

**Important Information for the Import of Pets
owned by Singaporeans, Permanent Residents or Long-term Pass Holders
returning to Singapore, due to the COVID-19 situation**

The Animal & Veterinary Service (AVS), a cluster of the National Parks Board (NParks), is facilitating the urgent return of pets owned by Singaporeans, Permanent Residents and Long-term Pass Holders from **any country** due to the current COVID-19 situation. These travellers will be required to serve a Stay Home Notice (SHN) period at a designated facility.

Planning your return

All imports of animals into Singapore are subject to import requirements. However, in light of the current situation, AVS will waive certain requirements.

To facilitate the return of your pet, please submit an online “Declaration for Pet Owners Returning to Singapore” to AVS prior to your arrival in Singapore.

AVS requires details of the pet owner, pet and flight details, to assess if a pet needs to be quarantined at a designated facility. You may submit the declaration to AVS using the following link or QR code:

- <https://go.gov.sg/returningpetowner>



go.gov.sg/returningpetowner

Upon arrival in Singapore

Upon your arrival in Singapore, ground staff will provide instructions for your SHN. Your pets will be safely handed over to AVS.

Air travel

Mode of arrival of pet	Process
Hand-carried baggage (in-cabin)	Pets will be handed over to airline/ ground handling staff at the Lost & Found Counter, located at the Baggage collection area
Manifested cargo or excess baggage (check-in)	Ground handling agents will bring your pet to AVS' Changi Animal & Plant Quarantine Station (CAPQ)

Land

All pets brought into Singapore by land must undergo inspection by AVS. Please ensure all animals are transported in a hard crate.

Pet owners are required to enter Tuas Checkpoint by the Immigration & Checkpoints Authority's Tuas arrival cargo lane to access our Tuas Checkpoint office. Pets must be declared to ICA on arrival and handed over to AVS officer at Tuas Checkpoint office. Pets cannot be imported through Woodlands checkpoint.

Sea

Pets cannot be imported through sea route.

Veterinary inspection and quarantine assessment

Due to the potential import risk of rabies and other exotic diseases from other countries, imported pets may need to be quarantined and subjected to further vaccinations, parasite treatments and/or testing.

Your pet will be:

- Inspected by a veterinarian at AVS' Changi Animal & Plant Quarantine Station (CAPQ) upon arrival or at Sembawang Animal Quarantine Station (SAQS); and
- Quarantine assessment will be conducted

Depending on the country of export, pet health status, and available documentation, your pet may be:

- a) Released to your authorised representative (where quarantine is not required); or
- b) Released for quarantine at a designated address; or
- c) Quarantined at an AVS facility

We will contact you once the quarantine assessment has been completed, and/or prior to any vaccinations, treatment or testing as required.

Arrangements for release or quarantine of pets

a) Release to an authorised representative (if quarantine is not required)

This would apply to import of pets from Australia, New Zealand, Republic of Ireland, United Kingdom (Great Britain and Northern Ireland), Cayman Islands, Denmark, Hong Kong, Iceland, Japan, Jersey, Liechtenstein, Luxembourg, New Caledonia, Norway, Portugal, Sweden, Switzerland and USA (Hawaii and Guam only), which have been continuously resident in the country since birth or for the past 6 months prior to date of the pet's arrival in Singapore.

For Cayman Islands, Denmark, Hong Kong, Iceland, Japan, Jersey, Liechtenstein, Luxembourg, New Caledonia, Norway, Portugal, Sweden, Switzerland and USA (Hawaii and Guam only), the pet must also comply with pre-export rabies vaccination and serology requirements.

You may authorise a representative to collect your pet on your behalf at SAQS. Please fill in the Letter of Authorisation (see [Annex B](#)) which your representative will need to present during collection of your pet at SAQS.

If there is no one to care for your pet at home, you may wish to board your pet:

- With a family member or friend
- At a licenced pet boarding facility (see [Annex A](#))

b) Quarantine at designated address

You must authorise a representative to care for your pet for the stipulated quarantine period.

At SAQS, your pet will be released to your appointed representative, who must:

- Present the Letter of Authorisation (see [Annex B](#)) to AVS.
- Sign the Acceptance Letter, which will be provided by AVS, for quarantine at the designated address.
- Ensure that your pet is transported directly to the designated address
- Call AVS as soon as your pet arrives at the designated address for quarantine. AVS will then arrange for a video call to confirm that your pet has arrived at the designated address.

If you require transport of your pet to the designated address, you may wish to use pet transport services listed in [Annex A](#).

c) AVS Quarantine Facility

- If your pet does not qualify for (a) or (b), we will quarantine your pet at a designated AVS facility.

If you require further assistance, please reach out to our officers below:

For queries before import of your pet, please contact:

- Ms Jolene Chan (Jolene_chan@nparks.gov.sg; 6805 2834)
- Mr Darren Kong (Kong_yip_seng@nparks.gov.sg; 6805 2835).

For queries after import of your pet, please contact:

- AVS Duty Officer (9631 6194)

Issued by: AVS, a cluster of NParks

Updated on 9 Apr 2020, 1200h

ANNEX A – Pet Services

Licenced pet boarding facilities

Company	Email	Tel
Mutts & Mittens Pte Ltd	sam@muttsmittens.com	6583 7371/ 9857 7278
Wong Ling Kennel	lynx6119@yahoo.com.sg	6561 3857/ 9879 6119
Tera Pet Care	evo_esther@hotmail.com	6256 8131/ 9623 2145
School of Pet Grooming	ricted@singnet.com.sg	9008 3639

Pet transport services

(Please note that this list is not exhaustive)

Company	Email	Tel
Pampered Pet Taxi	customerservice@pamperedpettaxi.com	6555 1341/ 9754 1268
Pet Movers Taxi Service	info@petmovers.com.sg	6581 3688
Pet Concierge Service	sandy@petconcierge.com.sg	9029 2511/ 9636 2611
Pet Guru Taxi Service Singapore	sales@petguru.com.sg	9106 3382
Pet Taxi Singapore	sgpettaxi@hotmail.com	9766 6765
Kawaii Pets Taxi Singapore	Kawaii.pets128@gmail.com	6455 4990
Happy's Car	happyboy@cutehappydog.com	8653 7778
Sunny Chong Dong Training School Pet Taxi Singapore	sunnychongdogtrainingschool@gmail.com	8222 8393/ 9323 0808
Starshine_Inc Pet Taxi Singapore	Starshine_incpets@yahoo.com.sg	9856 1855/ 9386 1807
2 nd Pet Taxi	dpet_taxi@yahoo.com	8826 9720

ANNEX B - Letter of Authorisation

Date:

National Parks Board / Animal & Veterinary Service (NParks/AVS)
Industry and Biosecurity Management Group
52 Jurong Gateway Road
Jem Office Tower, #09-01
Singapore 608550

Dear Sir / Madam,

Letter of Authorisation

This letter serves to inform you that _____ (Name of representative) has been authorised to handle the import of my pet(s) on my behalf.

Description of Pet(s)	First Pet	Second Pet
Pet's name		
Dog / Cat		
Breed		
Age		
Microchip number (if any)		
Sex		

The representative will act on my behalf for:

- The handling of import documents
- The handling of my pet as required by AVS during quarantine (where required)
- The collection of my pet following its release from AVS facility

Thank you.

Yours Sincerely,

(Signature of the pet owner)

Name of pet owner: _____

NRIC/Passport No./FIN: _____

Address: _____

Email: _____

Contact number: _____