



VISTA  PET

A WORLD
FOR ALL

We look after all our guests. Even if they are four-legged.

The VistaJet experience is designed to ensure all passengers feel welcome and relaxed.

With one in four VistaJet Members flying with their pet, offering solutions that will care for animals is proving increasingly important.

Designed in collaboration with experienced veterinary practitioners, groomers, dieticians and coaches, the VistaPet program recognizes the unique needs and challenges faced when traveling with a pet. From travel bags and sleep mats to balanced menus, travel advice and fear of flying courses, your loyal companion can expect the same excellent support as you.



PET READY

The most comfortable journey with a pet starts with a simplified booking service, continues with a happy and uneventful flight, and ends at a pet friendly destination.



VISTAPET POCHETTE

On board every flight, passengers will receive a **VistaPet Pochette** - a travel bag containing a collection of items to take care of your pet during and after your flight.

Bio-organic food from **Rockster** will provide your pet access to high-quality nutrients in the air or on arrival. The flavorful selection of Random Rewards treats from **The Dog House**, created by Michelin-starred chef Michel Roux, is a unique mixture of dog training treats.

Kibble Pet's Travel Care Kit includes water-free shampoos and soothing wipes for salon quality fur care - a perfect way to help your pet relax on board. Rope toys by **Furzu** will keep your dog entertained throughout the flight.

· *The VistaPet Pochette is available on every VistaJet flight* ·



A BALANCED MENU

All VistaJet Program Members can request a dedicated menu to keep their pet hydrated and healthy.

We have developed a pet menu comprising of prime cuts of fresh meat and fish. A typical menu could include an entrée of roast tenderloin, baked salmon or roast chicken served with steamed, roasted or raw vegetables and whole grain brown rice.

Our Cabin Hostesses will offer natural flower essences which can be mixed with your pet's drinking water to aid relaxation during the flight.

· *The VistaPet menu can be requested by VistaJet Program Members from selected airports* ·



A SAFE AND SOFT CABIN

The safety of your pet is of the utmost importance. Flying regulations require that animals are kept on their leash or in their travel cage during take-off, landing and any turbulence.

Guide dogs are exempt from this requirement.

The cage should always be big enough for your pet to feel comfortable in at any time, free to stand up, lie down and turn as they wish.

On your aircraft you will also find a handmade **Labbvenn** sleep mat, so they can sit down near you, wherever you are.



FOR THE FEARFUL ONES

Flying with a scared pet can transform a perfect flight into a very long one.

To ensure all passengers enjoy their flight, VistaJet can arrange fear of flying courses for dogs, in partnership with **The Dog House**.

The four-week course desensitizes your pet to what it could experience during a flight - the smell of fuel, the sounds of jet engines, cabin air pressure and the movements of air turbulence.

· *Fear of flying courses for dogs are exclusive to VistaJet Program Members.*
Costs and availability on application ·

OUR PARTNERS



Rockster believe in the power of food to preserve and restore health. They believe in superfoods, prebiotics, and the absolute right to know exactly what is put into our bodies. Dogs are no different. That is why they have developed products for dogs that are life enhancing.

Rockster products are full of certified human-grade meat, free of any exposure to antibiotics, chemicals, growth hormones, pesticides, and steroids. The certified bio-quality products are like no other dog food available in the industry.



Kibble Pet products were originally created for founder Samantha Kent's two golden doodles. Kent, a third-generation product developer in a family business that produces formulas for many leading human hair care brands, used her years of experience to launch Kibble Pet in 2016.

The company offers a complete line of pet care products using only top quality, natural and organic ingredients that perform safely for dogs and are kind to the environment.



Founded in 1994 by Mark and Gillian Thompson, The Dog House is a renowned activity and education center facility designed for the training and health of dogs. Tucked away in a stunning valley with woodland, meadows, lakes and streams, The Dog House creates training programs and treats for discerning dog owners.

The Dog House's successful training courses are held at Penrhiw Cottage, in Wales, UK. As a guest of The Dog House, your dog will enjoy incredible care, training and exercise in the stunning British countryside.

L A B B V E N N



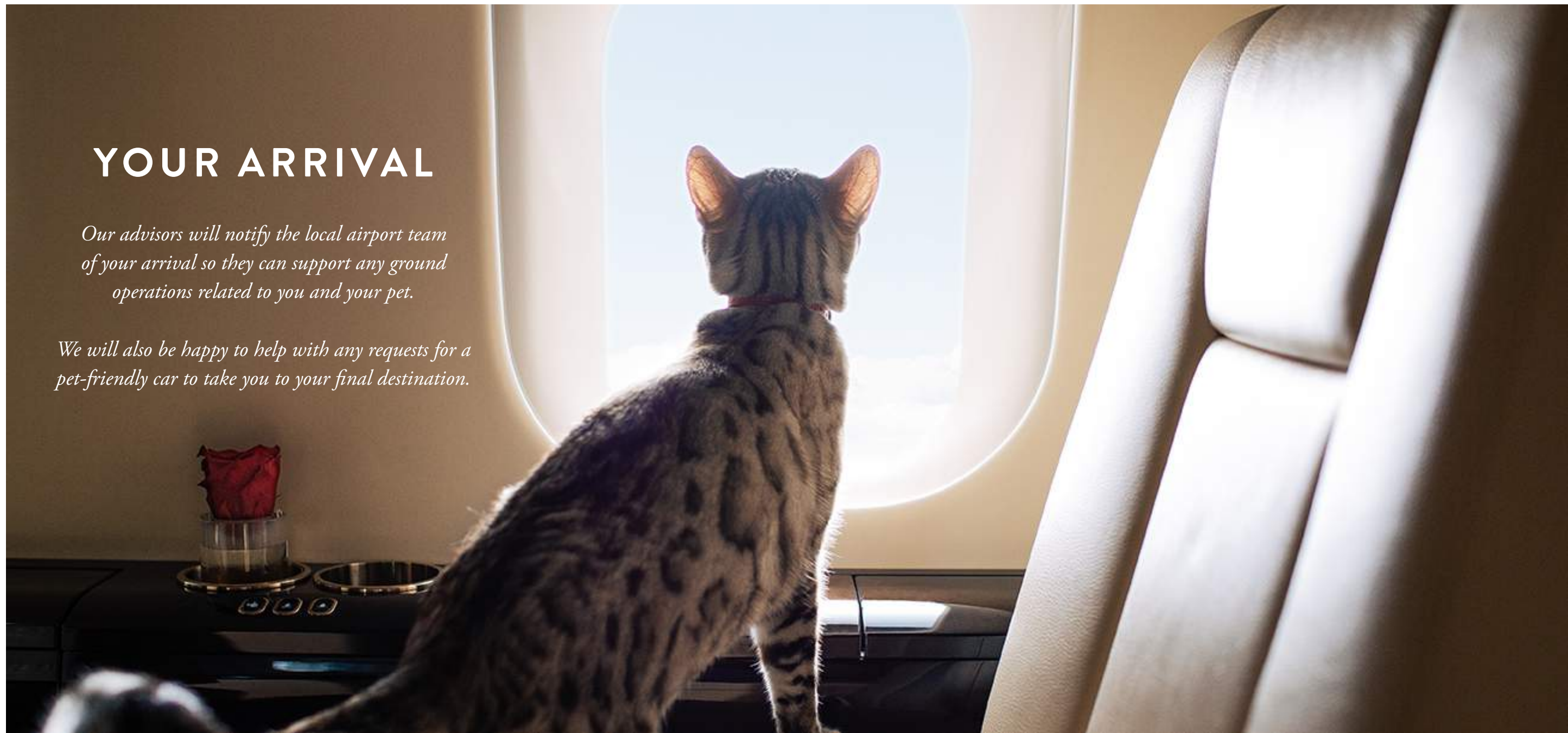
Labbvenn was founded in 2016 by two people who love dogs and are happy owners of a shaggy quadruped. Based in the foothills of the Sudetes Mountains in Poland, Labbvenn products combine minimalist designs with easy care.

Labbvenn's range consists of modern, well-crafted pet products that are also perfect for their owners to complement even the most demanding interiors. The high quality, detailed designs are handmade made in the EU and materials come from certified sources in Italy, Germany and Poland.

YOUR ARRIVAL

Our advisors will notify the local airport team of your arrival so they can support any ground operations related to you and your pet.

We will also be happy to help with any requests for a pet-friendly car to take you to your final destination.





PET DESTINATIONS

The VistaPet program makes traveling with your pet seamless, even at destination.

To make your entire trip enjoyable, VistaJet has selected a collection of pet-friendly facilities and partners all around the globe - whether you require a pet hotel in London, the best pet salon in New York or a photography session to capture moments with your pets around the world, just ask us for advice.

We would be happy to help you find pet walkers and trainers, or suggest unforgettable experiences including pet yoga, rafting and surfing.

A photograph of a tabby cat lying on its side on a brown carpet with white rectangular patterns. The cat is positioned next to a light-colored leather chair. The background is dark and out of focus.

THE WORLD IS COMPLEX

VistaJet is here to help you.



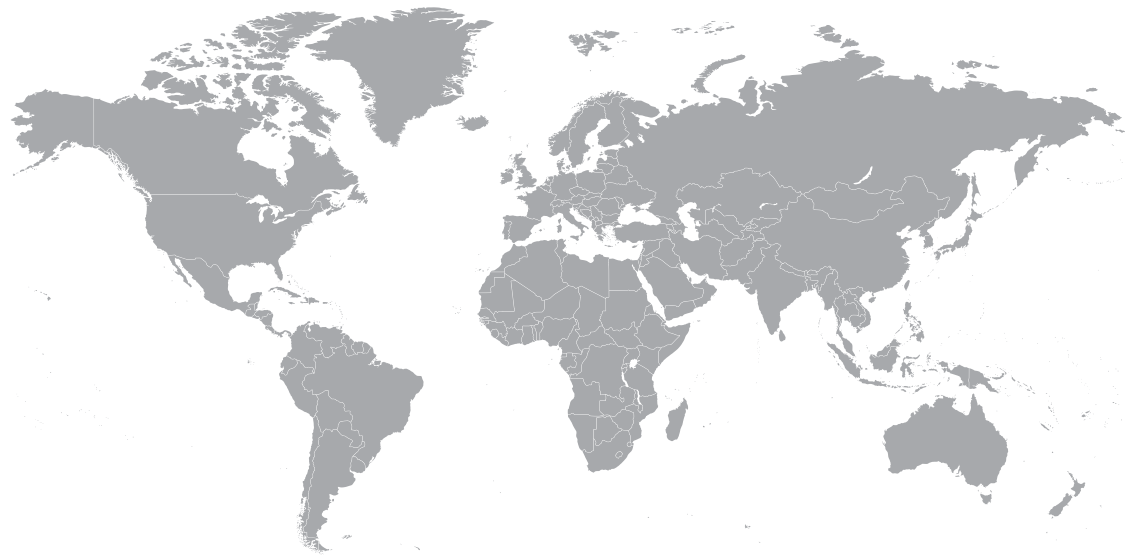
THE SIMPLEST WAY TO BOOK

The simplest way to fly with a pet starts with a call to your customer service team. Depending on where you are flying to and from, we may ask you to provide us with some information about the pets that will accompany you on your travels.

Typically, we will need to know:

- | | | | | |
|--|---|--|---|--|
|  |  |  |  |  |
| TYPE OF PET | BREED | WEIGHT | NAME | MICROCHIP |
|  |  |  |  |  |
| PASSPORT
DETAILS | RABIES
VACCINE | TAPEWORM
TREATMENT | DIETARY
DETAILS | FLIGHT
HISTORY |

With these simple details at hand, your customer service team will support you with your pet bookings across the world.



Unfortunately, there are no standard rules for the transport of pets around the globe.

Additionally, not all airports are authorized points of entry for pets into a country.

Our team will be able to confirm if your arrival and destination airports accept pets and whether the regulations of those countries make it possible to take your desired route.

VistaJet's customer service team will be able to advise you on which rules and regulations apply to your flight and destination, as well as which documents are needed to visit any country with your pet. While rules for flying with dogs, cats and ferrets tend to be similar across the world, other types of pets will likely be subject to different requirements.

We have summarized the most important rules for non-commercial transportation when you or your representative are flying with your pets, or if they fly five days before or after you. Different rules apply for flying pets for commercial reasons, like adoption or selling.



UNITED STATES



The USA **does not** require your pet to be **microchipped**, however it is highly recommended that you microchip your pet with a 15 digit ISO 11784 compliant device and register your contact details prior to your travels.



- The Centers for Disease Control and Prevention (CDC) govern the importation of animals into the USA. The CDC **requires dogs to be vaccinated against rabies** if they are coming from [Rabies High Risk Countries](#);
- Dogs that have never been vaccinated against rabies must be vaccinated **at least 30 days prior to arrival**. Adult dogs older than 15 months of age that have previously received a rabies vaccination given no earlier than at three months of age and that has since expired, may be imported immediately after a booster vaccination without the need to wait for 30 days;
- **Cats are not required** to get a rabies vaccine to enter the USA, however requirements may be subject to state and local ordinances.



Dogs and cats must be healthy upon arrival. **The CDC will not require health certificates** for pets for entry into the USA, however this **may differ for some state laws**. If this is the case, the health certificate must be issued by a licensed veterinarian in English or be accompanied by a version translated into English.



Dogs traveling from [countries where screwworm exist](#) will need a **certificate** signed by an authorized veterinarian from the departure country executed within five days prior to traveling to the USA.



Depending on the specific port of entry, U.S. Customs and Border Protection **may require** certain breeds of dogs to be **muzzled** or locked in a **protective carrier cage**.

*Each state and U.S. territory has its own rules, which may differ from federal regulations.
For example, Hawaii and Guam require quarantine.*



UNITED ARAB EMIRATES



Emirates (UAE) **require that you microchip** your pet with a 15 digit ISO 11784 compliant microchip and register your contact details prior to your travels.



Each pet brought on your travels **needs a vaccination card/certificate**, clearly displaying your pet's rabies vaccination, including the vaccine's manufacturer, batch number and expiration.



The **rabies vaccination** must be administered **between 21 days and 12 months** prior to arrival in the UAE, regardless if it is a primary vaccination or a booster.



- Cats and dogs are required to be **treated against internal and external parasites** within 10 days of transportation;
- Dogs must also be **vaccinated against Distemper, Canine Hepatitis, Leptospirosis and Parvovirus**;
- Cats must also be **vaccinated against Feline Rhinotracheitis, Calicivirus and Panleukopnia**.



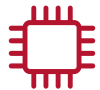
No **sooner than 21 days** after your pet has had its **rabies vaccination**, you are **required to apply for an Import Permit** from the Ministry of Climate Change and Environment. The application can be completed either in person or online in advance of your pet's arrival in the UAE. The Import Permit is valid for 30 days from the date of issue and the ministry will charge a fee per permit. No more than two pets can be listed on one permit.



EUROPEAN UNION



- Cats, dogs and ferrets **can travel freely** between [EU member states](#) if they have an **EU pet passport**;
- The EU pet passport must contain **valid certificates** of the required rabies vaccine and tape worm treatment;
- The EU pet passport is issued only for cats, dogs and ferrets.



Your pet **needs to be microchipped** by an authorized veterinarian. Your pet does not need a microchip if it has a readable tattoo done on or before July 3rd, 2011.



- You are **required to vaccinate** your cat, dog or ferret **against rabies** before you can bring it with you on your travels;
- The vaccination must be administered by an authorized veterinarian **at least 21 days before** the date of your flight and **not more than three months**;
- Your pet needs to be at least 12 weeks old before you can get them vaccinated against rabies;
- Your pet must get regular booster vaccinations. Your vet can confirm when the next booster is due.



- Dogs **must be treated against tapeworm** to access the United Kingdom, Ireland, Finland or Malta;
- The treatment can be given by an authorized veterinarian within a period of **not more than 120 hours and not less than 24 hours** before the scheduled arrival.



Additional documents might be needed when flying to designated airports outside of the EU, or if you travel with other types of pets.

TRAVELING TO THE EU FROM NON-MEMBER COUNTRIES



- Your pet is required to have a **blood sample taken a minimum 30 days after the rabies vaccination**. Ask your veterinarian if your pet needs a rabies vaccination or booster before the blood test;
- The blood sample of your pet must be sent by your veterinarian to an [EU-approved blood testing laboratory](#) and register a rabies antibody level of **at least 0.5 IU/ml**;
- Your pet can **travel** to the EU **three months after the date of the successful blood test**;
- If your pet's rabies vaccinations are kept up to date with boosters before the expiry of the previous vaccination, you will not be required an additional blood test next time you fly to the EU.



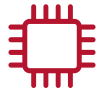
- You must get a **health certificate** for your pet by an authorized veterinarian no more than 10 days before you travel to the EU.
- Your pet's health certificate will be valid for:
 - 10 days after the date of issue for entry into the EU;
 - Four months of onward travel within the EU.

UK WARNING

- Rules for traveling to EU countries from the UK might change, depending on new Brexit agreements.
- In the case of a no-deal, the UK will be treated as an [unlisted country](#). Please contact your veterinarian at least four months in advance of your travels.
- On the contrary, rules to travel with pets from the EU to the UK will not change.



RUSSIA



Any cats, dogs or ferrets traveling to the Russian Federation **must be microchipped** with an ISO 11784/11785 compliant device. The microchip number must be present on your pet's documentation.



A **licensed veterinarian must fill out a Veterinary Certificate** for Russia within five days of traveling, indicating that animals are clinically healthy and vaccinated against rabies.



Cats and dogs must get a **vaccination against rabies no sooner than 21 days and no more than 12 months prior** to entering Russia.



- In addition to this, dogs should be vaccinated against **Distemper, Hepatitis, Viral Enteritis, Parvovirus, Adenovirus and Leptospirosis**;
- Cats should also be **vaccinated against Panleukemia** and undergo tests for **Dermatophytosis** with samples processed at an approved laboratory.



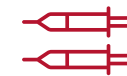
INDIA



India **requires you to microchip** your pet with a 15 digit ISO 11784 compliant microchip and register your contact details prior to your travels, to help should your pet be separated from you.



Your cat or dog is **required to be vaccinated against rabies between 30 days and 12 months prior** to entry into India.



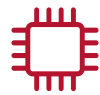
- Dogs are required to be **vaccinated against Distemper, Hepatitis, Parvovirus, Leptospirosis, Parainfluenza and FVRCP**;
- Cats are required to be **vaccinated against Feline Enteritis and Feline Pan Leukopenia**.



It is required that all pets traveling to India with their owners get a **No Objection Certificate (NOC)** issued by the Animal Quarantine Station prior to entering the country. The NOC must be applied for in person by the owner of the pet, owner's representative or an authorized agent.



HONG KONG



All cats and dogs entering Hong Kong **must be microchipped** with an AVID 9-digit microchip or an ISO compatible microchip. However, if your dog does not have an AVID 9-digit microchip, and if it is more than five months old, it will be rechipped with an AVID 9-digit upon arrival in Hong Kong.



If your cat or dog is from a [Group 2 or 3 country](#), then it **must be vaccinated against rabies between 30 days and 12 months prior** to entry into Hong Kong.



- All dogs must be vaccinated against Canine Distemper, Infectious Canine Hepatitis and Canine Parvovirus;
- All cats must be vaccinated against Feline Panleucopaenia and Feline Respiratory Disease Complex.



- Cats and dogs **need an import permit from the Agriculture, Fisheries and Conservation Department**. The permit is valid for six months and will cover the import of one animal.
- Pets are also **required to get a Veterinary Certificate** for Hong Kong, issued by an authorized veterinarian within 14 days of entering Hong Kong.



MAINLAND CHINA



Mainland China **does not require pets be microchipped**. However it is highly recommended that you microchip your pet with a 15-digit ISO 11784 microchip and register your contact details prior to your travels.



- You will need a **vaccination certificate** for each pet you bring to Mainland China, clearly displaying your pet's **rabies vaccination**, including the vaccine's manufacturer, batch number and expiration.
- The **rabies vaccination** must be administered **between 30 days and 12 months prior** to arrival in Mainland China.



- Dogs should also be vaccinated against Canine Distemper, Parvovirus and Coronavirus;
- Cats should be vaccinated against **Feline Distemper, Peritonitis and Feline Leucopenia**.



A **licensed veterinarian must fill out a Veterinary Certificate** for Mainland China within 14 days of entry, and it must be stamped by the government of the exporting country.

MORE RESTRICTIVE COUNTRIES



RESTRICTED DOG BREEDS



SWITZERLAND

Please remember that the list of airports you can fly to with your pet will depend on your departure country.



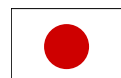
SOUTH AFRICA

Depending on your departure country, dogs may be subject to 14 days quarantine.



MALDIVES

It is not permitted to bring dogs to the Maldives.



JAPAN

- Cats and dogs are only allowed to enter Japan 180 days after the rabies antibody test is passed;
- You must notify the Animal Quarantine Service at the arrival airport no less than 40 days prior your arrival date.



SAUDI ARABIA

- Only Saudi residents are allowed to bring pets into Saudi Arabia;
- Only hunting, guarding and guide dogs can be imported into Saudi Arabia.



AUSTRALIA &
NEW ZEALAND

Pets will be subject to 10 days quarantine, unless you are flying from Norfolk Island, Australia or New Zealand.

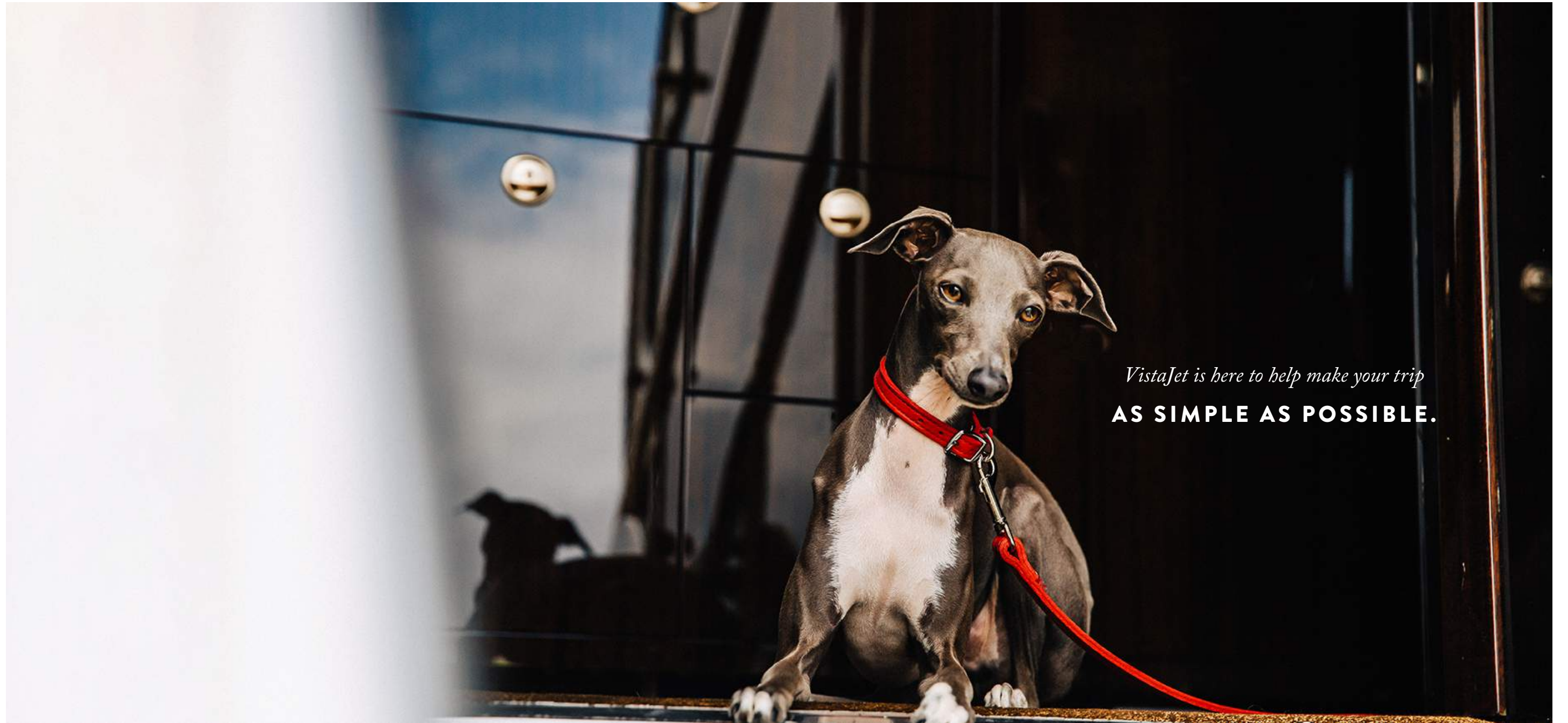
Some dog breeds are less easy to travel with than others, and some may be banned from entry into certain countries.

Here is a reference list for the breeds that are subject to more restrictions:

- American Pit Bull
- Pit Bull Terrier
- Pit Bull
- American Staffordshire Terrier
- Staffordshire Bull Terrier
- American Bulldog
- Neapolitan Mastiff
- Japanese Tosa (Inu)
- Akita
- Dogo Argentino
- Fila Brasileiro

The information provided in this booklet is for reference only and is not to be relied on. While we have made every attempt to ensure that the information contained in this document is accurate and current at the time of publication, additional rules and regulations may apply and laws may change. Please consult your VistaJet representatives at the time of booking for flight-specific requirements.

Last updated February 2019



VistaJet is here to help make your trip
AS SIMPLE AS POSSIBLE.



While for most travelers flying with pets can be a stressful experience, traveling by VistaJet with them is as seamless and easy as possible.

To fly anywhere with your pet, ask VistaJet.

vistajet.com/pets

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