

International Health Certificates Policy

At Central West End Veterinary Hospital, we are committed to assisting you with the preparation of international travel with your pet, ensuring all necessary health certifications are in order. Our health certificate appointments are comprised of an extended exam fee, along with a required consultation with our doctor prior to the issue of the health certificate. The process for obtaining an International Health Certificate is detailed and requires specific information to be compiled and verified. Here's how we manage this process:

Pre-Appointment Questionnaire and Information Gathering:

- **Questionnaire:** Before your International Health Certificate appointment, we will send you a link to our health certificate questionnaire. This document is crucial for gathering all necessary details about your pet and the intended travel destination. The questionnaire must be completed and returned to us prior to your appointment. This ensures we have all the information needed to proceed efficiently during your visit.

Medical Records and Vaccination Certificates:

- We may request additional prior medical records and vaccine certificates if the information we have on file is incomplete. These documents are essential for verifying that your pet meets the health and vaccination standards of the destination country.

Assessment and Documentation:

- Using the information provided through the questionnaire and any additional documents, we will assess if your pet can meet the travel requirements. We aim to ensure that all travel documents are correctly filled out and endorsed within the required timeframe.

Appointment Cancellation Policy:

- Should the necessary travel information or documents not be provided in time, or if we determine that it will not be possible to meet the travel requirements for your pet, your appointment may be subject to cancellation.

Additional Airline Requirements:

- Please check with your airline regarding any additional requirements or paperwork they may have for traveling pets. Airlines often have specific rules that must be followed in addition to country requirements.

Pet Owner Responsibility:

- While we will do everything within our power to ensure your pet meets the requirements for travel and has the correct paperwork, it is ultimately the responsibility of the pet owner to ensure all requirements of the destination country are met, as stated on the APHIS website.

Preparing for international travel with your pet involves careful planning and adherence to specific health and documentation standards. At Central West End Veterinary Hospital, we are here to guide you through this process and help ensure a smooth journey for you and your pet.