

Relocation to the new Animal Quarantine Centre – Additional FAQs

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Section A: General

1. Where is the new quarantine facility?

The Animal Quarantine Centre (AQC) is located at 2 Jalan Lekar Singapore 698919. The new facility caters to dogs and cats that are required to serve the mandatory 10 to 30 days post arrival quarantine in Singapore.

Getting to AQC:

By Bus: 172, 975 (alight at Home Team Academy)

By MRT: Choa Chu Kang Station (transfer to bus 172), Opp Phoenix Station (transfer to bus 975)

Map:



2. Is there parking at the new quarantine facility?

The Animal Quarantine Centre (AQC) has 9 car lots, including 1 handicap lot. As there are limited parking spaces, visitors are strongly urged to make use of public transport when visiting their pets at AQC.

Section B: Pet owners with existing bookings at SAQS

3. Can I visit my pet at SAQS/AQC during this relocation period? Can my family/friends take turns during visitation?

The SAQS and AQC remain open for visitation during the relocation period. Due to the COVID-19 situation, each visit should not exceed 1 hour, and only 2 visitors will be allowed to see their pets. Visiting hours for SAQS and AQC are from 4 to 5pm, Mondays to Fridays, and 2pm - 5pm on Saturdays. Both facilities are closed on Sundays and public holidays.

We strongly advise pet owners and their family or friends to visit their quarantined pets on different days rather than arriving in big groups.

4. My pet will be in the middle of quarantine at SAQS during the relocation period. Will they be moved? How will they be transferred?

For animals that are undergoing post arrival quarantine at SAQS during the relocation period, they will remain at SAQS and complete their post arrival quarantine there.

5. What happens if my pet has an emergency/requires urgent medical care during the relocation period at SAQS/AQC?

While in SAQS/AQC, our staff will continue to monitor the health and well-being of pets. As indicated in the booking terms/conditions, AVS will notify pet owners/importers should the pet require immediate medical attention, including during the relocation period. Pet owners/importers can arrange for your appointed veterinarian to attend to your pets while in SAQS/AQC if they are unwell, or send to the quarantine designated clinics for pets that require urgent medical attention.

6. Will AVS assist to shower/groom my pet during the relocation period?

While AVS does not provide grooming services, grooming rooms are available for you or your appointed groomer to clean and groom your pet, as visitation at SAQS/AQC remains open during the relocation visit. Please approach any of our staff to book the use of the grooming room at least 2 days in advance. You may then proceed to use the grooming room at your designated time slot of 30 minutes. Booking of the room is on a first-come-first-served basis.

Section C: For pet owners who are interested to book a slot at SAQS/AQC

7. Is there a need to book a visitation slot?

There is no need to book a slot. Visitors should observe safe management measures, such as mask-wearing and keeping a one metre distance from others.

8. How do I amend/postpone my pet's arrival date in QMS?

You may login to your QMS account and submit a request to change the date of arrival. Please note that changes in the date of arrival in QMS is subjected to space availability and compliance of the import requirements of your pet on the new date. There is also a payment of \$65 for the amendment.

9. If I am importing my pet and it is required to serve a mandatory quarantine period at SAQS/AQC, what will happen to my pet's travelling crate/container?

AVS will assist to bring smaller pet containers, carriers and crates that are not exceeding the external dimensions of 82cm (L) by 64cm (H) by 58cm (W) from Changi Animal and Plant Quarantine (CAPQ)/Tuas Checkpoint to SAQS/AQC. With effect from 27 September 2021, larger pet containers exceeding the stipulated dimensions must be collected personally by the pet owner/agent upon clearance at CAPQ/Tuas Checkpoint. If unclaimed, AVS will assist to assign a transport contractor to collect these large containers with a payable fee to the transport contractors directly.

We would like to remind all pet owners that containers used for transportation of pets must meet the latest International Air Transport Association's (IATA) Live Animal Regulations. You may refer to the [circular on pet container management](#).