



**Cyprus Dog  
Rescue**

## **INFORMATION FOR OWNERS COLLECTING THEIR PETS AT OVERHILL BRISTOL AIRPORT ANIMAL RECEPTION CENTRE**

**Only the registered “consignee” or “receiver on the flight should go into the animal reception area** to complete the paperwork required to clear the animals for release into the UK. I must reiterate that **ONLY** the consignee may enter the Animal Reception Centre to take delivery of the dogs. **PLEASE, PLEASE, PLEASE, do not go in looking for your pet, even if you've been waiting a couple of hours.**

We handle group bookings of up to 5 dogs on a flight and it is registered under one person's name, the flight Consignee or Receiver, not the individual owners. At the Animal Reception Centre 90% of the staff are lovely, but some get really upset because they only have the “consignee”'s name on the paperwork, so if anyone else contacts them in any way about the flight or to ask a question about their pet and give a different name than is on the flight documents, you can understand why sometimes it causes tension. Of course there could also be animals from other flights in Animal Reception too.

**Allow a minimum of 90 minutes for clearance at Heathrow airport.** Please be patient; sometimes the pet-check and customs clearance can take longer than you may expect – the staff at the ARC are dedicated to the welfare of your pets and also have to make thorough checks on behalf of Animal Health and DEFRA – they will not keep you waiting any longer than is absolutely necessary

**Take a collar and lead with you** – these should have been taken off at the point of departure and either retained by whoever delivered your pet to the airport or secured to the travel box – bring a spare just in case.

**Bring some water for your pet and some light food** as they will not have been fed before their flight to avoid air sickness. A small amount of rice and chicken or other light nourishment will be welcomed. No heavy meals please for at least a day or two.

**If you are collecting and keeping your dog's travel box**, remember how big it will be and bring a vehicle large enough to take you all!

**Bring some cleaning materials as well as bin liners** for disposal of soiled crate linings such as old towels, there are wheelie bins around to dispose of bin liners. **It is your responsibility to clean the crate that the dog you are collecting travelled in - do not expect anyone else to do this for you.**

**Bring strong scissors or cutting tool** as the crates are usually held together with tie wraps as well as screws (as they have done so many journeys). This will enable you to separate the crates into two halves for easier transportation.

**It is your responsibility to separate the crate that the dog you are collecting travelled in down into two halves. Do not expect anyone else to do this for you please.**

**TO COLLECT PETS YOU MUST BE AT THE A.R.C. NO LATER THAN 1 HOUR AFTER THE FLIGHT LANDS.**  
ANYONE NOT COLLECTING ON TIME WILL BE CHARGED ACCORDINGLY.

## HOW TO FIND US THE OVERHILL ANIMAL RECEPTION CENTRE AT BRISTOL AIRPORT:

