

Thank you for inquiring with **WestJet Cargo** we will gladly accommodate live unaccompanied cargo between any of our Domestic cargo locations (Based on flight availability) from approved Live Animal Shippers.

For safety purposes we limit the number of pets we carry per flight sector through our cargo department. Since space is limited it is required that all pets traveling as air cargo, are booked in advance. In addition and in order to secure your booking we require that the charges are prepaid at time of booking.

Due to the fact that Live Animals hold a secure reservation on the selected flight this space is held and unavailable for any other bookings. It is for this reason that we have a Live Animal cancellation policy applicable. Per the policy if a cancellation occurs 72hrs or more prior to flight there will be a \$25 cancellation fee. If you cancel within 72hrs there will be NO REFUND of the transportation charges. A onetime booking change is permitted without penalty up to 2hrs prior to the original booking.

The current cost to ship live animals via cargo is determined on the kennel size (one way), the price category is also based on the following kennel sizes (Kennel rates are for domestic dogs and cats only), kennel sizes will vary, and the below dimensions are guide lines only.

Small kennel L21xW16xH15"

Medium kennel L27xW20xH19"

Intermediate kennel L32xW22xH23"

Large kennel L36xW24xH26"

Extra Large kennel L40xW28xH30"

Please keep in mind that we do not provide kennels.

Payment MUST be made by Visa or MasterCard or bank transfer upon booking. GST/HST is applicable.

The kennel you provide must meet requirements for airline travel as indicated by IATA and WestJet, which include:

- Large enough for your pet to stand up and turn around comfortably as well as to lie down in a natural position
- kennel must allow the animal(s) to stand up with a minimum one (1) inch of clearance from the top of the kennel (The shipper may be required to take the pet out of the kennel, a lease is highly recommended to bring for all dogs/cats)
- Plastic kennel and hard-sided \* Note: wire mesh &/or collapsible kennels are NOT permitted\*
- Secure wire gate door (Doors made of plastic materials are not permitted)
- Leak-proof
- If your kennel has wheels, they must be removed or inoperable
- WestJet Cargo reserves the right to refuse, unconditionally, any kennel it feels unsuitable for transportation.

A maximum of two animals of similar size no greater than 14 kilos (30 LBS) each may be shipped in the same container, any pets exceeding the 14 kgs must travel in individual kennels on another flight. Pets must be of the same breed to travel in the same carrier. Combination of pets (dogs and cats) in the same kennel is not permitted.

Puppies or Kittens younger than 8 weeks CANNOT be shipped due to the possible dehydration effects of air transportation. For kittens and puppies under & including 12 weeks old, a letter (this is not a health certificate) from your veterinarian certifying that the animal(s) is/are fit to be transported by air must be provided.

Tranquilization of dogs and cats is not recommended, however if you choose to sedate your animal, a notice from the administering veterinarian must be presented at time of tender stating the animal is in good health and able to travel.

At time of tender you will be required to sign a waiver of liability stating that your pet is in good health.

You will also be required to provide Government issued photo identification and sign a Cargo Security Screening Certificate.

You can ship additional pet items. These will be charged based at regular shipping rates plus applicable surcharges. The regular shipping rate minimum however does not apply. It is important to note that all items shipped are subject to physical security inspection at the time of tender.

The cargo compartments that carry live cargo are temperature controlled, and receive the airflow from the passenger cabin. This airflow temperature provides suitable conditions for even the smallest of live cargo such as tropical fish and birds during the winter season. Please keep in mind that not all airports will have closed vehicles for transporting the live cargo from the cargo facility to the aircraft/aircraft to cargo facility, blankets are recommended in the pet kennels/carriers. WestJet and WestJet Cargo reserve the right to refuse/re-book any shipments of live animals during extreme temperature and during bad weather conditions.

ELS Marketing LP, our carrier partners, agents and employees reserve the right to refuse the acceptance of any animal displaying aggressive or unusual behaviour.

At the time of tender you may be requested to remove your pet from its kennel to allow for Security inspection as mandated by Transport Canada, a leash must accompany you and are not provided.

In terms of feeding and watering, your pet will not require feeding or watering when the total journey time does not exceed 12 hours. It is advisable that you feed your pet a light meal and short drink approximately 2 hours prior to dispatch. The animal should be exercised immediately before dispatch.

It may be necessary from time to time to arrange overnight boarding of your pet and proof of vaccination may be required. Please ensure these documents are readily available and that you provide a 24 hour emergency contact number at the time of booking.

The cargo handler will confirm compliance of all required regulations at time of acceptance.

For additional information or to arrange a booking for your pet, please contact us 1-866-952-2746. Arrangements can be made no earlier than 30 days in advance to flight date.

The information required to arrange bookings are:

- Shipper and receivers name (the Kennel name your Live Animals Shippers Application is under), address, phone numbers and postal code (including a 24-hour telephone number)
- Specific kennel dimensions of your kennel (L\*W\*H) in inches or centimeters

Bookings are subject to availability & flight schedule. The customer service agent has the right to refuse bookings. WestJet Cargo has the right to choose alternate routings and flights.

Live animals must be tendered to our cargo location no later than 2 hours prior to departure. Please consult our website [www.westjet.com](http://www.westjet.com) and click on cargo for the cargo location address and driving directions.

Live Animal bookings and routings are restricted to 1 flight connection.

To view the flight schedule, please visit [www.westjet.com](http://www.westjet.com) under 'FLIGHTS' & 'CHECK SCHEDULES'

At the end of the booking, please ensure you obtain from the agent the ELS AWB number, flight details, drop off & pick-up cargo locations are provide, including directions, hours of operation and contact numbers.

It is the shipper's responsibility to ensure that the consignee has been advised of the flight details in order to arrange immediate collection on arrival. Please contact us at 1-866-952-2746 to confirm flight status prior to pick-up at destination.

Scheduled AVI –LIVE ANIMAL/PET EMBARGO. This scheduled embargo runs from December to January. Due to safety reasons and space availability (HIGH passenger & luggage volumes) we are unable to accept pets (AVI) as cargo on all West Jet flights. Confirmed dates will be available closer to the embargo, and are subject to change without notice. The embargo applies to all dogs & cats, accompanied or unaccompanied travelling through the cargo department.

April 2006

For prices and information on traveling with your pet on the same flight, please contact Passenger Reservations at 1-888-937-8538 or 1-800-538-5696

All above information can be found online at [www.elsmarketing.com](http://www.elsmarketing.com)

**WestJet Cargo**, Serving Great Canadian Cities Coast to Coast

