

## Pets Travel Scheme (PETS) Bookings – DFDS Seaways Terms & Conditions



### Booking Conditions

1. These Terms and Conditions are in addition to and, should be read in together with, DFDS Seaways General Booking Terms & Conditions and Conditions of Carriage.

### The Pets Travel Scheme

2. The DFDS Seaways Newcastle (North Shields) – Amsterdam (IJmuiden) and Harwich - Esbjerg is an approved route by DEFRA for participation in the PETS scheme.
3. The PETS scheme, as operated by DFDS Seaways, applies only to cats and dogs and ferrets returning from qualifying countries into the UK.

### Bookings

4. Pet travel can be booked by calling 0871 882 0885. Pet travel cannot be booked online.
5. DFDS Seaways will only accept animals travelling with their owners/escorts by motor vehicle. Assistance dogs are accepted on the strict understanding that they will not accompany their owners/escort into cabin accommodation and will comply with the regulation for other same-species animals carried onboard.
6. We will not accept bookings: On the day of departure inbound to the UK; For unaccompanied pets; For those passengers without a vehicle

### Payment

7. Full payment is required at the time of booking. A fee will be levied for all credit card transactions.

### Amendments and Cancellation of PETS Bookings

8. Amendment and cancellation fees will apply as per our General Terms and Conditions depending upon whether the owner/escort has booked a 'Package' or 'Other Travel Arrangement', as appropriate.

### Conditions for Booking under the PETS scheme

9. Before returning to the UK, it is the owner's responsibility to ensure that they provide the following: -
  - a. A valid DEFRA approved veterinary certificate showing that their pet has been micro chipped, vaccinated and blood tested for antibodies to rabies. N. B. Allow at least 7 months for vaccinations before travel.
  - b. A valid DEFRA approved certification showing the animal has been treated against ticks and fox tapeworm not less than 24 hours, and not more than 48 hours, prior to returning to the UK.
10. If you need further information, please contact the DEFRA helpline on 0870 241 1710 or consult your own vet.
11. Tick and tapeworm treatment must be administered by a vet between 24 and 48 hours before embarking from a foreign port. An official certification is required from the country in which treatment is carried out. This must be signed, dated and include date and time of treatment. If the certification does not comply with this, we regret that we will not be able to carry the animal under the Pet Travel Scheme. For that reason, when planning your return journey on any of our routes, please give careful consideration to the timing of the tick and tapeworm treatment.
12. With timing of treatment in mind, we do not recommend travel to the UK early in the week, as it may be difficult to obtain the necessary certificate from a vet at weekends. Please check in no later than 90 minutes before departure to ensure that enough time is allowed for the formalities to be completed.

### Check-in time

13. Owners/escorts should arrive 90 minutes before departure to ensure there is sufficient time for the administration formalities to be completed. Arrival for check-in after this time may mean there is insufficient time to process an animal under the PETS scheme and boarding of the ship may not be possible.

### Your Responsibility - at the Port and during the Voyage

14. The animal's owner/escort will be solely responsible for the behaviour and welfare of their pet(s) at the port and on board, and for compliance with the PETS travel scheme's provisions. Although guidance and advice will be given by DFDS Seaways staff at check-in, the animal's owner/escort is personally responsible for the successful scanning of their animal using DFDS Seaways' scanning equipment.
15. The animal's owner/escort is also responsible for ensuring that the animal is sufficiently fit and healthy to withstand the intended journey. You are recommended to seek the advice of your own vet about health and travel concerns. At all times it is the owner/escort's responsibility to comply with the DEFRA regulations governing pets travel.

### Loading Priorities

16. DFDS Seaways reserves the right to load vehicles carrying animals' at the most appropriate time in respect to other loading priorities and constraints. In particular, we will always consider an animal's welfare to take higher priority than that usually accorded to accompanying customers with special needs or, indeed, accompanying passengers booked into Commodore Cabins. This means vehicles carrying animals may be loaded first, last or in the general flow of vehicle loading.

### Departures from UK Ports

17. In order to minimize failures upon return, it is part of DFDS Seaway's procedures, whenever practical, that microchips are scanned and checked prior to departure from the UK

### Accommodation of Pets Onboard

18. For reasons of hygiene and the comfort of others passengers, animals must remain either in your vehicle or in the kennel provided. Under no circumstances will any animals be allowed into any cabin accommodation or public areas of the ship including the weather decks. Any passenger who abuses the above condition may be refused travel on a return leg of their journey.
  19. Subject to availability, kennels will be provided for dogs. If a kennel is provided, dogs must occupy the kennel provided, throughout the voyage. Owner/escorts will be advised by the Deck Loading officer when you may transfer your animal to a ship's kennel. At that time it is essential that the mirror hanger label is transferred with the animal to the ship's kennel. This will aid identification of animal with owner/escort. You may wish to bring adequate supplies of food, water and bedding material if you book an on-board kennel. Access will be provided for owner/escorts to the kennel area during the voyage, subject always to weather conditions and the decision of the Captain.
  20. All other domestic pets, including any dogs being transported in a vehicle, must remain in the owner/escort's vehicle throughout the journey.
- Your Responsibility - Pets travelling in the owner/escort's vehicle



21. There should be sufficient space for the animal to move freely, and you should make the animal as comfortable as possible, using absorbent bedding, equipment and toys with which the animal is familiar with. Before leaving your vehicle you must ensure that the animal(s) will have enough ventilation. This will normally mean that one or more windows will need to be left partly open, but it is important also to ensure that the animal(s) cannot escape. Animals should be adequately restrained - cats should be carried in a suitable secure container. Please make sure that all vehicle doors are locked. You should also take with you any valuables that you may be carrying, as DFDS Seaways cannot accept responsibility in the event of loss, theft or damage caused by pets or otherwise.

22. Vehicles carrying pets will be issued with a special sticker on arrival at the port and if required, a mirror hanger label. It is an offence to remove this sticker before leaving the port of destination. Failure to comply with this regulation could result in the animal being placed in short term quarantine at the owner/escort's cost.

#### Visiting Pets During the Voyage

23. At the discretion of the crew and, conditions permitting, owners/escort's may visit their animal on the car deck or kennels at pre-arranged times during the course of the voyage. Please report to the Information Desk on board at the beginning of the voyage for details of visit times.

#### Check-in at IJmuiden, Holland, for Return to the UK

24. Please note that before you join the car check-in lanes at IJmuiden, you will initially need to go to the Foot Passenger Terminal to confirm you are carrying an animal for return to the UK.

#### Check-in at Esbjerg, for Return to the UK

25. Please note once you have reached the car check-in booth at Esbjerg you must declare you are carrying an animal for return to the UK.

#### On Arrival at UK Ports

26. Owners/escorts whose animals have been placed in a ship's kennel during the voyage will be required to transfer the animal back into their vehicle before the car deck doors are opened on arrival in the UK. The transfer will take place during the inbound visiting period, normally 1 hour before arrival. It is essential that the PETS/Balai mirror-hanger label is moved from the kennel back onto the car mirror. This is because Passengers should be prepared for an inspection by DEFRA upon entry into the UK. This is to ensure that all procedures have been properly followed and that documentation is in order.

#### Failed Entry Checks

27. In the event an animal fails an entry check at the port of North Shields or Harwich then the animal will be returned to a secure kennel onboard the ship in which it arrived in the UK. Owners/escorts will remain responsible for any cost involved, including costs of meeting/ retaining the animal in the European port of origin. Owners/escorts accompanying an animal back to a European port will be responsible for the cabin/car costs of their passage.

#### Carriage Of Pets – General

28. The carriage of pets is subject to availability. We will not accept bookings for animals at the port on the day of departure. All animals are carried entirely at the discretion of DFDS Seaways, who reserve the right to refuse travel at any time.

29. If any element of the PETS certification or microchip procedures should fail, DFDS Seaways reserve the right to refuse the animal travel.

#### Regulations for Pets Travelling to other European Countries

30. Owners/escorts are solely responsible for being aware of, and complying with, regulations in their country of destination. They should also be aware that some countries have prohibitions and special regulations regarding certain dog breeds, and that they may be refused entry or transit. Please contact the appropriate authorities (e.g. the Embassy) of the countries you are travelling to and through or DEFRA for further information. DFDS Seaways will not accept any responsibility if your pet is refused entry to the country of destination, or any country in transit.

#### Right Of Refusal

31. DFDS Seaways has absolute discretion to accept or refuse any passenger, their vehicle, their pets or their luggage on board. DFDS Seaways reserves the right to refuse to carry a passenger and their animal in the event that an animal owner is unable to satisfactorily scan the microchip in their animal. In that event, or, if travel is refused due to incorrect documentation, DFDS Seaways will not be held liable for any consequential costs.

32. In the event of a severely delayed ship, the animal's owner/escort is responsible for any additional expenses incurred with regard to veterinary costs, repatriation to the port of origin or quarantine.

#### Useful Contacts:

DEFRA pets Helpline: +44 (0)870 241 1710 (Monday to Friday - 8.30am to 5pm UK time)

DEFRA helpline fax: +44 (0)20 7904 6206

DEFRA website: <http://www.defra.gov.uk/animalh/quarantine/index.htm>

DEFRA e-mail: [pets@ahvg.defra.gsi.giv.uk](mailto:pets@ahvg.defra.gsi.giv.uk)

Contact Information is subject to change May 09

