

Travelling with Pets Guideline

Pursuant to our discussion at the embassy, here below is a short guide line for all travelers who are planning Pets as Cargo or Excess baggage or Cabin over all.

FAQ: Frequently Asked Questions:

1. What is the policy to transport Pets with Ethiopian Airlines?

- Pets (cats and dogs) as defined in current passenger tariffs. when in a container and accompanied by a passenger or shipped as Cargo, may be carried in cabin or baggage compartment.
- Ethiopian accepts Dog or Cat into the **cabin** with limited number per compartment (2 in Economy class and 1 in business class) with a box measuring dimensions not more than 55X40X20cms and does not exceed 8kgs including transport container.
- Dog or Cat contained in boxes larger than 55X40X20cms dimension, shall not be accepted in cabin and therefore shall be loaded in belly.
- Ethiopian accepts Dog or Cat as excess baggage to be for transport via Passenger Terminal if the dog and its kennel in gross weight is less than 32 kg.
- In the event where the Pet qualifies for transport inside the cabin or as Excess baggage, please contact nearest ticket office or Passenger Sales office with the below
 - APSR APSR@ethiopianairlines.com
 - Call Center 6787 / 251115174561
- **PET that is more than 32 KG shall be transported as cargo per cargo procedure**

2. What are the documents required to transport Pets from Addis Ababa, Ethiopia to the World?

- Veterinary certificate must be solicited from Ministry of Ethiopian Agriculture.
- Health Certificate
- Export Permit
- Import Permit or Passport
- Tracker ID: optional

3. How should I request a booking from Ethiopian Airlines for Pet travelling as Cargo?

- Proper Pet Cage is required for pet transport and Shipper must provide the pets accordingly.
- Advance Booking must be reserved with our Cargo booking team with the below address at least 3 days earlier from intended Travel date.
- Please make sure to provide the above mentioned scanned documents up on booking request.
- Reservation request must be done via email with the below address [Click here to get booking standards.](mailto:CBControlAmerica@ethiopianairlines.com)

CBCControlAmerica CBControlAmerica@ethiopianairlines.com

CC : CargoSales CargoSales@ethiopianairlines.com>

- Any amendment, (Cancellation or change of date) must be requested via Email to our booking office before 24 hours of departure with the above mentioned address.

4. How Does Ethiopian Airlines Charges Pets transported as Cargo?

- Ethiopian Airlines Charges basing chargeable weight which is either Volumetric weight calculated from Cage dimensions or Gross weight whichever is higher will be taken to bill and provide you the invoice;
- Example: Dog weight = 15kg kennel weight 35 kg = Gross weight in this case = **50 kg**
- Volumetric weight = Kennel dimensions: $121 * 62 * 87 \text{ CM} / 6000 = 108.7 \text{ kg}$
- In this case: Volumetric weight will be taken to charge the invoice bill
- Rate will be in per Kg basis and will be quoted from Cargo sales office with the below address:
- Cargo Sales: CargoSales@ethiopianairlines.com or CALL: 011 5 17 7311/4520/4525
- Rate will be as per the below Per each flight and Airway bill to be booked.

5. How Does Ethiopian Airlines Cargo charge for Pets travelling as Cargo?

- Payment will be with Ethiopian Birr per the official date exchange rate set by Ethiopian Commercial Bank.
- To keep the convenience of your pet, you can come 01 days before departure at Cargo terminal along with the pets with cages and finalize formalities and payment return back 03 hours before departure to deliver them for transportation at Cargo Terminal: Below Direction for Cargo terminal Addis Ababa: