

# **Import Clearance of your pets upon their arrival in Singapore**

## **Confirmation of import**

- Make an appointment for your pet's inspection by submitting an online booking request via AVS's Intelligent Food Approval & Safety Tracking System (IFAST) at <https://ifast.sfa.gov.sg/eserviceweb/>. Please ensure your AVS Import licence no. & flight details are ready and fill in the required information on your application.
- Inspections without any prior appointment will be charged \$80.00/hour or part thereof during office hours.

## **If your pet is imported as manifested cargo\***

- Pet animals will now be transferred directly from the aircraft to Changi Animal and Plant Quarantine Station by the relevant ground handling agent (SATS/dnata).
- Upon arrival at the Changi Airfreight Centre, you must present a printed copy of the AVS import licence and your identity card or passport to the Police Pass Office, located at the entrance of the cargo complex, to exchange for a Visitor Pass.
- After you have obtained the Visitor Pass, you must proceed to the cargo office (SATS/dnata) of the relevant airline that carried your pet to Singapore.
- At SATS/ dnata, you must produce the AVS import licence and collect **all** documents accompanying your pet. This includes the pet's original health certificate, original vaccination records, original rabies serology test result, airway bill and Captain's declaration (where applicable).
- If you are importing your pet dog or cat, you must then proceed immediately to CAPQ, located at the Changi Airfreight Centre with your pet's original health certificate, original vaccination records, original rabies serology test result, airway bill and Captain's declaration (where applicable) for inspection and clearance of your pet.
- If you are importing a pet other than dogs and cats e.g. your pet bird, pet rabbit, the airline representative will direct you to the location of the SATS/ dNATA cargo section to claim your pet. You must then proceed immediately to CAPQ, located at the Changi Airfreight Centre with your pet and your pet's original health certificate, original vaccination records, original rabies serology test result, airway bill and Captain's declaration (where applicable) for inspection and clearance of your pet.

## **Directions to CAPQ from SATS / DNATA**

- Upon leaving the SATS/ dnata building, drive down the Airport Cargo Road until you reach a junction with a "U-turn" sign. Make a "U-turn" and continue along the road. After the bend, there will be a bus stop on the left, turn left into Gate C7 located after the bus stop (look out for green fencing and AVS CAPQ signage).

## **If your pet is imported as accompanied/ excess baggage**

- Pet animals will be transferred directly from the aircraft to Changi Animal and Plant Quarantine Station by the relevant ground handling agent (SATS/ dnata).
- After you have disembarked from the aircraft, proceed to the "Lost & Found" counter located at the arrival hall near the baggage belt (before Customs/ Immigration Clearance).

Either:

- 1) If your pet travelled with you in the passenger cabin, surrender your pet to the staff at the Lost & Found counter located at the arrival hall near the baggage belt (before Customs/ Immigration Clearance). Your pet will be transferred to CAPQ by the relevant Ground Handling Agent **OR**
  - 2) If your pet was checked in under excess baggage, declare your pet to the staff at the Lost & Found counter. Your pet would have been transferred directly from the aircraft to CAPQ by the relevant Ground Handling Agent.
- You will not be allowed to take your pet out of the Customs/ Immigration area in the arrival hall of the Passenger Terminal.
  - You must then proceed immediately to CAPQ, located in the Changi Airfreight Centre with your pet's original health certificate, original vaccination records, original rabies serology test result and AVS import licence for inspection and clearance of your pet.

## **Veterinary Inspection/ Verification of Documents**

- At CAPQ, the AVS officer will verify the AVS import licence, your pet's health certificate in AVS template, vaccination records, rabies serology test result and Captain's declaration(where applicable). The AVS officer will visually inspect your pet to ensure it is clinically healthy, and verify your pet's microchip number.
- For pets that require quarantine upon arrival in Singapore will be held at CAPQ after veterinary inspection. An AVS-appointed transport service will be arranged to send your pet to Animal Quarantine Centre (AQC) to undergo quarantine.

### Late arrivals

- We encourage you to select flights that arrive in Singapore before 8pm (Monday, Wednesday, Friday and Saturday) and 7pm (Tuesday and Thursday) to allow the pets to reach CAPQ during CAPQ's opening hours. CAPQ's opening hours are from 8am-10.30pm (Mondays, Wednesday and Friday), 9am-9pm (Tuesday and Thursday) and 10am-10.30pm (Saturday). CAPQ is closed during public holidays and Sunday. Animals that arrive outside of AVS CAPQ's opening hours will be held at the respective Ground Handling Agents' air-conditioned animal holding room overnight.

#### **CAPQ Address:**

Gate C7, Airport Cargo Road  
Changi Airfreight Centre  
Changi Animal & Plant Quarantine  
Singapore 918104  
Tel: 6545 7523  
Email: [animal\\_feedback@nparks.gov.sg](mailto:animal_feedback@nparks.gov.sg)  
Website: [www.nparks.gov.sg/avs](http://www.nparks.gov.sg/avs)

#### **CAPQ Operation hours:**

Mondays, Wednesday, Friday: 8:00AM to 10:30PM  
Tuesday, Thursday: 9:00AM to 9:00PM  
Saturday: 10:00AM to 10:30PM  
Lunch: 1-2PM (Office closed)  
Sundays and Public Holidays: Closed

**Please be informed with effect on 25 April 2022, the operating hours of CAPQ will be revised as below:**

<b>Monday, Wednesday, Friday:</b>	<b>8:00AM to 10:30PM</b>
<b>Tuesday, Thursday:</b>	<b>9:00AM to 9:00 PM</b>
<b>Saturday:</b>	<b>10:00AM to 10:30PM</b>
<b>Lunch time (Office closed):</b>	<b>1:00PM to 2:00PM</b>
<b>Closed on Sundays and Public Holidays</b>	

#### **Getting to CAPQ:**

**By Bus:** 9, 19 and 89 (alight at the 3rd bus stop after Police Pass Office, along Airline Road)

**By MRT:** Bedok or Simei (transfer to bus 9), Tampines (transfer to bus 19)

**From Airport Passenger Terminal:** Drive or take a taxi to Changi Airfreight Centre (Travel on ECP and exit 2A towards Changi Airfreight Centre)

- CAPQ is not located within passenger terminal premises.

Please be informed that pets are not allowed on buses and MRT trains.
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\*Please note that the above clearance procedure for animals arriving as cargo does not apply to commercially imported animals, such as laboratory animals, small mammals or ornamental birds. For commercial consignments of animals imported by cargo, the importers will need to continue to proceed to SATS/ dnata cargo section to claim the animals. Once the animals are collected, please bring the animals immediately to AVS's CAPQ office for inspection and clearance. Please note that you are not to break the seal (if any) on the animal's cage/crate or take the animal out of the cage/crate.

Updated on 15 March 2022