



It's all about trust when shipping animals

Trustforwarding

- your preferred forwarder for live animals

Why choose Trustforwarding?

It's all about Trust.

The quickest and safest way to transport your live animal around the world is by air.

Trustforwarding has many years' experience ensuring that your animal has a comfortable and safe journey.

Here is what you should know before you consider transporting your pet:

When you leave your pet in the care of **Trustforwarding**, you are handing it over to employees who have organised the transport of live animals for over two decades.

From our airport office in Copenhagen, Billund, Stockholm and Oslo, we make sure to care for and keep an eye on your pet throughout the whole journey, from the moment you hand it over to us to when it arrives at the destination airport.

Our employees are trained and experienced with handling animal transport, giving you the greatest possible peace of mind.

Information we need from you:

You are welcome to contact us between 30 and 14 days prior to your pet's departure for booking. Please have the following information ready:

- Destination.
- The sender's name, address and 24-hour phone number.
- The recipient's name, address and 24-hour phone number.
- The size/dimensions of the chosen pet carrier.
- Breed of animal (including scientific name if known).
- Age of the pet.
- The total weight of the pet and pet carrier.
- Desired departure date.

What happens on our end:

Once we receive your booking, we start off our end of the process by preparing all the necessary shipping documents that will accompany your pet on the whole journey.

We will contact the destination airport and ask them to contact the recipient using the details you have provided and thereby ensure that your pet will be picked up on arrival. Once we have received this written confirmation from the recipient station, we will contact you to confirm your booking and provide you with further details about what happens next.

Usually, your pet must be vaccinated before you are allowed to transport it to another country, but other documents may also be required. On our website www.Trustforwarding.com, you can find links to the relevant authorities who can assist you. It is your responsibility to ensure that all official documentation is in order and approved before shipment.

If you are in doubt about anything, you are always welcome to get in touch with us by e-mail or phone. You will find our contact details on the back of this brochure.



International rules that apply worldwide:

IATA - the International Air Transport Association - has published a reference source together with veterinary authorities (called the IATA Live Animals Regulations) that all forwarders and airlines must follow when they have live animals in their care.

Below are some of the most important regulations:

How to find the right pet carrier box?

The pet carrier box is subject to very strict rules which are IATA requirements, and because people are allowed to construct their own pet carrier boxes, some of the most important requirements in relation to transporting dogs and cats are listed below:

- The pet carrier must be well constructed.
- The pet carrier must be adequately ventilated.
- A handle must be attached to enable lifting the container.
- Feed and a water container must be present within the container with outside access for filling.

A few countries have certain exceptions to the above rules. We therefore recommend that you always contact **Trustforwarding** BEFORE you decide which pet carrier to use.

The size of the correct pet carrier can be determined by ensuring it complies with the following rule: "Each animal must have sufficient room to be able to stand up and sit erect without being in contact with the ceiling. Furthermore, it must be able to turn around and lie down in a natural position and without any problems."

Trustforwarding sells pet carriers that meet IATA minimum requirements. For hygiene reasons, we do not rent out pet carriers. You can see the sizes and prices of the pet carriers we sell on our website: www.Trustforwarding.com

During transport.

Once your pet has been handed over for transport with the airline and **Trustforwarding** has ensured that your pet, the pet carrier box and documents all comply with the prescribed rules, your pet will be delivered at the terminal, where it will be moved to a special room solely intended for animals until it is driven to the plane for loading.

The captain is always informed whether there are any live animals on board and heats up the cargo hold if there are. There are no lights in the cargo hold, however.

If for your pet will have to stay overnight in the departure, destination or transit airport, the local staff/veterinarians will make sure that your pet is cared for, is walked and gets food and water. They will also clean the pet carrier as needed. For more information, please contact the **Trustforwarding** office in your country or visit our website on: www.Trustforwarding.com.

Why choose **Trustforwarding**?

At **Trustforwarding**, our vision is to be the preferred transporter of live animals in the Nordic countries. **Trustforwarding** has an office in Copenhagen, Billund, Stockholm and Oslo, and our knowledgeable staff are always ready to help you. **It's all about Trust!**



DENMARK

Trust Forwarding A/S
Kystvejen 40
DK-2770 Kastrup
Tel: +45 3232 4488
Mail: trustcph@sas.dk

Trust Forwarding A/S
Cargo Centervej 68
DK-7190 Billund
Tel: +45 3232 4489
Mail: trustbll@sas.dk

NORWAY

Trust Forwarding
Edv. Griegs vei 6
NO-2060 Gardermoen
Tel: +47 815 00 988
Mail: trustosl@sas.no

SWEDEN

Trust Forwarding
Teknikervägen 2
SE-195 87 Stockholm Arlanda
Tel: +46 (0) 77 0 45 7740
Mail: truststo@sas.se

Trustforwarding

- A part of the SAS Cargo Group
- Solutions for all kinds of shipments by airfreight, door-to-door or airport-to-airport
- Import services, customs clearances
- Customer specific logistics solutions, i.e. international distribution of newspapers, magazines, pharma products and spare parts.
- Special shipments, i.e. live animals, art works and dangerous goods
- A worldwide agent network
- Strategically located at the airport in Copenhagen, Billund, Oslo and Stockholm



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www.trustforwarding.com