

Whether the animals you ship are your livelihood or your beloved pets, their safety and health are vitally important to you and Continental Airlines. We understand that careful handling and reliable, on-time delivery are keys to keeping animals healthy, comfortable and secure. Count on Continental Airlines for shipping all your animals. Just follow these guidelines, and leave the rest to us.



**PetSafe Desk**

1-800-575-3335 or 832-235-1541  
e-mail: [PetSafe@coair.com](mailto:PetSafe@coair.com)



1600 Smith Street, HQSFS  
Houston, Texas 77002  
[cocargo.com](http://cocargo.com)

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1-800-575-3335 or 832-235-1541  
e-mail: [PetSafe@coair.com](mailto:PetSafe@coair.com)

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**JUST WHAT YOU'D EXPECT  
ON OUR AIRCRAFT.**

**NOSES, WINGS AND TAILS.**

Rely on our PetSafe® program to ship all kinds  
of animals safely and comfortably.



**Continental Airlines  
Cargo**

**Work Hard.  
Fly Right.®**

## What PetSafe®?

PetSafe is Continental's specially designed, award-winning program that allows customers to ship pets throughout Continental's global network. Continental is committed to safe and comfortable travel for all of our four-legged customers. Because Continental shares your desire for a stress-free flight for you and your pet, we have enhanced our animal acceptance policy to transport all pets through our PetSafe program.

## Why PetSafe?

Continental created the PetSafe product to offer the following groundbreaking features:

- Supports shippers with a dedicated, 24-hour PetSafe Desk
- Guarantees fast, flight-specific service
- Provides confirmed booking prior to departure
- Monitors weather conditions at all points throughout the animal's journey
- Allows you to track your animal from origin to destination at [cocargo.com](http://cocargo.com) or by phone

Additionally, PetSafe features personal handling in climate-controlled vehicles for connections over Continental's hubs and many other high-volume airports when the animal will be exposed to temperatures above 85°F (29.5°C) or below 45°F (7°C) for more than 45 minutes.

Continental Airlines is the first U.S. carrier to offer state-of-the-art pet hotel services including overnight or day kenneling, grooming, feeding and pet runs. At Newark Liberty International Airport, we offer on-terminal services; at Houston Bush Intercontinental Airport, we offer on-airport services. Please call to pre-arrange these services; extra charges may apply.



## Ease of Use

Using Continental's PetSafe program is easy. Just follow these simple steps:

- Gather information and choose your travel date (i.e., name, address and phone number of the shipper and receiver and the age, weight, breed and crate size of each pet being transported).
- Call us at least 24 hours prior to your desired departure to secure space on your preferred flights.
- Follow carefully all preparation instructions, and check your pet in at the appropriate location for the flight. For more information please see "Traveling with Pets" at [continental.com](http://continental.com).

## What Do I Need?

You must present a valid health certificate, issued by a licensed veterinarian and dated within 10 days of departure, to ship the following:

- All cats and dogs
- Any animal shipped with valuation coverage or insurance
- Any animal flying internationally; additional document requirements may apply. Call the Continental PetSafe Desk for full details.

## Kennel Specifications

You must ship your animal in a kennel that conforms to IATA guidelines and USDA Animal Welfare Act regulations, such as those sold by Continental Airlines. The kennel should be sturdy enough to withstand the normal rigors of transport and prevent escape. It must also be large enough to allow the animal to stand, sit and turn without restriction. IATA guidelines also restrict the number of animals allowed per kennel. Please contact our PetSafe Desk, or go to [continental.com](http://continental.com) for more details.

## PetPass<sup>SM</sup>

Earn OnePass miles through our popular PetPass program. OnePass members can earn a single OnePass mile for every dollar spent (including tax, fuel and security surcharges) when transporting a pet using Continental's acclaimed PetSafe service. Simply present your OnePass number when booking your pet and receive mileage credit to your account within 6 to 8 weeks after the completion of your trip. Please note: in-cabin pets and service animals do not qualify for this program, and we do not issue OnePass credits for refunded shipments.



## What Else Do I Need to Know?

- You must prepay travel cost for all pets at check-in time.\*
- You are subject to special booking, handling and acceptance and check-in procedures.
- Check with Continental Airlines PetSafe Desk for the pick-up location in your city.

Please note that we restrict the transport of the following animals at any time:

- Adult Pit Bull dogs or American Staffordshire Terriers (older than 6 months or larger than 20 pounds or 9.07 kilograms)
- Bulldogs of any variety that are older than 6 months or larger than 20 pounds or 9.07 kilograms
- Poisonous or venomous animals
- Vicious animals of any size or breed

Standard limits of liability apply, but additional coverage may be available. For further details, go to <http://cargo.cocargo.com/cargo/files/pdfs/rules/express.pdf>

\*Watch [cocargo.com](http://cocargo.com) for future online booking and payment opportunities.

Contact the Continental PetSafe Desk for further details.  
Toll Free: 1-800-575-3335  
Local: +832-235-1541

For more information about traveling with your animals, please go to <http://www.continental.com/web/en-US/content/travel/animals/default.aspx>