



**AIR CANADA  
CARGO**



## SPECIALIZED AIR TRANSPORT FOR PETS

EVERY DAY, animals of all kinds fly across the globe comfortably and safely in the cargo hold our aircraft. To meet their unique needs, we offer **AC Animals**, a solution for animal air transport.

We understand that while air travel can be stressful to passengers, it can be extremely difficult for animals. Animals travelling with **Air Canada Cargo** receive special handling in our facilities, and as they are transported to and from the aircraft.

## HIGHLIGHTS

- Air Canada Cargo expertly handles family pets, insects and aquatics, livestock, zoo animals and reptiles
- Animals are given premium **Priority1** service level which means they spend little time on the ramp
- Designated temperature-controlled vehicles are used to bring animals to and from the aircraft
- Animals are handled by our fully-trained, dedicated Air Canada Cargo staff
- Readily available veterinary consultation services
- Air Canada Cargo adhere to strict regulations and procedures to ensure that animals are transported safely and comfortably, including IATA's Live Animal Regulations

## QUICK FACTS

- In the past five years, over 65,000 animals ranging from earth worms, alligators, alpacas, snow tigers, exotic birds and family pets travel with Air Canada Cargo
- Animals are accepted on most of our flights
- The PetStop at Toronto Pearson International Airport is an onsite kennel for pets in transit
- Adjacent to the PetStop is a facility where horses and other livestock can be kept in bond when in transit
- Animal shipments are carefully planned to ensure maximum comfort for the animals

## ABOUT US

Air Canada Cargo provides direct cargo service to and from over 150 cities on six continents, with global coverage in more than 450 cities through interline partnerships and a vast trucking network.

With a growing fleet of modern, cargo-friendly widebody aircraft, dedicated freighter service and hubs in Toronto, Montreal, Calgary, Vancouver, London and Frankfurt, we provide optimal global connections that allow for the continuous shipment of goods to and from anywhere in our network. Air Canada Cargo is an award-winning industry leader focused on innovation. Capitalizing on technology, we utilize and develop solutions and applications to maximize efficiencies and streamline processes.



Air Canada is first airline in the world to receive Center of Excellence for Independent Validators for Live Animals Logistics (CEIV Live Animals) Certification by the International Air Transport Association (IATA). CEIV Live Animals identifies companies that comply with IATA's Live Animals Regulations and operate to the highest standards in all countries they serve. The certification process reviews all aspects of animal handling, including customer service, operations, and quality assurance.



Visit [aircanadacargo.com](https://aircanadacargo.com) to learn more about AC Animals.

## FLYING CARGO STYLE



### AT THE CARGO FACILITY

The cargo facility is like the airport for animals flying in cargo. Before travelling, pets are brought to an Air Canada Cargo facility where they are accepted for travel by one of our agents.

Once all the paperwork is processed and they are ready to board, animals wait in their kennel or container in a dedicated area. When it's time to board, they are brought to the flight in a special truck.

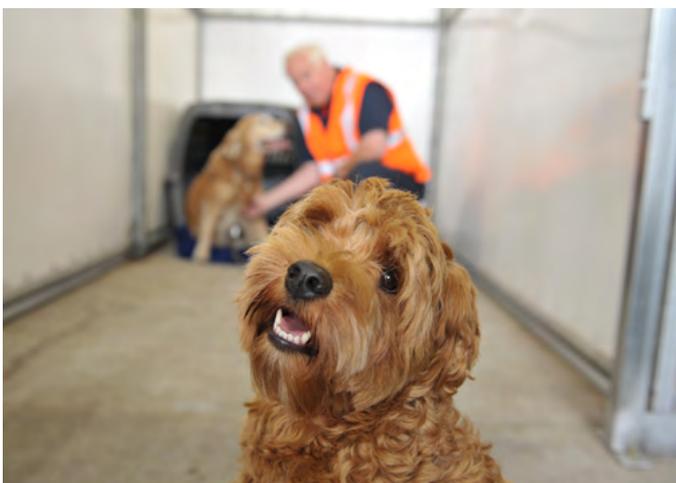


### THE JOURNEY

Animals travelling with Air Canada Cargo fly in the cargo hold of passenger aircraft. It is pressurized and temperature-controlled.

Kennels are secured so as not to move about in-flight, and are placed for maximum ventilation. At destination, animals are quickly retrieved from the aircraft and brought to the cargo facility to be picked up.

## PETS IN TRANSIT



## AC PetStop

### OUR KENNELING FACILITY

For their safety and comfort, Air Canada Cargo has a fully bonded kenneling facility for pets in transit. Conveniently located next to the Air Canada Cargo station, the PetStop is ideal for pets in transit that need an overnight kennel stay or comfort stop.

The bright and cheerful facility boasts eight roomy and fully enclosed compartments for dogs, a separate room for cats and all necessary amenities for pet care. The building is surrounded by a fence so dogs can enjoy regular walks during their stay. PetStop is staffed by dedicated Air Canada Cargo employees that are fully trained in animal husbandry, care and first aid.



## FLYING CARGO STYLE



### ALPACAS

These alpacas travelled from a farm near Brome, Quebec to Frankfurt, though their final destination was a farm in Norway. Alpacas are prized for their hair which can be made into fine fibers suited to sweaters, socks and other cozy knits.



### JACOB'S SHEEP

These heritage breed of sheep travelled from British Columbia to Tel Aviv, via Toronto. A heritage breed now extinct in Israel, they were repatriated to Israel as part of a project to revive the breed in its native land.



### RESCUED GOLDENS

These golden retrievers are strays rescued from Istanbul, Turkey and flown by Golden Rescue, Canada to new families. Here, the dogs arrive at our Toronto facility, where they will soon meet their new families.



### HYPPO

Zoo animals travel around the world as part of species conservation programs. They arrive in our facility in secure crates, like this one, which contains Moto Moto, a pygmy hyppo travelling from Santiago, Chile to Osaka, Japan.



### CROCS

18 orphaned crocodiles travelled from a refuge near Toronto to Los Angeles, where they continued on to sanctuaries throughout the United States.

Matt Korhonen, co-owner and General Curator of Little Ray's Reptile Zoo in Ottawa, said "Agencies and companies ranging from Environment Canada to Air Canada really stepped up to help this great Canadian crocodile migration."

