

Hermes Airports

Temporary Arrangement for Rescue Animals flying via Escorts.

To ensure the Safety and Welfare of animals departing as hold luggage, the following measures, should be followed both by PHAs & Animal Rescuers before and after screening procedures at LCA Airport accordingly.

1. Rescuers are to arrive at the Arrival's lower floor Pick up Area

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| <ul style="list-style-type: none">• Group 4 Security advised by Hermes Airport, that Rescuers are allowed to pull in with their vehicles, at the Pickup area, Arrivals and drop off all the animals and crates, place them on Trolleys, take them inside the building, prior to correctly parking of their Vehicle. |
| <ul style="list-style-type: none">• Rescuers may also arrive via normal Parking Arrangements and proceed to the Temporary Area on the Ground Floor |

2. Temporary waiting area in Arrivals Hall



On Arrival, Rescuers may Call the PHA -Duty officers,
LGS: 99588439 or Swissport: 99638102 for assistance accordingly.

A PHA representative may come down to the Waiting Area, for weight calculations.

Then both PHA and a Rescuer assistant may go to check in area L2 to complete all formalities,
Check-in, passenger check-in, Labels payment etc.

All Animals and crates will remain in this quite area at arrivals until Check in procedures have been completed.

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| <ul style="list-style-type: none">• Once Completed, Rescuers can proceed using the lifts (around 30 feet away), with lift 1 being more suitable to the Upper Floor (check in area). Then directly to Special Baggage departures desk for Security screening of animals in crates only. |
| <ul style="list-style-type: none">• Travelling passengers may continue through passport control |

SCREENING PROCEDURES – SECURITY CHECKS

KEEP CATS DOGS IN CRATES WHILE SCREENING TO AVOID STRESSING OR SCARING THE PETS	
	<ul style="list-style-type: none">Rescuers have the option to KEEP their rescue animal in Crate while Performing Security Screening or removing it, if deemed necessary (NOT RECOMMENDED) and escorting the animal through the Security screening area.
	<ul style="list-style-type: none">The Crate to be placed on the conveyor belt, and this will be started once the environment is safe, by Airport personnel
	<ul style="list-style-type: none">The Doors leading to the Security Area, will be closed before any security checks commence, and will remain closed and supervised, until all Animals have completed their Security Check and are safe in their travel crates. This will be managed both by Airport personnel and Rescuers
	<ul style="list-style-type: none">Each Animal can then be placed back into their Travel crate, Rescuers can apply all the current safety measures and fill up the Water Containers.
	<ul style="list-style-type: none">Ground Handling Airport personnel will then escort the animal and Flight Crate to the Airport's waiting area on airside.

If an animal is to be removed for X-ray Security the following steps must be followed

DOGS

- A slip Lead Must be used, with all Dogs
- If a Dog is very Scared, a **Non Metallic** harness can be used, (Rescuers to supply these and they may leave them on for the flight, or remove to be re-used by them, once the dog is safely in the Travel crate)
- If a Dog has to be held, then Only one dog per person at the time may go through security check.
- If 2 or more dogs are sharing a Travel crate, then there must be 2 or more Rescuers available, so each only hold one at the time.
- The Glass door must be closed after entering the security Area, and placing the dog back into the Travel crate

CATS

- **Preferred and safe method for Airport security is to leave the Cat in the Travel Crate.**
- **If the Cat will be removed, the rescuer can only handle One Cat at the time**
- **If 2 or more cats are sharing a Travel Crate, then there must be 2 or more rescuers available, so each only hold one at the time**
- **The Glass door must be closed after entering the Security Area and placing the Cat back into the Travel Crate**

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| 1. The X-Ray machine MUST only be started, once it has been confirmed that there is no Animal outside their Flight Crate and especially when Nervous Dogs and Cats are going through their security process. |
| 2. If passengers approach the X-ray machine to place their excess baggage, they must be asked to wait, and ensure the animal is safely in their travel crate. |