PETS AND PLANES

Terms of Service

Last updated October 12, 2026 | petsandplanes.com/terms | team@petsandplanes.com | (877) 400-0970

These Terms of Service (the "Terms") are an agreement between you and Pets and Planes ("Pets and Planes", "we", "us" or "our"). They apply whenever you request a quote, accept a quote, book a move, or otherwise use our website or services. By accepting a quote or paying a deposit you confirm that you have read these Terms and agree to them.

Please read them carefully. They explain what we do and do not do, what we expect from you, how pricing works, and how responsibility is shared between you, us, and the carriers and other vendors who physically transport and care for your pet.

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1. Definitions

"Client" or "you" means the person who requests a quote or books a move, and any person acting on their behalf.

"Pet" means the animal or animals named on your quote.

"Move" means the relocation described in your quote, from the agreed pickup point to the agreed delivery point.

"Quote" means the written price proposal we send you, including the package and add-ons you select on it.

"Carrier" means the airline or licensed ground transporter that physically transports your pet.

"Vendor" means any third party whose goods or services form part of your move, including carriers, crate suppliers, veterinarians, laboratories, boarding facilities, customs brokers and government agencies.

2. Our role

Pets and Planes is a pet relocation coordinator. We plan the route, book the carrier, arrange ground transport, guide you through veterinary and government requirements, prepare and check paperwork, and keep you informed from pickup to delivery.

We are not an airline, a freight forwarder or a common carrier. We do not operate aircraft or vehicles. Air transport is performed by licensed commercial airlines under their own conditions of carriage, and ground transport is performed by licensed, USDA-registered transporters. When we book a carrier or vendor for you, we do so as your coordinator; the carrier or vendor remains responsible for the service it provides.

We are registered with the United States Department of Agriculture as an intermediate handler under the Animal Welfare Act.

3. Quotes and price changes

Quotes are estimates based on the details you provide and the rates and regulations in effect on the day we prepare them. They are valid until the expiry date shown on the quote. A quote that has expired must be refreshed before it can be accepted, and the refreshed price may differ.

Most of a quote is made up of charges set by vendors we do not control: airline cargo rates and fuel surcharges, ground transporter fees, crate and supply costs, veterinary and laboratory fees, government, customs and quarantine fees, boarding, and taxes. These vendors can change their prices at any time, including after you accept a quote and before your pet travels.

If a vendor charge goes up before your pet travels, you are responsible for the difference, and the same applies to any new charge a carrier or authority introduces. We will tell you about the change and the new amount before anything is charged. If a vendor charge goes down, we pass the saving on to you. Pets and Planes is not liable for vendor price increases and does not absorb them.

Pricing also changes when the facts behind the quote change: your pet's weight or measurements, the crate size, the route, airports, travel dates, the number of pets, breed or health information, or document requirements. We will reprice the move and confirm the new total with you before proceeding.

Our own coordination fee, shown separately on your quote, does not change once you accept, unless the scope of the move changes at your request.

4. Accepting a quote and booking

You accept a quote by selecting a package on the quote page, confirming that you agree to these Terms, and paying the deposit shown. Your booking is confirmed when we receive the deposit and send you a booking confirmation.

Until a booking is confirmed, no flight, transporter or vendor has been reserved and no travel date is held. Carrier space, especially for larger pets and during holiday periods and summer heat embargoes, is limited and is booked in the order deposits are received.

A booking confirmation sets out the pickup and delivery arrangements, the planned travel window and the documents still needed. Please check it on the day you receive it and tell us straight away if anything is wrong.

5. Your responsibilities

Give us accurate and complete information about your pet, your pickup and delivery addresses, the people who will hand over and receive your pet, and your travel dates, and tell us promptly if any of it changes.

Obtain the veterinary examinations, vaccinations, treatments, tests and certificates we tell you are required, within the time windows we give you, and send us copies as soon as you have them.

Make your pet available for pickup at the agreed time, with the agreed crate, food, medication and documents, and make sure the person receiving your pet is available at delivery with photo identification.

Follow the feeding, watering, exercise and crate acclimation guidance we provide before travel.

Remain reachable by phone, text and email throughout the move, and respond promptly to requests from us, the carrier or an authority. A pet can be refused, delayed or held because of a missed call or an unanswered question.

6. Pet health and travel eligibility

You are responsible for providing accurate information about your pet's health, age, breed, temperament and vaccination history. Some breeds, ages and medical conditions are subject to airline embargoes or country-specific restrictions, and brachycephalic (snub-nosed) breeds, very young or elderly animals, pregnant animals and animals with certain conditions may be refused by the carrier or require special handling at extra cost.

Your pet must be certified fit to travel by a licensed veterinarian within the period the carrier and destination require. We can advise you on what is likely to be accepted, but the final decision on whether a pet travels rests with the veterinarian, the carrier and the destination authority, and a pet can be refused at check-in even with completed paperwork.

Sedation of a pet for air travel is prohibited by carriers and is dangerous. A pet found to be sedated will be refused, and any resulting costs are your responsibility.

If your pet shows signs of illness, injury or distress before or during the move, we or the carrier may stop the move and arrange veterinary care. You authorize us to obtain emergency veterinary treatment for your pet when we cannot reach you, and you agree to reimburse the cost of that treatment.

7. Documentation and government requirements

Every destination, and many transit points, has its own rules on vaccinations, microchipping, blood tests, parasite treatment, health certificates, import permits and quarantine. You are responsible for making sure your pet meets them. We will tell you what is required, help you plan the timing, review documents before travel and, where possible, arrange official endorsements on your behalf.

Some requirements take months. Rabies antibody tests, waiting periods and import permits for destinations such as the United Kingdom, the European Union, Japan, Australia and Hawaii can take three to six months, and a move cannot proceed until they are complete.

If a document is missing, incorrect, expired or rejected, the move may be delayed or refused and your pet may be returned, held or quarantined at the destination. The costs that result, including quarantine, boarding, return transport, re-examination and new paperwork, are charged at the vendor's price and are your responsibility.

8. Crates and supplies

Your pet must travel in a crate that meets the carrier's and the International Air Transport Association's live animal regulations: the right size for your pet to stand, turn and lie down naturally, with proper ventilation, hardware, bowls and labelling. We will give you the required measurements and can supply a compliant crate as an add-on.

If you provide your own crate, you are responsible for its compliance. A crate that is the wrong size or does not meet the rules will be refused at check-in, and the cost of a replacement crate, rebooking and any boarding is your responsibility.

Crates should be introduced to your pet well before travel. We will send acclimation guidance once your booking is confirmed.

9. Pickup, check-in and delivery

Depending on the package you choose, we either collect your pet from your door and deliver to your new door, or you bring your pet to the departure airport and your named contact collects at the arrival airport. Your quote and booking confirmation state which applies.

Pickup and delivery times are planned around carrier cut-offs and release times and can move at short notice. We will keep you informed, but you agree to be flexible within the travel window shown on your booking.

The person collecting your pet at an airport must be the named pickup contact and must present government photo identification matching that name. Carriers will not release a pet to anyone else, and we cannot override that.

If no one is available at the agreed pickup or delivery time, or a pet cannot be released because documents or identification are missing, we will arrange boarding or redelivery at your cost.

10. Payments and fees

Relocation fees are quoted in writing before any move begins. Vendor costs may be billed directly to you by the vendor or invoiced through us, as disclosed on your quote.

Your deposit holds your move date and is applied to the total. The balance is due by the date shown on your booking confirmation and in any case before your pet is checked in for travel. We may decline to collect or check in a pet until the balance, including any adjustment, has been paid.

Any price adjustment under the Quotes and price changes section is added to, or deducted from, the balance due. Costs that arise after the move has started, such as boarding, rebooking, extra veterinary care or quarantine, are invoiced when they are incurred and are due on receipt.

Payments are processed by our card payment provider. If a payment is disputed or reversed after services have been booked or provided, you remain responsible for the amount owed together with any fees the dispute causes us to incur.

11. Cancellations, changes and refunds

You may cancel a booking at any time by telling us in writing. Our coordination fee is earned once we begin work on your move and is not refundable after a booking is confirmed. Vendor costs we have already committed to on your behalf, such as airline bookings, crates, veterinary appointments and permits, are refundable only to the extent the vendor refunds them to us.

Any specific cancellation terms shown on your quote take priority over this section for that move.

Date and route changes you request are subject to carrier availability and are repriced at the rates in effect when the change is made. Changes made close to travel may not be possible.

If we cancel a move for reasons within our control, we refund what you have paid us for services not yet provided. If a move cannot go ahead because of a carrier, authority or event outside our control, the Schedule changes outside our control section applies.

Refunds are issued to the original payment method within ten business days of the amount being agreed.

12. Schedule changes outside our control

Airlines and transporters can change, delay or cancel flights and routes, and authorities can impose embargoes or new requirements, at any time. Heat and cold embargoes, aircraft changes, weather, strikes and operational decisions by a carrier are common causes.

When that happens we will rebook or reroute your pet as quickly as we can and keep you informed. Any extra cost that results, such as a fare difference, boarding, an additional veterinary visit or updated paperwork, is charged at the vendor's price and is your responsibility.

Pets and Planes is not liable for delays, cancellations, missed connections or added costs caused by carriers, transporters, weather, authorities or other events outside our control.

13. Carrier custody and liability

From the moment your pet is accepted by a carrier until it is released at the destination, your pet is in the carrier's custody and care. The carrier's conditions of carriage, its live animal programme and any applicable international conventions govern the carrier's liability for loss, delay, injury, illness or death that occurs in transit, and usually limit that liability to a declared value.

We will help you understand those terms, document any incident and, where applicable, file a claim with the carrier. We are not responsible for the acts or omissions of a carrier or any other vendor.

14. Insurance

Our fees do not include insurance for your pet. Carriers accept animals under their own limited liability terms. If you want cover beyond that, we recommend pet transit insurance from a specialist insurer, and we are happy to point you to options. It is your decision whether to buy it.

15. Limitation of liability

Animal transport carries inherent risk. Travel can be stressful for an animal and, despite every precaution, injury, illness or death can occur without any fault on our part. By booking a move you accept this risk.

To the fullest extent permitted by law, our total liability to you for any claim arising out of a move or these Terms, whether in contract, negligence or otherwise, is limited to the coordination fees you have paid us for that move. We are not liable for indirect, incidental or consequential losses, including emotional distress, lost income, travel costs or accommodation.

Nothing in these Terms limits liability that cannot be limited by law, including liability for fraud or for death or personal injury caused by our negligence.

16. Indemnification

You agree to indemnify Pets and Planes, its owners and staff against claims, losses, fines and costs that arise from inaccurate or incomplete information you provide, from your failure to obtain required documents or meet requirements we have told you about, or from injury or damage caused by your pet to a person, animal or property.

17. Force majeure

Neither you nor we are responsible for a failure or delay caused by events beyond reasonable control, including severe weather, natural disaster, epidemic, war, terrorism, civil unrest, strikes, government action, airport or airspace closures, and failures of carriers, utilities or communications networks. The affected obligations are suspended while the event continues. Vendor costs incurred before or because of such an event remain payable under these Terms.

18. Military and government moves

We serve many families moving on military orders. Where we provide guidance on pet relocation reimbursement under the Joint Travel Regulations or any other policy, it is general information only. Eligibility and the amount reimbursed are decided by your finance office, not by us, and a reimbursement decision does not change what you owe under your quote. We will provide the itemized documentation you need to file a claim.

19. Promotions and vouchers

A promotional discount or voucher applies only to the move it was issued for, one per move, and cannot be combined with another offer or exchanged for cash. Military vouchers require a copy of your orders at booking. A voucher that is not used by its book-by date expires. We may withdraw a promotion at any time, which does not affect a booking already confirmed.

20. Reviews and photos

If you leave a review or send us photos of your pet and tell us they may be shared, you give us a non-exclusive, royalty-free permission to show them on our website and in our marketing, with your first name and last initial. You can withdraw that permission at any time by emailing us, and we will remove the content within a reasonable time. We never share your full name, address or contact details publicly.

21. Text messaging (SMS) terms

If you opt in on our quote form, Pets and Planes will send you text messages about your quote and your pet's move, such as quote notices, booking confirmations, pickup and flight schedule updates, delay alerts, delivery confirmations and replies to your questions. Message frequency varies based on your move. Message and data rates may apply.

Reply STOP at any time to opt out, or HELP for help. You can also reach us at team@petsandplanes.com. Opting in is optional and is not a condition of getting a quote or using our services. Mobile carriers are not liable for delayed or undelivered messages.

22. Privacy

We collect and use your information to prepare quotes, arrange your move, communicate with you and meet legal requirements, and we share it with carriers, vendors and authorities only as needed for your move. Our Privacy Policy explains this in more detail and forms part of these Terms.

23. Governing law and disputes

These Terms are governed by the laws of the State of New York, without regard to its conflict of law rules. If you have a complaint, please contact us first and give us a reasonable opportunity to resolve it; most issues are sorted out with a conversation. Any dispute that cannot be resolved informally will be brought in the state or federal courts located in Nassau County, New York, and you and we each consent to the jurisdiction of those courts.

24. General

These Terms, together with your quote, booking confirmation and our Privacy Policy, are the entire agreement between you and us about your move and replace any earlier discussions. If any part of these Terms is found unenforceable, the rest continues to apply. If we do not enforce a term on one occasion, we may still enforce it later. You may not transfer your booking or these Terms to anyone else without our written agreement. These Terms do not give rights to anyone other than you and us.

25. Changes to these terms

We may update these Terms from time to time. The date at the top shows the most recent revision. The version in effect when you accept a quote applies to that move.

26. Contact

Questions about these Terms can be sent to team@petsandplanes.com or by calling (877) 400-0970.