



How will I hear about my pet during its move?

WorldCare is enormously committed to providing updates on your pet's travels.

Prior to your pet's move, you will receive a detailed trip itinerary outlining complete travel details. We will also ask how you prefer to receive information about your pet in transit: by e-mail or by text.

We will also inquire about who should receive the updates so you can designate who will stay informed of your pet throughout its move. Our team monitors each pet's movements during its trip, in concert with our drivers, our partners and the airlines. We will ensure that you receive postcards with the latest pictures of your pet whenever possible. Our dedicated professionals will update you on a timely basis while your pet is in flight and when it has landed, excluding unreasonable hours when significant time zone differences are applicable.

If your pet is moving overseas where customs clearance is involved, please know that we are making every effort to get your pet cleared as quickly as possible. On average, customs clearance may take up to four hours, but could take longer. You will normally receive a phone call from our WorldCare partner on the date of your pet's delivery once customs has been cleared and our driver is en route to your residence. It is important that you provide us with a contact number that is operating at your pet's destination - this will help to avoid any problems or delays.