

Relocation to the new facility – Additional FAQs

Section A: General

Section B: Pet owners with existing bookings at Sembawang Animal Quarantine Station (SAQS)

Section C: Pet owners who are interested to book a slot at SAQS/the new facility

Section A: General

1. Where is the new quarantine facility?

The new quarantine facility is located at 2 Jalan Lekar Singapore 698919. The new facility caters to dogs and cats that are required to serve the mandatory 10 to 30 days post arrival quarantine in Singapore.

Getting to the new facility:

By Bus: 172, 975 (alight at Home Team Academy, Bus Stop no. 30049)

By MRT: Choa Chu Kang Station (transfer to bus 172), Opp Phoenix Station (transfer to bus 975)

Map:



2. Is there parking at the new quarantine facility?

The new quarantine facility has 9 car lots, including 1 handicap lot. As there are limited parking spaces, visitors are strongly urged to make use of public transport when visiting their pets at the new facility.

Section B: Pet owners with existing bookings at Sembawang Animal Quarantine Station (SAQS)

3. Can I visit my pet at SAQS/the new facility during this relocation period? Can my family/friends take turns during visitation?

The SAQS and the new facility remain open for visitation during the relocation period. Due to the COVID-19 situation, each visit should not exceed 1 hour, and only 2 visitors will be allowed to see their pets. Visiting hours for SAQS and the new facility are from 4 to 5pm, Mondays to Fridays, and 2pm - 5pm on Saturdays. Both facilities are closed on Sundays and public holidays.

We strongly advise pet owners and their family or friends to visit their quarantined pets on different days rather than arriving in big groups.

4. My pet will be in the middle of quarantine at SAQS during the relocation period. Will they be moved? How will they be transferred?

For animals that are undergoing post arrival quarantine at SAQS during the relocation period, they will remain at SAQS and complete their post arrival quarantine there.

5. What happens if my pet has an emergency/requires urgent medical care during the relocation period at SAQS/the new facility?

While in SAQS/the new facility, our staff will continue to monitor the health and well-being of pets. As indicated in the booking terms/conditions, AVS will notify pet owners/importers should the pet require immediate medical attention, including during the relocation period. Pet owners/importers can arrange for your appointed veterinarian to attend to your pets while in SAQS/the new facility if they are unwell, or send to the quarantine designated clinics for pets that require urgent medical attention.

6. Will AVS assist to shower/groom my pet during the relocation period?

While AVS does not provide grooming services, grooming rooms are available for you or your appointed groomer to clean and groom your pet, as visitation at SAQS/the new facility remains open during the relocation visit. Please approach any of our staff to book the use of the grooming room at least 2 days in advance. You may then proceed to use the grooming room at your designated time slot of 30 minutes. Booking of the room is on a first-come-first-served basis.

Section C: For pet owners who are interested to book a slot at SAQS/the new facility

7. Is there a need to book a visitation slot?

There is no need to book a slot. Visitors should observe safe management measures, such as mask-wearing and keeping a one metre distance from others.

8. How do I amend/postpone my pet's arrival date in QMS?

You may login to your QMS account and submit a request to change the date of arrival. Please note that changes in the date of arrival in QMS is subjected to space availability and compliance of

the import requirements of your pet on the new date. There is also a payment of \$65 for the amendment.

9. If I am importing my pet and it is required to serve a mandatory quarantine period at SAQS/the new facility, what will happen to my pet's travelling crate/container?

AVS will assist to bring smaller pet containers, carriers and crates that are not exceeding the external dimensions of 82cm (L) by 64cm (H) by 58cm (W) from Changi Animal and Plant Quarantine (CAPQ)/Tuas Checkpoint to SAQS/the new facility. With effect from 4 October 2021, larger pet containers exceeding the stipulated dimensions must be collected personally by the pet owner/agent upon clearance at CAPQ/Tuas Checkpoint. If unclaimed, AVS will assist to assign a transport contractor to collect these large containers with a payable fee to the transport contractors directly.

We would like to remind all pet owners that containers used for transportation of pets must meet the latest International Air Transport Association's (IATA) Live Animal Regulations. You may refer to the circular on pet container management below.

COLLECTION OF PET CONTAINER AT CAPQ/TUAS FOR PETS ARRIVING INTO SINGAPORE

With effect from 1 November 2021, all pet containers (i.e. carriers and crates) exceeding the external dimensions of 82cm (L) by 64cm (H) by 58cm (W) (see picture attached) must be collected personally by pet owners/agents upon clearance at Changi Animal and Plant Quarantine (CAPQ)/Tuas Checkpoint.

Pet containers that are not collected at CAPQ/Tuas will be transferred to private transport contractors assigned by the Animal & Veterinary Service (AVS). Pet owners/agents will need to contact these private transporters directly to retrieve the pet containers. Additional fees will be incurred from the delivery of the pet containers by AVS' appointed pet transporter.

For all pet containers that are within the specified dimensions, pet agents/owners may

- (i) Collect the pet containers from CAPQ/Tuas Checkpoint during import clearance, OR
- (ii) Collect the pet containers from the Sembawang Animal Quarantine Station or the Animal Quarantine Centre while the pet is in quarantine, OR
- (iii) Leave the pet containers inside the animals' kennel/cattery for the duration of their quarantine period

All pet containers used must comply with the latest International Air Transport Association's (IATA) Live Animal Regulations. The pet container size selected must allow animals to stand, turn and lie down comfortably. The pet container must also be well constructed to withstand external force from causing the structure to bend or buckle.

Should you require further clarifications, you can contact us at Tel: +65 64822724 or 65457523.

External dimensions of 82cm (L) by 64cm (H) by 58cm (W)

