

Service Animals

Transporting a service animal in the cabin or cargo hold is authorized without charge when accompanying a passenger with a disability. DoD personnel will make every effort to ensure individuals with disabilities are not separated from their service animal. An animal's weight and size, as well as USDA and foreign country re-restrictions, may limit transporting a service animal within the cabin or cargo hold.

Emotional Support Animals (ESAs)/Psychiatric Support Animals

Transporting an ESA is authorized without charge. Passengers must provide proper documentation in order to travel with an ESA or psychiatric service animal. Documentation may be NO OLDER THAN 1 year from the date of the passenger's initial scheduled flight and must be on the letterhead of a licensed mental health professional (e.g., a psychiatrist, psychologist, or licensed clinical social worker), stating:

- (1) The passenger has a mental or emotional disability recognized in the American Psychiatric Association's "Diagnostic and Statistical Manual of Mental Disorders;"
- (2) The passenger needs the ESA or psychiatric service animal as an accommodation for air travel or for activities at the passenger's destination;
- (3) The individual providing the assessment is a licensed mental health professional and the passenger is under his or her professional care; and
- (4) The date, type, and state or jurisdiction in which the mental health professional's license was issued.

****ESA's will only travel in-cabin with the passenger.**

Note 1: Service Animals (if in-cabin) and ESAs must sit on the customer's lap, or at their feet without protruding into the aisle or encroaching on other passengers. **Note 2:** Proper sanitation is the responsibility of the traveler and must be maintained at all times. Passenger service personnel and aircrew members are not required to provide care or food for a service/emotional support animal or provide a special location for the animal's hygienic needs. **Note 3:** Animals may be removed from the premises if the handler cannot control the animal or the animal poses a threat to the health or safety of other passengers or passenger service personnel.

Things to consider:

When are you traveling?

Temperature at the departure and arrival airport around the globe is a factor to consider when traveling during the summer months. Some airlines do not accept snub nose pets during summer months, and even during non-summer months. To avoid delays or boarding refusal, contact the airlines in advance to confirm if the specific flight you have booked will accept your pet(s).

Where is your destination?

Each country and each airlines that operate in that country may have specific laws and policies. Some countries will not accept specific breeds and some countries will have additional documents and requirements. Helpful pet information for your destination country can be found in the Personal Property Consignment Instruction Guide accessed through the move.mil website. Please do your research when you plan on your travel with your pet(s).

Additional Information

Please refer to your Passenger Travel Sheet provided by TMO for check-in times. Contact your local transportation office or AMC passenger terminal for more info. Passengers on PE flights may check-in up to 6 hours prior to departure; however, due to limited pet storage space, you must retain custody of your pet until 45 minutes prior to boarding unless there is a suitable holding area available. For commercial flights, check-in time at Incheon International Airport is **NO LATER THAN 4 HOURS** prior departure.

All pets must remain in their kennel or shipping container while in public or terminal areas.

Helpful Links:

Patriot Express Travel

AMC Pet: <https://www.amc.af.mil/Home/AMC->

Travel-Site/AMC-Pet-Travel-Page/

Commercial Travel:

IATA Pet Corner: <https://www.iata.org/en/programs/cargo/live-animals/pets/>

IATA Pet: <https://www.iata.org/en/youandiata/travelers/traveling-with-pets/>

Third Party: <https://www.ipata.org/>

Osan Air Base Pet Brochure April 2021



Traffic Management Office Passenger Travel Section

Operating hours: Mon-Fri / 0800-1600L
Wed / 0800-1800L
Sat & Sun / Closed
0505-784-6211 or DSN: 315-784-6211
E-mail: 51lrs.lgrda@us.af.mil

Osan Air Base Passenger Terminal
0505-784-6883 or DSN 315-784-6883
Operating hours: Mon-Fri / 0600-1800L
Sat & Sun / Closed

Early Bird Check-In Hours: Mon & Wed 1000-1800
E-mail: osanspacea@us.af.mil

Seattle-Tacoma International Airport (SEA-TAC)
(253) 982-3504
Flight Recording (253) 982-0555 or DSN 382-0555

E-mail: seattle.gateway@us.af.mil

TRANSPORTING YOUR PET

DoD policy and AFI guidance both mandate using AMC Patriot Express (PE) contracted flights as the primary means of PCS travel when available. Using commercial airlines is authorized only if there's no availability of seating or PE mission for the member and/or dependents.

DoD defines pets as dogs and cats only, and all costs incurred for pet transportation are borne by the member and is non-reimbursable by the government. Carrier restrictions and regulations on pets may differ; therefore, if you have a commercial flight on any leg of travel, contact the airline to determine any additional requirements.

Who can/cannot travel with pets via AMC Patriot Express?

Authorized personnel:

(a) PCS (b) ERD (c) Evacuation (d) Separation/Retirements

Not Authorized:

(a) TDY (b) Student Dependents (c) Emergency Leave
(d) COT leave travel (e) Space-A

If you do not fall into any categories above, contact the Passenger Travel Section at DSN: 315-784-6211

When to Initiate Pet Transportation?

Travel Orders are not required to secure pet reservations so please see a Passenger Travel rep once notified of an assignment.

AMC PE missions are typically available for booking up to 3 months in advance. Pet reservations should be requested at the same time you make your travel itinerary. Keep in mind that two PE missions depart from Osan AB each week (Tuesday and Thursday) and there are only 5 cargo and 5 in-cabin pet spaces per mission.

These pet spaces are booked on a first come, first served basis. Since there are so few spaces available, AMC imposes a 2 pet per household maximum with pet costs ranging from \$125 - \$375 depending on the combined pet and kennel weight. Please have the following pet information available when you make your request:

(a) Type of Pet (dog or cat) (b) Breed (c) Weight
(d) Pet and Kennel Weight (e) Kennel Dimensions

Note: Pet + Kennel weight must not exceed 150 lbs. If you have 3 or more pets, please let TMO know at the time of booking.

For members and families booked commercially, IAW DoD and AF regulations, the Passenger Travel Section and Commercial Travel Office will assist in arranging your pet reservation with the commercial airlines barring any carrier restrictions. **Once booked, the member must contact the carrier directly to confirm/ finalize reservation.**

My pet cannot travel via Patriot Express, what now?

Non-availability of pet spaces is not a justifiable reason for travel on-board a commercial flight instead of a PE mission. There are other alternatives available for you to move your pet(s). The Passenger Travel Section will advise on possible commercial travel options if this situation arises.

Please note, traveling commercially comes with added costs and stricter policies. Remember, pet transportation costs are solely the responsibility of the member and can range from \$250 to over \$1,000 depending on the airline, destination, and your pet's weight and size.

Kennel/Carrier Requirements

Kennel must provide adequate ventilation on at least three sides. Pets will not be accepted in containers that are too small. To prevent potential delays: All kennels made of wood are not authorized, 2-piece kennels must be bolted together with metal nuts/bolts, plastic/nylon slide clips, or screws/bolts are not authorized. Securing your pet's kennel door with a zip tie is recommended for additional safety, but not required. Soft-sided pet carriers may be accepted for in-cabin movement only. Soft-sided kennels should be constructed of leak-proof/water repellent padded nylon with mesh ventilation on at least two sides.

Labels/Tags:

The owner will provide a green "Live Animals" and a "This Way Up" label/tag. These are mandatory and may be imprinted on the container.

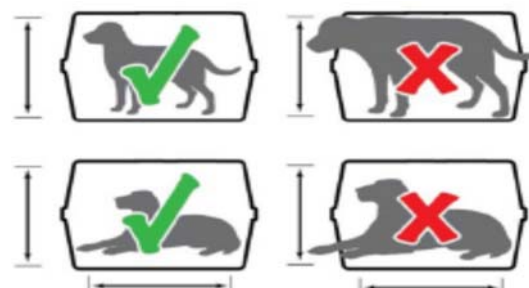
**In-cabin Maximum allowable dimension:
20" Length x 16" Width x 8.5" Height**

Adding a Few Layers Absorbent Material as Lining:

Authorized: (a) Cloth (b) Newspaper (c) Shredded Paper -
Unauthorized: (a) Straw (b) Wood Shavings (c) Sand
(d) Oil (e) Hay (f) Grass

Kennel and Pet Identification (ID)

Mark kennel with your pet's name, your name, destination or unit address, and phone number if available.



Additional Information:

AMC Pet Cost (combined pet and kennel weight)

Less than 70 lbs = \$125.00
71 lbs to 140 lbs = \$250.00
141 lbs to 150lbs = \$375.00
150 lbs+ = not authorized

Pet Age

Weaned puppies younger than 8 weeks old will not be accepted for air shipment due to the possibility of dehydration. Pets will be individually kenneled; however, two small animals aged 8 weeks - 6 months old of the same species and comparable size may be transported in same kennel as long as both can stand up, turn-around, and lie down with normal posture and body movement.

Prior to Check-In and Flight Departure

Please remember, you, the owner are responsible for obtaining all required documentation, e.g., **microchip, immunizations, border clearance, kennel labels, DD Form 2208 Rabies Vaccination Certificate or civilian equivalent, DD Form 2209 Veterinary Health Certificate or civilian equivalent, bilingual certificates, proof of ownership, etc.**

Brachycephalic or Snub Nosed Animals

All pets are susceptible to the risk of heat stroke, respiratory problems, and the possibility of death during travel. The risk is increased for snub or pug nosed pets. For health and safety concerns, we recommend pet owners discuss their pet's susceptibility to these or other complications with a veterinarian prior to air transport, and ensure your kennel has adequate ventilation.

Third Party Shipping Services

In the event that pet travel via commercial means is unavailable, members may self-procure a third-party pet shipping company of their choosing. The use of this service drastically increases costs with estimates ranging between \$3,000 to \$5,000+ per pet depending on size, weight, and destination. The use of third party shipping companies creates a private contract between you and the company, and **cannot be coordinated through and are not endorsed** by the Traffic Management Office, the AF, or DoD.

Below is a list of commonly used companies for pet transport. This list is not exhaustive and not an endorsement by the DoD:

Expoline Co LTD / Pet Airline
Office Phone: +82 2 2667-0112
Fax: +82-2-2667-0168
Email: hector@petairline.co.kr
<http://www.petairline.co.kr>

Korea Animal Transport
Office Phone: +82 2 792-7602
After Hours: +82 10 5 047-0676
Fax: +82 2 796-0008
Email: chungwha77@gmail.com
<http://www.cwhospital.com>

The First Class Pet (Gina's Relocation)
Office Phone: +82 70 4 101-1169
Email: gina@thefirstclasspet.com
<http://www.thefirstclasspet.com>

For a list of additional options, members can visit the International Pet and Animal Transportation Association at <https://www.ipata.org/find-ipata-pet-shippers> or use any search engine of preference to procure a pet transportation service provider that best meets their needs.