LUFTHANSA GROUP
for Business

Traveling with animals

Factsheet

Travelers can take their dog or cat with them on Austrian Airlines, Brussels Airlines, Lufthansa, SWISS and Discover Airlines (4Y: PETC. In addition, for short- and middle-haul flights to selected destinations: AVIH) flights. Please read the following information carefully before booking a flight with a pet. In addition, changes in regulations and embargos may affect the transport of dogs or cats at any time.

1 Which animals can be transported on Lufthansa Group airlines flights?

- Only cats and dogs
- The minimum age for transport is 12 weeks in general. For routings to/from/via Germany, the minimum age is 15 weeks. For routings to USA, the minimum age is 6 months.
- Service Animals (SVAN) are limited to dogs. Emotional Support Animals (ESAN) are no longer accepted, they will be treated as PETC or AVIH depending on size and weight, against the applicable fee.

2 What travel options apply to which animals?

There are two means of transportation:

- **Pet in Cabin (PETC):** Transport of a pet in a transport container in the cabin of the airplane
- **Animals in Hold (AVIH):** Transport of a pet in a transport container in the aircraft's hold

3 Specifications for the transport container (crates/kennels):

Limitations for PETC:

- Transport bag needs to be soft material, carry-on luggage dimensions (55 x 40 x 23 cm / 22 x 16 x 9 inch) must not be exceeded, max. weight 8 kg (animal including soft carrying container)
- The bag must fit under the seat in front of the passenger

Limitations for AVIH:

- Container max. dimensions for AVIH Medium: 60 x 45 x 40 cm
- Container max. dimensions for AVIH Large: 125 x 75 x 85 cm
- A maximum number of two animals per container is allowed under certain conditions
- Note: the number of AVIH and the size of container is limited per aircraft type
- Special container requirements apply for fighting dogs.

4 Which information must be included when booking any transport of animals?

- Weight including container
- Dimensions of container
- Type of animal
- Breed information

If any of this information is missing in the booking of an AVIH or PETC, the transport of the animals may be refused upon departure.

Based on IATA Live Animal Regulation an **Animal in Cabin form** must be filled in for any animal travelling in cabin.

Passengers must be informed about the requirement to complete and sign the Animal in Cabin form at the time of reservation. The passenger must present two copies of the completed and signed form at the check-in counter.

→ PETC form (Austrian Airlines)
→ PETC form (Brussels Airlines)
→ PETC form (Lufthansa)
→ PETC form (SWISS)
→ PETC form (Discover Airlines)

5 What has to be observed for transport of dogs to USA?

Transportation of dogs (PETC/AVIH) to the USA is possible for the airports ATL (Atlanta), LAX (Los Angeles), MIA (Miami), EWR (Newark): from no/low risk countries only, JFK (New York), PHL (Philadelphia) and IAD (Washington DC) – provided all CDC regulations are fulfilled. Dog transport to other US destinations are possible as air freight.

In addition to the breed, the SSR request must include the age of the dog and confirmation that the dog is microchipped.

Dogs must

- appear healthy upon arrival
- be at least 6 months of age
- be microchipped

Important: The traveler must carry the CDC Dog Import Form Online Submission Receipt. This Import Form must be submitted prior to arrival at the airport via the → CDC website. If travelers fail to present the confirmation (CDC Dog Import Form Online Submission Receipt) at check-in, the dog will be refused transportation.

Transportation of assistance dogs (SVAN)

The transportation of assistance dogs (SVAN) is possible to all airports in the USA provided all CDC regulations are fulfilled. For any bookings of assistance dogs to the USA, please contact your Lufthansa Group Agency Support.

Other exceptions

Dogs of U.S. military personnel and U.S. government employees traveling on official business may enter the U.S. through any airport provided all CDC regulations are fulfilled.

Please note: It is still possible to have dogs transported to the USA as air freight.

Additional registration process for transport of dogs on Lufthansa flights to the USA

Passengers on Lufthansa flights to the USA must register the transport of dogs in the cabin (PETC) or in the cargo hold (AVIH) at least 72 hours before departure via an online form:

→ Register an animal for carriage in the cargo hold

The online registration must be made in addition to the CDC requirements and also applies to booking requests (SSR PETC or SSR AVIH) that you make for your customers via NDC or in the GDS.

As usual, these SSR requests first go to HN. A dedicated Lufthansa Special Service Desk will process and check these SSR requests only after the online form has been submitted by the passenger. The SSR is then confirmed manually with HK or rejected with UC or NO.

For the transportation of cats, the online form must only be completed for transportation in the hold (AVIH).

6 Which restrictions are there for other countries?

Several countries have limitations or embargos in place for the import of animals. These regulations are subject to change.

7 What are the charges for transporting an animal?

The charges for the transport of animals can be found here:

→ Austrian Airlines
→ Brussels Airlines
→ Lufthansa
→ SWISS
→ Discover Airlines

8 How many animals can be transported per passenger/per flight?

A **maximum** number of **two animals per passenger** can be transported on a Lufthansa Group airlines flight. If health and safety regulations are met, these two animals may be carried in the same pet bag provided they are familiar with each other (such as kittens, puppies, etc.) and their combined weight does not exceed 8 kg (including the transport container). Please note that only a **limited number** of animals can be transported **per flight** depending on the aircraft type, the route and the cargo situation.

9 Are there restrictions for specific breeds of cats and/or dogs?

Breeds of snub-nosed cats and dogs and so-called “fighting dogs” can only be transported under specific conditions. You can find the details on the homepage of the respective Lufthansa Group airline.

10 How can customers book and pay for the transport of animals?

In general, the pet must be booked and confirmed for the flight no later than 72 hours before departure.

PETC and AVIH requests for flights operated by Lufthansa (LH), Lufthansa CityLine (CL) or Lufthansa City Airlines (VL) are reviewed manually by the Lufthansa Special Service Desk. After the check, the SSR is confirmed manually with HK or rejected with UC or NO. In the event of a rejection, an SSR OTHS element with an explanation is also inserted in the PNR.

Processing will take place within 72 hours of the request at the latest, with short-term requests being prioritized.

Pet in Cabin (PETC)

- For travel agency bookings only: The **fee** for the transport of a dog or a cat in the cabin (PETC) can be paid directly **at the airport.**

- **Booking and payment** of a PETC is also possible **via the respective website** of Austrian Airlines, Brussels Airlines, Lufthansa and SWISS. Handling:
  - After the ticket has been issued by the travel agent, a PETC can be added under “My Bookings” > “Manage Booking” > “Pets in cabin”.
  - After filling in all required information, the PETC fee must be paid directly on the airline’s website.
  - Restrictions for PETC online process may exist for: dogs to the USA, some Lufthansa Group airlines codeshare scenarios, certain ASRs (e.g. in the emergency exit row) or if the maximum number of PETC per flight has been reached.
- If neither the payment at the airport nor the booking and payment on the airline’s website is an acceptable solution for the traveler, the Lufthansa Group **Agency Support** Team can **issue the EMD** for confirmed PETC via the **passenger’s credit card**.
- It is not possible to issue the Electronic Miscellaneous Document (EMD) via GDS/NDC.

Animals in Hold (AVIH)

- The fee for transporting a dog or a cat in the aircraft’s hold must be paid no later than 48 hours before departure.
- **Request the AVIH by inserting the SSR** including the required information in the free text field (Weight including container, dimensions of container, type of animal and breed information Example: MEDIUM W-10KG D-60X45X40CM CAT BIRMAN)
- After the ticket has been issued by the travel agent, the Lufthansa Group **Agency Support** Team can **issue the EMD** for confirmed AVIH via the **passenger’s credit card**.
- Alternatively, payment can still be made directly at the airport.
- It is not possible to issue the Electronic Miscellaneous Document (EMD) via the airline’s website, GDS, or NDC.

Overview: Options for booking and payment of PETC and AVIH for travel agent PNRs

PETC

Option	Booking	Payment
1.	SSR request by travel agent	At the airport before departure
2.	Via “My Bookings” on the airline’s website	Via “My Bookings” on the airline’s website
3.	SSR request by travel agent	With passenger’s credit card via the Lufthansa Group Agency Support

AVIH

Option	Booking	Payment
1.	SSR request by travel agent	With passenger’s credit card via the Lufthansa Group Agency Support
2.	SSR request by travel agent	At the airport before departure

Note: For transport of dogs to the USA, please see chapter 5.

11 How can dogs that are exceeding the maximum dimensions be transported?

Special transport requests for animals exceeding the regulations can be transported as cargo. Please contact a local shipping company of your choice for details, e. g. → Lufthansa Cargo or → SWISS WorldCargo.

12 Additional information

For further information on the transport of animals, please refer to the airline’s website.

→ Austrian Airlines
→ Brussels Airlines
→ Lufthansa
→ SWISS
→ Discover Airlines

(As at: 1 June 2026. Subject to changes).