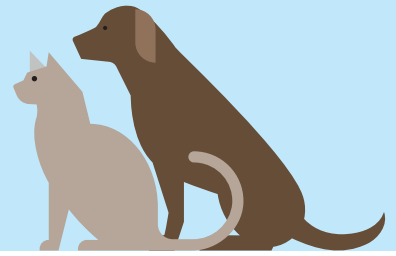




## Checklist for the transport of animals in the hold



### 1. Journey preparation

- You have booked your flight and registered your pet early (no later than **72 hours** before departure using the online form or via your travel agency, or no later than **24 hours\*** before departure by calling the Lufthansa Service Center) and received a **booking confirmation**. Unregistered pets or unconfirmed reservation requests may be declined at check-in.

**Please note:** Each passenger can register a maximum of two animals (in one or two permitted containers) for transport. The animals can be transported in the cabin and/or the hold, depending on their size. The animals must not be intended for trade. Snub-nosed breeds and certain fighting-dog breeds cannot be transported in the hold for health and safety reasons.

- Your pet's transportation is confirmed by all the airlines involved in your journey.
- Your pet meets all valid entry and exit requirements for the countries to which you are traveling.
- All necessary veterinary examinations, treatments, and marking (e.g., vaccinations, microchipping) have been carried out in accordance with the legal requirements and the prescribed deadlines before the journey.
- The official and veterinary documents for your pet, such as an EU pet passport or vaccination records/health certificates (USA), are ready.
- A suitable transport container is available that meets all requirements. You can find these requirements at: **[lufthansa.com/animal-transport](https://www.lufthansa.com/animal-transport)**
  - Please ensure that your pet can stand upright in a natural position, move, and lie down in the container.
  - The transport container is lined with absorbent material (no newspaper, cardboard, cat litter or the like). One food bowl and one water bowl are fixed to the inside of the door and can be filled from the outside. Your pet is familiar with the container.
  - To calm your pet, you have included, for example, a cuddly blanket or one of your pet's toys in the container.
  - Fighting-dog breeds may only be transported in special transport containers.
- You understand that your pet may be refused carriage at your expense if the conditions set out in this document are not fully met.**

\* Please note that there may be different deadlines for travel to the USA.



## 2. On the day of departure

- Bring your pet to the bulky baggage counter (outside Germany: service counter) at least **two hours before departure** in a transport container that complies with all the requirements. For flights from Frankfurt, we recommend arriving at the airport at least three hours before departure.

### Important for checking in and dropping off your pet:

- You have made sure that your pet is not wearing a lead, muzzle, harness, or any other items with which it could strangle itself.
- You have attached the food and water bowls to the transport container from the inside and checked that both can be filled from the outside.
- You have the following documents ready for check-in:
  - Booking confirmation(s)
  - The official and veterinary documents for your pet, such as an EU pet passport or vaccination records/health certificates (USA)

You can pay the costs for taking your pet with you at the bulky baggage counter or at a service counter.

Remember to carry a lead and, if necessary, any medication to be administered to your pet with you in your carry-on baggage.

**Lufthansa reserves the right to exclude animals from transportation at your expense if the requirements are not met. Any additional costs that may arise as a result (rebooking, accommodation, return transport) will also not be reimbursed.**

## 3. On arrival

At your destination airport, ask at baggage claim where you can collect your pet. At most airports, this will be at the bulky and special baggage claim area.