



OUR POLICY

If you are planning to transport a Brachycephalic breed of animal with Feathers & Scales Freight, you (sender) will be required to acknowledge your animal/s have not shown any symptoms or been treated by a veterinarian for BOAS, respiratory problems and/or heat stress prior to transportation.

Non-Acceptance for Transportation

At Feathers & Scales Freight our top priority is the safety and wellbeing of our client's pets while they are in our care. Therefore, sometimes it is not possible for us to accommodate all animals.

Feathers & Scales Freight staff may decide your pet should not be transported if it be exhibiting any of the following symptoms:

- Loud or Unusual breathing
- Nasal Congestion
- Shortness of breath
- Obesity
- Unusually hot weather conditions
- Signs of over excitement or stress

If your pet ever shows any of the above symptoms at any time, it would be highly recommended that you seriously consider the need to transport your pet. If transportation is unavoidable, it would be recommended to consult with your vet about your pets' individual needs and determine the best method of transportation to ensure your pet's safety during transport.

Please Note: Feathers & Scales Freight's acceptance of your pet does not absolve you of full liability in the event of an adverse occurrence. It is your responsibility to properly assess your pet's condition and suitability for transport. At all times when transporting Brachycephalic breeds, we recommend consulting your veterinarian prior to transportation.

Additional Precautions taken when Transporting Brachycephalic Breeds

COLLARS AND/OR HARNESSSES - As BOAS affects your pet's ability to breathe, we recommend any Brachycephalic breed is transported without harnesses, collars or choker chains.



Emergency Veterinary – Feathers & Scales Freight, in the event of an emergency we do not cover veterinary bills, death or loss associated with BOAS or any other existing condition an animal may have prior to transportation.

Road Transport – Feathers & Scales do NOT provide road transportation for Brachycephalic Breeds due to the high risk involved.

EXTREME WEATHER - In the event of extremely hot weather, Feathers & Scales Freight reserves the right to postpone or cancel the transportation of seriously affected breeds. We will NOT freight in extreme heat. We will always aim to book your pets transport as early as possible (before 8am), arriving by 10am or late afternoon/early evening when the weather is cooler. If the whole trip cannot be done in the cool, we will book your pet into a kennel overnight then lodge again the following morning. Where possible, we will always attempt to contact client's affected by the decision to postpone or cancel in advance if we have any concerns in relation to the temperature prior to the trip. In these situations, rebooking or refunds can be arranged.

Sadly, BOAS is a condition which can progress extremely rapidly. Your pet can go from seemingly normal to severe heat stress within a very short timeframe. Unfortunately, the nature of pet transportation means that pets are unable to be monitored at all times, and therefore we cannot guarantee that we would be able to get your pet to a veterinarian quickly enough to save its life in the event of heat stroke due to its condition.

If an animal in our care requires veterinary attention or passes away due to BOAS during transportation, Feathers & Scales Freight will not refund any prepaid transportation fees. This does not absolve Feathers & Scales Freight from normal duty of care, or liability in the event of Feathers & Scales staff being negligent in their care for your pet.

Where Feathers & Scales Freight feels the need to seek veterinary attention for your pet, any costs associated with treatment will be your responsibility. We will make every effort to contact the owner to authorise this treatment. If we are unable to contact the owner, you acknowledge Domestic Pet Transport will make the necessary decisions based on veterinary advice and our duty of care for the animal.

Should BOAS be the cause of the need to take your animal to the veterinarian, please be aware that the animal will likely be required to stay at the vets for an extended period. In these instances, Feathers & Scales Freight will not be able to wait for treatment to be finalise, and this may result in additional costs to the owner for extended care, boarding and/or alternative transportation to complete the journey.