



PETS POLICY

We have partnered with BidAir Cargo in order to enhance the current pet experience. We will no longer accept domestic pets or live animals at our check-in counters. This excludes service dogs which are permitted at check-in and in the cabin.

BidAir Cargo provides a modernised and animal-friendly environment for the acceptance and delivery of domestic pets. Therefore rest assured that your pets are in good hands.

If you want to travel with your pet/s, please visit www.petlounge.co.za or call the BidAir Call Centre on +27 11 230 4600 or 0800 22 11 39 or e-mail info@petlounge.co.za.

Helpful information

- When phoning the BidAir Call Centre, you may request that your pets travel on the same flight as yourself, provided the booking is made 2 days prior to departure and there is space available on the flight.
- Animals are to be at the BidAir Cargo (Pet Lounges or Holding Areas) at least 2 hours prior to domestic flights and 4 hours for regional flights
- If travelling outside BidAir Cargo or Pet lounge's trading hours, alternative arrangements can be made with them by calling 0800 22 11 39.

How will your pets be transported?

Your pet will be transported through dedicated Holding Areas and will have access to Pet Lounges (currently only in Johannesburg, Cape Town & Port Elizabeth) specially designed for their comfort and safety. For more information on these facilities visit www.petlounge.co.za

OR Tambo International Airport (BidAir Cargo Pet Lounge)
King Shaka International Airport (Holding Area)
Port Elizabeth International Airport (BidAir Cargo Pet Lounge)
Cape Town International Airport (BidAir Cargo Pet Lounge)