

AIR INDIA



**LOVED ONES ALWAYS
TRAVEL TOGETHER**



PAWS 
on
BOARD

FLYING WITH YOUR PET ON AIR INDIA

Travelling with pets doesn't have to be stressful. Here's a step-by-step guide to help you plan smoothly, from booking to boarding.



Step 1: Check if your pet can fly

Who's allowed:

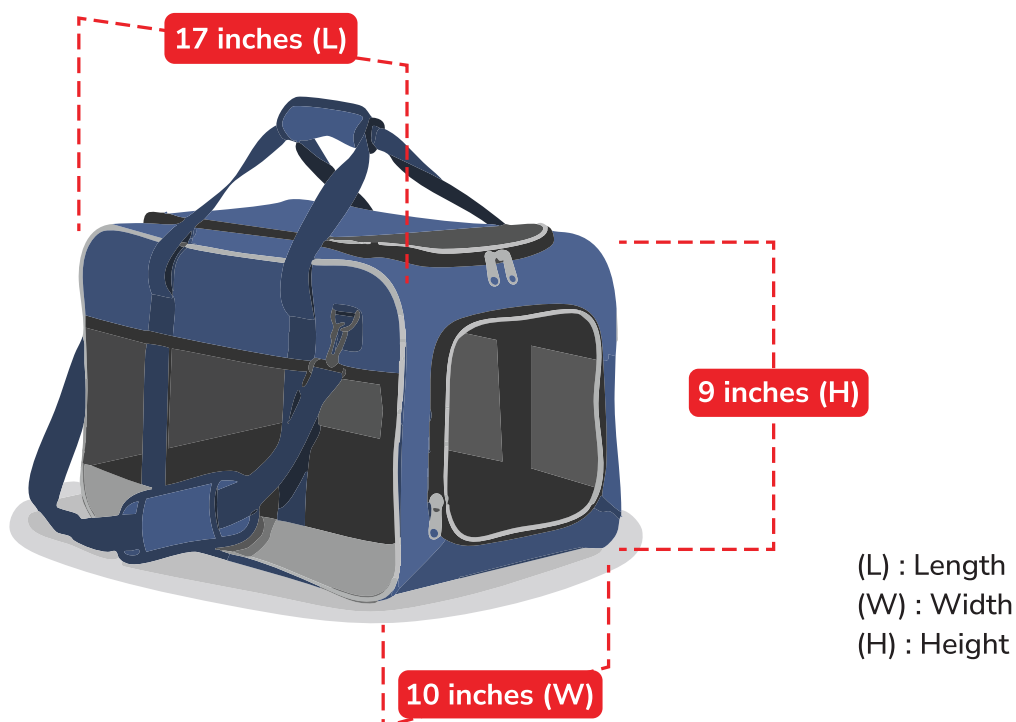
- Only domesticated cats and dogs
- **Pets in Cabin (PETC):** Pets must be at least 8 weeks old
- **Checked baggage (cargo hold):** Pets must be 3 months or older
- **Not allowed:** Pregnant pets or pets that have given birth in the last 48 hours

Weight rules:

Combined weight (pet + carrier):	Where they can travel
Up to 10 kg / 15 lbs	In the cabin with you (Economy)
10–32 kg / 15–70 lbs	Must be booked separately as baggage/cargo
Over 32 kg / 70 lbs	Must be booked as cargo

Carrier size (for in cabin):

- Maximum 17 × 10 × 9 inches (L × W × H)
- Must be soft, well-ventilated, and secure
- Label the carrier with your pet's name
- Place an absorbent mat inside



Step 2: Get the paperwork ready

Domestic:

- Pet passport / vaccination record:**
 - Must show an up-to-date record of vaccinations
- Valid health & rabies vaccination certificate:**
 - Issued by a registered veterinarian
 - Signed and stamped
 - Must state that the pet is fit to travel by air
 - Must be issued within 7 days before departure or as per the rules of the destination state/country
- Additional vaccinations:**
 - Any additional vaccinations required by the destination state or country must be officially certified and included in the health certificate
- Indemnity form:**
 - Must be downloaded and filled in before travel
 - For direct flights: carry 2 copies
 - For connecting flights: carry 4 copies
- Original documents:**
 - All original certificates and forms will be verified at airport check-in

Additional requirements for international travel:

- All of the above documents
- Entry permits & import licenses:**
 - Passengers must carry all entry permits, import licenses, or other document required by the destination or transit countries
- Country-specific rules:**
 - Please check Air India's website section for detailed requirements of each country



Step 3: Book their spot on the flight

Bookings can be made through our [Customer Support page](#).

Follow these steps:

- Add your personal and trip details
- Upload all required documents of your pet
- Documents will be verified, and if approved, our customer care team will contact you for booking and payment
- If any document is missing, or incorrect, the team will inform you of the revised documents needed



Booking can also be made via airport and city reservation counters.

- For reservations of Pets in Cabin (PETC) travel, passengers must book their travel at least 48 hours prior to the flight departure
- Beyond this window, pet travel requests will be handled subject to the time and resources available, depending on when the request is received and the fulfillment of Air India's and the destination country's requirements

Points to remember:

- Only 1 pet allowed per passenger
- A total of 2 pets are allowed in the cabin per flight. If a service animal is present, one pet will be rebooked for next flight
- Document verification does not guarantee the pet can travel
- Documents and the health of the pet will be checked before boarding
- Make sure the name of the pet's owner matches the passenger's name on the health certificate and the ticket to prove ownership when making bookings

Step 4: Understand the costs

Fee bands for Pets in Cabin (PETC):

FEE BANDS	
Travel to/from	Charges
Domestic (Within India)	INR 7500
Oman, Turkey, Bahrain, Saudi Arabia, Qatar, and Kuwait	USD 140
Maldives, Myanmar, Nepal, Bangladesh, and Sri Lanka	USD 140
Mauritius, Kenya	USD 140
Hong Kong, China	USD 140
Japan, Korea	USD 140
Thailand, Philippines, Vietnam, Malaysia, and Indonesia	USD 140
Europe (Excluding UK)	USD 140
Israel	USD 160
UAE* and Singapore	USD 225

Note: *For flights from United Arab Emirates (UAE), you will be able to transport your pet in the cabin (based on the destination-specific regulations). However, pets are not permitted in the cabin on flights departing India and arriving in UAE. Pets in Cabin (PETC) are not allowed on flights to America, Canada, Australia, the United Kingdom.

Step 5: Prepare to travel

Weight and dimensions:

- The maximum allowed combined weight of the pet and carrier is 10 kg
- The carrier size must not exceed 17 × 10 × 9 inches (L x W x H)
- Only soft-sided kennels or carriers are permitted in the cabin

Kennel / carrier requirements:

- The carrier must be strong, leak-proof, and made of durable material that cannot be broken or opened without authorization
- It should be soft-sided and well-ventilated on at least three sides, especially on top
- Ventilation must not be blocked and should cover at least 16% of the carrier's surface area
- The carrier must be securely fastened to prevent any escape
- Wheels must be removed or disabled before boarding
- The carrier should have external access points for food and water
- The carrier must fit completely under the seat in front and stay there during the flight

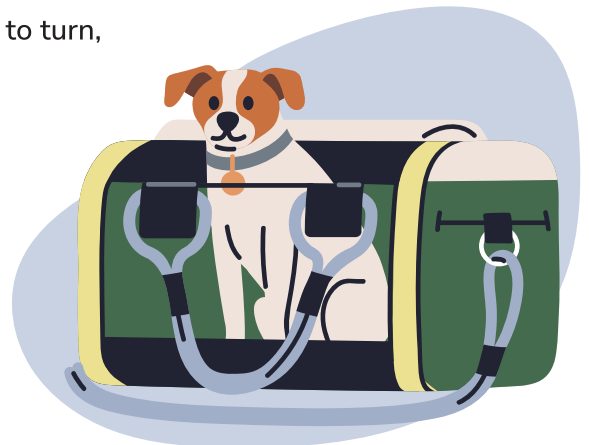
Size:

- The carrier should be of the right size for the pet to turn, stand up, sit, and lie down in its natural position

Calculate the size:

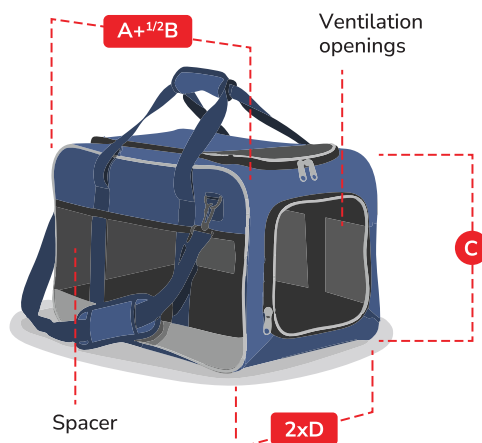
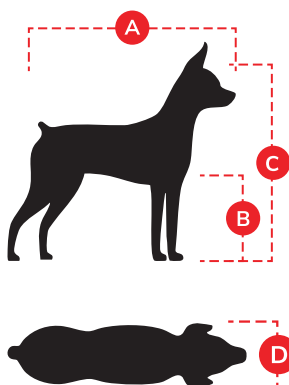
Maximum 17 × 10 × 9 inches (L x W x H)

- Label the carrier with your pet's name
- Place an absorbent mat inside



Determining the size of the container:

To assist in determining the approximate size of the traveling container, the following formula may be useful. However, it may need to be adjusted to meet the mandatory performance requirements listed above. When calculating the minimum internal height of the container, the height of bedding should be added to the height of the animal.

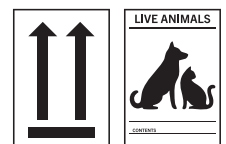


A = length of animal from tip of nose to base/root of tail

B = height from ground to elbow joint

C = height of animal in natural standing position from top of the head or the ear tip to the floor (whichever is higher)

D = width across shoulders of widest point (whichever is the greater)



As per IATA container requirement

Step 6 : What to expect at the airport



Arrive at least 3 hours before departure



All the documents will be rechecked by our ground staff



The carrier will be measured again to ensure that it fits under the seat in front of you

Health of the pet is checked before check-in:

Signs of	How it can be checked
Stress	The pet is behaving abnormally, not responsive, not alert.
Not in good health	Unable to stand normally, is panting in a cool environment, is coughing, or salivating profusely, has swelling of the neck or limbs, or shows evidence of vomiting or diarrhoea.
Sedated or tranquilized	The pet is not responsive, eyes appear droopy, may be uncoordinated, may be totally recumbent, respiratory movements are slow and shallow.

- Once the team receives a go ahead, passenger with pet can proceed towards check-in
- Priority check-in and boarding are provided

Seating and cabin restrictions:

- Pets are allowed only in the last 5 rows of Economy Cabin, aisle seats only
- Passengers traveling with pets will not be assigned seats in Emergency Exit rows
- Pets are not allowed in First Class, Business Class, or Premium Economy
- Service Animals have priority over other Pets in Cabin (PETC) travel, and total number of pets, including any service animal, is limited to 2
- Pets cannot occupy a passenger seat even if the adjacent seat is empty
- Carrying pets on your lap or in your arms is not permitted
- Air India has sole authority over seat assignments for passengers traveling with pets

Safety reminders:

- Pets must be muzzled and kept on a leash at the airport and on board
- No sedation or tranquilizers allowed
- No food is permitted inside the carrier
- Remove the leash before placing your pet in the carrier
- If travelling with an infant or needing wheelchair assistance, pets must go in the cargo hold
- Unaccompanied minors cannot travel with pets



Additional information

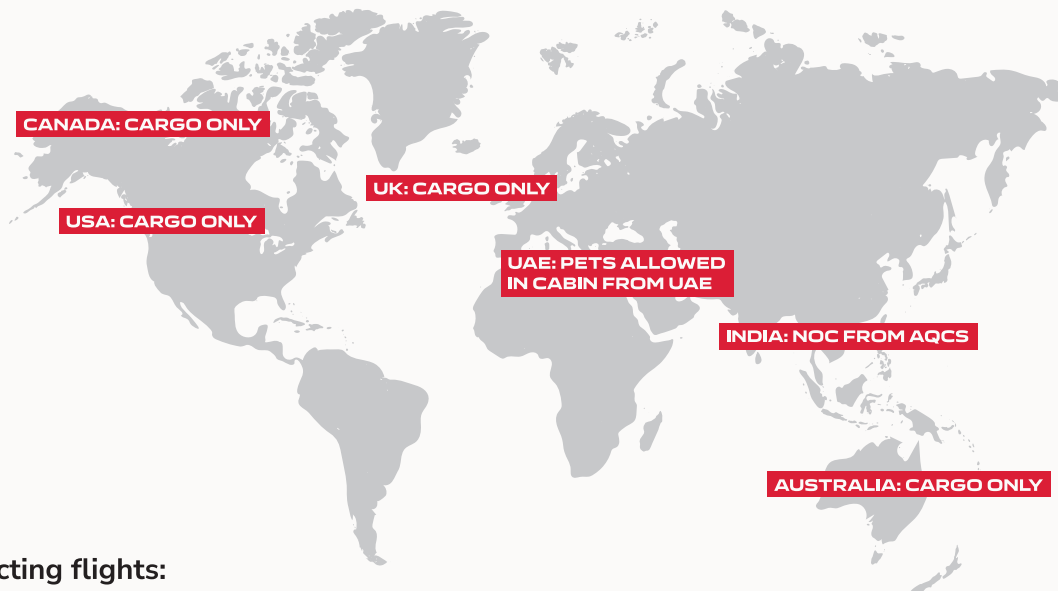
Rights of refusal:

Air India holds the right to refuse pet transport under these conditions:

- Unsafe or insecure kennel/pet carrier conditions
- Non-compliance with applicable laws, rules, or regulations
- Non-compliance by the pet owner with Air India's instructions
- Pets showing aggression or displaying overtly aggressive behavior
- Pet displays aggressive or destructive actions toward the carrier during lodgment
- Prohibited from being transported under specific ordinances, laws and regulations of the state
- Avoiding inconvenience or allergy risks to other passengers
- If there is a service animal and another pet, one of the pets will be rebooked because only 2 pets are allowed in the cabin

International travel rules:

- Every country has unique entry rules and quarantine requirements
- Air India restrictions:
 - ▶ Pets not allowed in cabin or as checked baggage to or from: USA, Canada and Australia
 - ▶ UK: Only as cargo (via Heathrow or Gatwick)
 - ▶ UAE: Pets allowed in cabin only on flights from UAE, not to UAE
- Import or export of pets to or from India requires:
 - ▶ No Objection Certificate (NOC) from AQCS
 - ▶ Clearance only at Delhi, Mumbai, Chennai, Kolkata, Bangalore, or Hyderabad



Connecting flights:

- Only allowed if both flights are on Air India
- Excess baggage charges apply per segment

Reach out to our customer care team for any support | <https://www.airindia.com/in/en/contact-us.html>

Applicable guidelines available at [airindia.com](https://www.airindia.com). Image and illustrations are not a representation of real events or individuals.

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