



PETS-ON-THE-MOVE FAQ's

How Will I Know My Pet Is Safe?

Our pet's never flown before and we're very concerned about how she'll handle the flight. How will we know that our pet is safe when she's in transit?

It's a very stressful experience for the entire family when a pet flies for the first time, or at any time. Our counselors work tirelessly to provide updates when a pet is traveling so you're always aware of how your pet is progressing through its important move. We stay in constant contact with our drivers and our partners throughout your pet's relocation. Our pet postcards give you a glimpse of your furry friend as she's departing or arriving at an airport, boarding for the night, or if traveling by ground, enjoying a rest stop along the way.

Our team provides photos and when possible video updates as often as we can. Occasionally there might be a short period when we're not in contact with you, given time zone differences and in some cases, lengthy Customs clearances.

We'll also check in with you when your pet arrives home, to hear how well your pet is transitioning after her travels. We're sure you'll feel very comfortable with the frequency of our updates, but read on for a few of the many comments we've heard from our customers!

"We were very concerned about our dog who is easily scared especially of loud noises. (Our Pet Relocation Counselor) managed to ease our concerns by explaining the process in detail and made it very easy for us to know what will be happening. The frequent updates on Raita's well-being and progress of her journey eased our worries further during her trip. Getting her back with wagging tail and excited was a wonderful moment. She was fully back to normal after just a few days and enjoys her new home across the ocean."

A.M. Espoo, Finland to Redmond, Washington USA

"I wish my personal belongings had this level of service. We knew every second where our pets were and what the status was before and after each travel leg. This is what I call service NON-STOP." **M.K.**