

Dear Valued Client

In light of the current Coronavirus situation, Jetpets want to assure our customers we are doing our very best to assist and support you through this unprecedented and challenging time. For over 28 years our number one focus continues to be ensuring animal welfare and servicing our customers as our highest priorities.

Due to a number of airline and government announcements over the past couple of weeks, International and Domestic travel for animals has been impacted. There is severely reduced services across the international and domestic network and Australian state isolation policies in place. We will be monitoring this situation daily and work to source any options for our clients if they are available. We understand the potential impact this may have, and we extend our sincerest apologies for any possible delays and disruptions to your existing or upcoming bookings.

As this situation is unprecedented and beyond our direct control, your patience and understanding is very much appreciated. This is an extremely challenging time that we are all facing on a global level, however, we have every confidence that we will weather the storm and resume services in the very near future.

We have listed below some Frequently Asked Questions that might be helpful in the current environment we are navigating.

A few FAQs

What if the animals cannot fly overseas due to the current restrictions?

A Jetpets consultant will discuss with you the options available and this may include:

- Postponing the travel date or
- Cancelling the travel date until further notice

Jetpets will be able to help facilitate all available options for you

How long will the International flights be impacted for?

We anticipate disruptions to the flight availability until at least May 2020. Jetpets are in regular contact with the airlines and will continually update you as the situation unfolds.

Are existing Domestic bookings still going ahead?

Jetpets will be working with the airlines to confirm the availability and flight schedules and work as diligently as possible to facilitate these where airlines and government bodies allow.

How long will Domestic flight disruptions be in place for?

The Federal and State Government will ultimately decide on the regulations required to ensure our safety and well-being. Jetpets will work with all of the relevant authorities and conform to their advice, procedures and directions. Jetpets will ensure we keep you informed as the situation develops.

Jetpets would like to thank you for your understanding, patience and loyalty during this unprecedented time and assure you of our relentless determination to assist where we are able.

**Take care,
The Jetpets Team**

*If you would like to see any of the current general health and travel alerts then you can find them here:
Further up-to-date information on COVID19 is available on the Department of Health website
<https://www.health.gov.au> and the latest travel advice is available from <https://www.smartraveller.gov.au/news-and-updates/coronavirus-covid-19>*

For specific airline announcements you will need to go to the website of the airline you would like the announcement for.