

## **Pet Exports Team - Frequently Asked Questions**

Below are some of our more commonly asked Questions? If you cannot find the answer to your Question, need clarification or further advice please E-mail your Query to [Petexports.Carlisle@ahvla.gsi.gov.uk](mailto:Petexports.Carlisle@ahvla.gsi.gov.uk)

**Who are we and what do we do?**

We are called the Animal health and Veterinary Laboratories Agency (AHVLA) – we are an executive agency of the Department for Environment, Food and Rural Affairs (DEFRA) Our role is to help safeguard animal health and welfare and public health, protect the economy and enhance food security through research, surveillance and inspection.

Our office here in Carlisle is the specialist service centre for exports for Great Britain (England, Scotland & Wales)

We provide export health certificates that accompany your animals. These detail the health status of your pet and ensure your pet is accepted into the importing country.

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## **Documentation**

### **Q1 – I want to take my Pet to an EU country?**

For Cats, Dogs or Ferrets you will need a Pet Passport. You can find out more information here <http://www.defra.gov.uk/wildlife-pets/pets/travel/pets/>. There is also a dedicated **Pets Helpline**, contact them on **0870 2411710** or email: [pettravel@ahvla.gsi.gov.uk](mailto:pettravel@ahvla.gsi.gov.uk)

For the import of all other pets please contact our Imports Office on **01245 398298** or E-mail [AHITChelmsford@ahvla.gsi.gov.uk](mailto:AHITChelmsford@ahvla.gsi.gov.uk) [back to top](#)

### **Q2 – I want to take my Pet to a non EU country (rest of the world)?**

The majority of non EU countries require an export health certificate (EHC) which accompanies your pet into the country of destination. The EHC stipulates the import requirements your pet must comply with to gain entry into the country.

A full list of current EHCs available can be viewed on the following website;

<http://www.defra.gov.uk/animal-trade/files/export-health-certificates-list.pdf>

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### **Q3 - How do I get an Export Health Certificate (EHC)?**

You need to apply to us. We will provide you with either an EXA 1 or an EXA 24 application form and the relevant application guidance notes. Please see **Q11**

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### **Q4 – Why have you have sent me a specimen Export Health Certificate (EHC) & Notes for Guidance (NFG)?**

The specimen EHC & NFG are for Information only. Please read through them and familiarise yourself with the requirements. Please note Specimen certificates are not used to apply for an EHC nor can they be used as documents to export your pet.

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### **Q5 - I have received a specimen Export Health Certificate and Notes for Guidance what should I do now?**

You need to make sure that on the date of export, your pet can comply with all the requirements stated on the EHC. We suggest that you take the Specimen EHC/NFG along to your vets prior to your planned travel date to discuss and make arrangements for any vaccinations or treatments etc that your pet may need.

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#### **Q6 - What if my pet cannot comply with the Export Health Certificate?**

Please contact us as soon as possible. We will look for possible solutions and assist you where we can. [back to top](#)

#### **Application forms (EXA1 – export of Dogs, Cats and rabies susceptible animals) or EXA 24 – (Captive Birds)**

#### **Q7 - Can I be the owner, exporter and importer?**

If you are moving abroad or going on holiday then you are classed as the owner, exporter and importer. If you are selling the animal then you are the exporter and owner, the person to whom the animal is being sold will become the Importer.

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#### **Q8 - What if I do not have the export date yet?**

We cannot produce the certificate unless we have an export date but you can still send your application to us. It will be in our system as a 'TBA' - To Be Arranged. It will stay there until you advise us of your export date. **Please see Q13** [back to top](#)

#### **Q9 - What if I do not have a final appointment date yet?**

You can still send us your application and note in the appointment date box 'TBA' – To Be Arranged, but as you will need the paperwork at your vets for your final appointment date you must inform us of the final appointment date as soon as possible. **Please see Q13**

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#### **Q10 - How soon should I submit my application form?**

We require at least 10 working days notice to process your application.

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#### **Q11 - How can I send my application to you?**

We accept applications by E-mail or post (**we do not require a signature on your E-mail application just type your name in the signature box or name box**) Our email address is [Petexports.Carlisle@ahvla.gsi.gov.uk](mailto:Petexports.Carlisle@ahvla.gsi.gov.uk)

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#### **Q12 - What documents do I need to send with my application?**

None. We do not need to see, import permits or vaccination records. If we need further information or clarification we will contact you. [back to top](#)

### **Q13 - Can I update and change the information I have given on my application form?**

Yes but it must be done in writing by E-mail, To enable us to quickly identify that changes are to be made, please title your email 'Amendment to Application Form'. Please give enough information to enable us to locate your original application, such as;

- description of animal/s
- your name
- Address
- export destination
- export date if originally given

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### **Import permit**

#### **Q14 - It refers to an import permit on the Notes for Guidance what should I do?**

Some countries require you to have an **import** permit for your pet (although your pet is being exported from the UK it is classed as an import to the receiving country) you will need to apply for this and the appropriate contact details should be on the notes for Guidance, if you experience difficulties then you may wish to contact the relevant UK Embassy for Guidance.

<http://www.fco.gov.uk/resources/en/protocol/ldl-june>

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### **Processing & Delivery**

#### **Q15 - Do you charge for the certificate?**

At present we do not charge for our service. We provide specimen certificates, application forms and produce and convey the required paperwork to your nominated vet free of charge. You will be charged by your vet for services he/she provides, this is a private transaction.

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#### **Q16 - Can you E-mail or fax the certificate to my Vet?**

No. The Export Health Certificates are legal documents produced on watermarked paper and must be originals. We post all our paperwork using 'Royal Mail' and send 1<sup>st</sup> Class.

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#### **Q17 - Can the certificate be sent to the vets now?**

Most certificates require an additional form from us giving clearance to your vet to sign certain parts of the certificate. The clearance has a validity of 10 days only. Therefore the **earliest** we can send the certificate to your vets is 10 days prior to the final vet appointment date.

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#### **Q18 - When will the certificate be at the vets?**

We **aim** to have the paperwork at your vets 3 to 5 days before your final appointment date, you should check with your vet practice in advance of your appointment to make sure they have received the paperwork.

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### **Q19 - Can I collect the certificate from your office and take it to the vets myself?**

You can but you must check with your vet practice that this is acceptable. Your vet must inform us in writing that they have agreed to this. The envelope the paperwork is delivered in must remain sealed and be delivered to your vet intact. **Our address is:** Specialist Service Centre for Exports, Hadrian House, Wavell Drive, Rosehill Industrial Estate, Carlisle CA1 2TB [back to top](#)

### **Q20 - Can I pay you to use a different method of delivery to my vets?**

No as we are unable to accept and process any kind of payment. But you may wish to provide a guaranteed/special delivery envelope or arrange for a courier to collect your paperwork. Please contact us to discuss. [back to top](#)

## **About the vet**

### **Q21 - Can any vet complete the EHC?**

Your nominated vet must have panel 2 training to be able to complete the EHC. Panel 2 is given to a vet who has had appropriate training from AHVLA and is approved by AHVLA to carry out export work. Vets are referred to as 'Official Veterinarians' or 'OV's'. Most veterinary practices have at least one OV who can do this work, please check with your practice. [back to top](#)

### **Q22 - I have a Question about, vaccinations, treatments, timescales mentioned on the Export Health Certificate and/or notes for Guidance**

Please discuss with your vet if they need further advice then they can contact us as we have veterinary officers who can advise them. [back to top](#)

## **Method of travel**

### **Q23 - I am driving through several countries with my pet what do I need to do?**

Contact us via [e-mail](#) and we will advise you on transiting through other countries.

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### **Q24 - I have Questions about my pet travelling by Air/Sea – suitable travel container, travel in cabin or hold, Welfare etc.**

You should contact the airline or Ferry Company direct as they have their own policies about conveying live animals.

The following two links to the **International Air Transport Association (IATA)** have useful information about shipping your pet by air.

<http://www.iatatravelcentre.com/iata-travellers-faq.htm>

[http://www.iata.org/whatwedo/cargo/live\\_animals/Pages/pets.aspx](http://www.iata.org/whatwedo/cargo/live_animals/Pages/pets.aspx)

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