

United Airlines “Return Home Exception” Pet Travel Policy for Military Members

<https://www.united.com/ual/en/us/fly/travel/animals/petsafe.html>

- United PetSafe’s new and revised policies and standards become effective June 18, 2018. Some pets previously flown by United will no longer be accepted for travel under our new policies – due to the animal’s species, breed, size and/or other factors.
- United’s current exception for military members whose pets have previously flown on United expires at 23:59 (11:59pm) June 17.
- To replace the expiring exception and continue to support our military PetSafe customers, their families and pets, United has developed the Return Home Exception process (RHE).
- Through the RHE, United will make a “one-trip-only” exception to our new policies for military customers who want to return pets previously flown on United, but who are no longer acceptable per our revised policies, “back home”.
- We expect primarily cats and dogs to travel via the RHE process. However, unlike United’s new PetSafe standards, other species of pets previously flown may also be transported via the RHE. Military members should contact United PetSafe to inquire about specific species.
- Military members are eligible for the RHE if they meet the following criteria:
 1. The RHE is effective June 18, 2018. RHE travel must be completed by March 19, 2019.
 2. The pet must have previously traveled via United PetSafe or via United’s Military and State Department pet exception.
 3. RHE booking and travel may be either via United PetSafe or via United’s Military and State Department pet exception. Customers using the Military and State Department pet exception must meet all eligibility requirements for that program.
 4. The origin and destination of the pet’s travel must be locations from which United flies. RHE bookings can be made for online United travel only.

Note: Unlike the current military exception, the destination of RHE shipments is **not** limited to the 50 United States only.

5. For RHE booking and travel, the policies governing accepted species and breeds, maximum crate size, weather-embargoed cities and maximum number of connections are those in effect *prior to* March 20, 2018.
6. Other policy changes effective June 18 – mandating 5 days minimum/30 days maximum reservation time frame, and requiring additional documents and photos to be submitted to United before travel and at tender, – apply to RHE shipments tendered July 9 or later.
7. Customers are limited to **one use only** of the RHE process.

Example: A military family is deployed from the U.S. to Japan in August 2017 and their pet bulldog flies via PetSafe from ORD to NRT. If they are redeployed from Japan to Germany in August 2018, their bulldog will be eligible for PetSafe RHE travel from NRT to FRA. But, if the bulldog travels from NRT, this will represent their “one-trip-only”, and this pet/customer will not be eligible for any additional trips via the RHE.

- Military members who wish to take advantage of the RHE should contact the PetSafe Customer Service team and request to begin the verification/reservation process. When the military customer calls or emails, PetSafe team agents will send them the “Return Home Exception Form”.

- When the military member returns the RHE Form, the PetSafe team will verify their previous pet travel. If the military member qualifies for the RHE exception, the PetSafe team will assist the customer with their reservation and preparation for their pet's transport.