**PET TRAVEL SCHEME (PETS)**

**ENTRY OF PETS TO THE UNITED KINGDOM**

**Terms & Conditions of Service**

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| **Document Owner:** | Oxfordjet /London Oxford Airport (Oxford Aviation Services Ltd) |

**Version**

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| Version | Date | Description | Author |
| 1.0 | 31-7-2009 | Terms & Conditions of Service | Customer Services |
| **1.1** | 01-01-2012 | Terms & Conditions of Service | Ashley Valentine – Terminal and Admin Manager |
|  |  |  |  |

**Approval**

*(By signing below, all Approvers agree to all terms and conditions outlined in this Agreement.)*

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| --- | --- | --- | --- |
| Approvers | Role | Signed | Approval Date |
| Oxfordjet | Airport Handling |  |  |
|  |  |  |  |

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# Agreement Overview

This Agreement represents the Terms & Conditions of Service between Oxfordjet and Aircraft Operators for the provisioning of pet handling services required under the requirements and regulations of the Pet Travel Scheme (PETS) as implemented by DEFRA for pet entry to the UK.

This Agreement remains valid until superseded by a revised agreement proposed by the Airport. This Agreement outlines the parameters of pet handling services provided by Oxfordjet and does not supersede any pre-existing processes and procedures unless explicitly stated herein.

# Goals & Objectives

The **purpose** of this Agreement is to ensure that the proper elements and commitments are in place to provide a quality controlled handling service within the legal DEFRA framework as governs the entry requirements and acceptance procedures of pets entering the UK from overseas.

The **goal** of this Agreement is to obtain mutual agreement and understanding of pet handling provision between Oxfordjet and the Aircraft Operator.

The **objectives** of this Agreement are to:

* + Provide clear reference to service ownership, accountability, roles and/or responsibilities.
  + Present a clear, concise and measurable description of service provision to the customer.
  + Match perceptions of expected service provision with actual service support & delivery.

# Periodic Review

This Agreement is valid per the issue number and date at the front and is valid until further notice. The Terms & Conditions of Service in this Agreement will be reviewed at a minimum once per fiscal year; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

The **Head of Customer Services – Oxfordjet & London Oxford Airport** is responsible for facilitating reviews of this document. Contents of this document may be amended as required and will be communicated to all affected parties. The Document Owner will incorporate all subsequent revisions and obtain mutual agreements / approvals as required.

# Service Agreement

The following parameters are the responsibility of Oxfordjet, the service provider, in the ongoing support of this Agreement.

## Service Scope by Oxfordjet

## Telephone support by contacting Customer Services on +44 (0) 1865 290600 daily 06:00-22:30 UK time

## Monitored email support by contacting either [pets@oxfordjet.com](mailto:pets@oxfordjet.com) or pets@londonoxfordairport.com daily, monitored 06:00-22:30 UK time

* + On-site assistance at the Airport daily 06:00-22:30 by Customer Services where prior notification – at least 24 hours advanced notice – has been given, or emergency on-site assistance (extra costs apply) only where applicable members of staff can attend. Note, no flights requiring pet handling under PETS will be accepted without 24 hours notice
  + All administrative preparation for pet arrival will be carried out by designated Oxfordjet staff in accordance with AH approval in advance of aircraft arrival
  + PETS documentation will be required at least 24 hours in advance of intended time of flight departure.
  + All pet handling entry certification procedures on arrival will be carried out onboard the aircraft by suitably trained and qualified staff. No pets will be allowed off an aircraft until all entry requirement checks have been completed fully and satisfactorily.
  + Certificates of entry for pets will be issued and authorised by applicable Oxfordjet staff members only, on the basis that all entry requirements per AH/DEFRA have been satisfied, without exception
  + Refusal of entry for a pet on arrival will require temporary transfer of the pet from the aircraft to the Airport’s Animal Reception Centre awaiting transfer to the Airport’s designated Quarantine Centre in Bracknell, Berkshire, or the removal of the pet on the same aircraft to point of origin or another suitable point outside of the UK. Logistical flight planning support will be offered as appropriate.
  + Per the guidelines of DEFRA / Animal Health, only dogs, cats and ferrets may be entered to the UK by classification under PETS

**Aircraft Operator** responsibilities and/or requirements in support of this Agreement include:

* Aircraft Operator and pet owner agree to conform to the PETS entry requirements of DEFRA / Animal Health. Details available from DEFRA or Oxfordjet staff.
* Aircraft Operator will comply with and facilitate all Oxfordjet pet handling procedures to be carried out with their and the pet owner’s full support.
* All necessary paperwork and notification of intended flight with a pet onboard must be communicated to Oxfordjet at least 24 hours in advance of intended departure from point of origin, by Aircraft Operator or the pet owner.
* Approval for departure from the point of origin to London Oxford Airport will not be given until all documentation required is provided and approved by Oxfordjet pet handling staff.
* All and any communications by aircraft in-flight to Air Traffic Control (ATC) must be relayed to Oxfordjet pet handling staff via ATC or the operator’s Operations team
* Oxfordjet staff will be afforded unhindered access to aircraft to carry out pet entry procedures and required checks. No pet will be permitted by the Aircraft Operator to leave the aircraft until it has been given permission to enter the UK
* Assistance in safe handling of pets arriving at London Oxford Airport will be encouraged and enabled by the Aircraft Operator, its staff and the pet owner associated.
* Payment for all pet handling and associated aircraft handling costs at the agreed level on arrival of the aircraft, to Aircraft Operator account or accepted credit cards only. Any requirement for payment of third party costs such as Quarantine or any veterinary expenses associated with a pet landed at London Oxford Airport will be the responsibility of the Aircraft Operator and pet owner, without exception. Adequate means of payment e.g. credit card must be provided in advance and the Airport reserves the right to bill any such costs incurred to the above mentioned parties.
* Reasonable availability of Aircraft Operator staff when resolving a pet handling related incident or request.

## Service Provider Requirements

**Oxfordjet** responsibilities and/or requirements in support of this Agreement include:

* Meeting AH requirements per approval and pet entry procedures under the PETS.
* Satisfaction of all London Oxford Airport health and safety procedures relating to staff and airport equipment and general welfare of all airport users
* Quarantine requirements associated with incomplete achievement of all UK pet entry terms will be undertaken by Ryslip Quarantine Centre, Bracknell, Berkshire. Any other quarantine arrangements must be made independently by Aircraft Operator or pet owner and in compliance with DEFRA legislation
* Data and information relating to pet and owner identity, aircraft operator movement details and all pet entry certification granted by Oxfordjet under the PETS will be made available to DEFRA, Animal Health and any other applicable official agency
* All Aircraft Operators bringing pets into the UK must be approved in advance by Animal Health in order to fly pets into the UK. A Required Method of Operation (RMOP) form must be completed and submitted to Animal Health. Once approved the Aircraft Operator will be issued with an approval letter.

Application forms can be obtained from Oxfordjet on request for a form by e-mail

* All aircraft bringing pets into the UK must be adequately and suitably insured for the international transportation of live animals by air

## Service Requests

In support of services outlined in this Agreement, Oxfordjet will respond to pet handling related enquiries and/or requests submitted by Aircraft Operators within the following time frames:

* Same day for requests classified as **High** priority, for following day arrivals, notified to the Airport at least 24 hours in advance of departure from origin
* Same day or following day for requests classified as **Medium** priority, for arrivals 2 to 7 days from the time of request, notified to the Airport at least 48 hours in advance of departure from origin
* Same day or within 3 days for request classified as **Low** priority, notified to the Airport at least 7 days in advance of departure from origin

Note: the Airport is closed on Christmas Day (25 Dec), Boxing Day (26 Dec) and New Year’s Day (01 Jan) which are UK national holidays. Pet handling is not possible on these dates and requests for handling should factor that these are not operational days at London Oxford Airport. Changes to this will be notified to aircraft operators.

# Further Information

Additional information relating to entry of pets into the UK under the Pet Travel Scheme (PETS) is available as follows:

<https://www.gov.uk/take-pet-abroad/overview>

Additional information relating to London Oxford Airport and Oxfordjet is available as follows:

[www.londonoxfordairport.com](http://www.londonoxfordairport.com)

[www.oxfordjet.com](http://www.oxfordjet.com)

# Contractual Responsibility, Management & Feedback

The responsibility to operate within the parameters of pet handling service provision per this Agreement sits with Oxfordjet Aviation Services, part of London Oxford Airport and registered as Oxford Aviation Services Ltd. All staff involved in pet handling activities at the Airport will operate within the terms of this Agreement

For enquiries relating to the management of pet handling services per this Agreement, please contact:

**Rosemary Greenough – Senior Customer Service Representative**

**London Oxford Airport & Oxfordjet**

[rgreenough@londonoxfordairport.com](mailto:rgreenough@londonoxfordairport.com)

Tel: +44 (0) 1865 290 600

Fax: +44 (0) 1865 290 605

All feedback, enquiries into the operation of pet handling services, complaints or policy related questions should be directed to the above member of Airport Management only, or alternatively contact the following for further advice and assistance:

**Customer Services – London Oxford Airport & Oxfordjet**

[pets@oxfordjet.com](mailto:pets@oxfordjet.com) or [pets@londonoxfordairport.com](mailto:pets@londonoxfordairport.com)

Tel: +44 (0) 1865 290 600