

Adjustment of CAPQ operating hours (starting 1 April 2026)

To improve efficiency and service delivery, CAPQ will be adjusting its opening hours starting 1 April 2026. The revised operating hours will be as follows:

Monday - Tuesday	9am to 5pm Closed for lunch from 1-2pm
Wednesday- Friday	9am to 8pm Closed for lunch from 1-2pm
Saturday, Sunday and public holidays	Closed

Pet transfer hours (from CAPQ to AQC)

Monday to Friday, 10am to 10.30am. Pets that arrive at CAPQ **after** the transfer hours of the day will be kept at CAPQ overnight and will be transferred from CAPQ to AQC the next working day.

Pets that arrive after CAPQ operating hours will be held by the airport ground handling agents.

New import clearance process for pets entering Singapore (starting 1 April 2026)

To help streamline the import clearance process for pets at CAPQ and reduce overall processing time, only AVS-recognised pet agents will be permitted to handle the import clearance procedures at CAPQ starting **1 April 2026**.

This means:

- Pet owners will be required to appoint an AVS-recognised pet agent before their pet's arrival in Singapore
- The appointed pet agent will handle all import clearance procedures at CAPQ, which include documentary clearance as well as the subsequent transport of the pet from CAPQ to the pet owner's place of residence for pets that do not require post-arrival quarantine.
- Pet owners may proceed home directly from Changi Airport and will have the convenience of having their pets sent directly to them by their appointed pet agent after the import clearance process.
- Pet owners will no longer be permitted to enter Changi Airfreight Centre, where CAPQ is located.

The list of AVS-recognised pet agents can be found [[here – hyperlink](#)]