



Pet Arrivals at London Gatwick's Animal Reception Centre

Pets arriving at London-Gatwick (LGW) as AWB cargo, in the hold, are received, checked and cleared by Animal Aircare Company Ltd. who manage and operate the Animal Reception Centre on behalf of Gatwick Airport Ltd. The following is a step-by-step overview of a pet's arrival process through our facility:

- Once an aircraft has arrived and the pet unloaded, it is transferred (in its travel box) by the airline's handling agent to the Animal Reception Centre which is located within the Gatwick Airport World Cargo Centre. As a rule of thumb we receive animals around 1 hour after an aircraft's arrival time.
 - Once a pet has been received by us at the Animal Reception Centre it is let out of its travel box into one of our secure kennels equipped with a toilet area (litter trays for cats), a bed and fresh water. We do not mix animals at our facility.
 - We immediately read the animal's microchip.
 - Once we have received them we have to check the animal's **original** Pet Travel Scheme paperwork. Sometimes it is attached to the pet's travel box, alternatively some owners like to hold onto the paperwork or it is included with the airline documents.
 - When the pet has passed the Pet Travel Scheme entry requirements the customer/shipper's appointed agent will complete the Customs declaration.
 - Once the pet has been Customs cleared we can then release it from the Animal Reception Centre.
 - We have ample parking immediately in front of our Reception entrance and we can deliver the pet, in its travel box, to a vehicle's side.
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- The Animal Reception Centre is a 24/7 facility and we always have an Animal Welfare Officer available to handle pet arrivals and to provide information to customers and shippers alike.
 - Pet travel boxes will be returned in a clean condition and any messy bedding will be bagged and returned to the owner.
 - We do not feed animals upon arrival at the Animal Reception Centre unless they are staying with us for longer than 4 hours. This is due to their onward journey (e.g. car sickness). It is best to feed them once they are settled in at their home/final destination.
 - The Animal Reception Centre is located approximately 10 minutes away by car from the airport's North and South Terminals and owners collecting will need to come by car or taxi.
 - For more information please visit www.animalaircare.co.uk



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