's travel details including passenger name, date and time of arrival and flight number. ABM will start a record log (Appendix D) for the passenger.

The passenger must fax all relevant paperwork to Bristol Airport Control centre fax no. 01275 473667, at least 48 hours prior to departure / arrival, the fax will be passed to ABM controller desk to carry out checks to ensure paper work is complete.

The following paperwork must be sent prior to the arrival / departure date:

- A copy of the pet passport

Or if traveling to a 3rd Country

- Third Country official veterinary certificate
- Certificate of the date the dog was micro chipped
- Vaccination against rabies certificate after the dog was micro chipped
- Blood test for rabies antibodies (at least 6 calendar months before date of entry to the UK)

On the day of Arrival back into the UK the following paperwork must also be provided:

- Evidence of Tick treatment
- Evidence of Tapeworm treatment

2. Check in

At check in the Airline handling staff will ask the passenger to confirm that they are the owner of the Guide dog or Assistance dog. The member of staff on check in will call ABM. ABM will send an Animal Clearance Officer (ACO) to the check in desk. The ACO will check the micro chip and complete a Pre-travel checklist.

The dog owner may wish to take the dog to relieve before proceeding through to the departure lounge as there are no facilities airside for the dog to do so. The ACO can arrange for a member of staff to escort the owner to the spending facility and can also arrange for assistance through to the departure lounge if necessary.

3. Pet Travel Scheme clearance on Arrival in the UK

On arrival the flight will be met by an ACO who will take the owner and dog to the animal holding point and check the dog and documentation for clearance under the Pet Travel scheme. The ACO will complete the Arrival checklist. This completed checklist must be signed and dated by the ACO and will be confirmation that the dog has been cleared to enter the UK. This should be presented during Immigration and customs checks.

The ACO will escort the dog owner through Immigration, baggage reclaim and customs to the special assistance point on the main concourse. The ACO will photocopy all paperwork including Pet passport or 3rd Country certificate and vaccination certificate, tick and tapeworm treatment certificate and microchip certificate. A copy of the Arrival checklist will be given to the recognized assistance dog owner.

4. Procedures to be used if a dog fails Pet Travel Scheme clearance

In the unlikely event that a dog fails the Pet Travel scheme due to incorrect documentation or the micro chip can not be found, the ACO will inform the Terminal Duty Manager on duty who will call out the local quarantine kennel - Overhill kennels. (contact details can be found in appendix c)

Overhill kennels will respond and attempt to resolve the problem in conjunction with the assistance dog owner. The dog will be placed in a folding cage until Overhill kennels arrive. The maximum time that the dog can be kept in this facility, until being transferred to the Overhill Kennel is 3 hours.

Should the problem not be solved the dog will need to be held in quarantine either by Overhill kennels or a suitable kennel nominated by the owner. The Terminal Duty Manager will contact Animal Health to inform them that an assistance dog has failed the Pet Travel scheme.

Animal Health will need to issue an ID46 form (emergency import license) for the animal to enter the country under quarantine. Once this has been received, the dog can be removed by Overhill kennels or another nominated quarantine kennel.

The owner is responsible for all costs incurred due to quarantine. The guide dog owner will be assisted through Immigration and Arrivals.