

Pet Relocation Case Studies: Real Journeys, Real Pets, Real Peace of Mind

Every pet relocation looks straightforward on paper. A crate, a flight, a set of documents. In practice, no two moves are the same. A senior dog with a heart condition needs different handling than a pair of nervous cats. A tortoise moving continents needs different paperwork than a Labrador crossing the Channel.

These pet relocation case studies show how our team has handled that variety in the real world: the planning, the setbacks, and the outcome for the family and pet involved. If you're comparing pet shipping companies or looking for pet transport testimonials that go beyond a star rating, this is the place to start.

What you'll find on this page:

- A quick-scan table of every case study, sorted by pet type and route
- Full write-ups covering the brief, the challenge, the solution, and the result
- A downloadable PDF with all stories in one document
- Answers to the questions we're asked most before a booking

Browse Case Studies by Pet and Route

Pet Type	Route	Main Challenge
Reptile	UK to Germany	Temperature-controlled, species-specific transport
Dog	UK to Canada	Multi-leg flight with breed-specific paperwork
Cat	UK to Germany	Fast turnaround for a work relocation
Tortoise	UK to Australia	Strict biosecurity import controls
Multiple pets	UK to USA	Coordinating two animals on one moving date
Senior dog	UK to Spain	Medical needs during a long-haul journey
Birds	UK to France	Species-specific welfare and CITES paperwork

Rabbits UK to Ireland Short lead time, ferry-based transport

Why We Publish These Stories

Anyone can claim to be careful with animals. It's harder to show it. These write-ups are not polished adverts. Each one sets out what the owner needed, what got in the way, and exactly how our team solved it, including the parts that didn't go perfectly the first time.

A few things every case study on this page will tell you:

- The species, breed, and any specific welfare needs involved
- The regulatory requirements for that particular route
- The timeline from first enquiry to safe arrival
- What the owner said once their pet was home

If you're relocating a pet and want to know what actually happens behind the scenes, these stories are a better guide than a generic FAQ page.

Frequently Asked Questions

Are these case studies from real clients? Yes, every story is based on an actual relocation we managed, with details adjusted only where an owner requested privacy.

Can I request a case study similar to my own pet's situation? Yes, contact our team and we'll point you to the closest match or talk through your specific route directly.

Do you handle exotic pets as well as cats and dogs? Yes, our case studies include reptiles and birds alongside standard cat and dog relocations.

How long does a typical relocation take from booking to arrival? Most international moves take four to six weeks from booking to travel, though this varies by destination and species.

Is the compiled PDF free to download? Yes, the full case study PDF is free and requires no sign-up to access.

Will you publish new case studies regularly? Yes, we add new stories as relocations are completed and owners agree to have their journey featured.

Reptile Relocation from the UK to Germany

A reptile owner relocating from the UK to Germany needed a transport partner experienced with temperature-sensitive species. General pet couriers typically decline reptile bookings, which made this a specialist job from the outset.

Quick facts

Detail	Info
Pet	Reptile (species-specific handling)
Route	UK to Germany
Main challenge	Temperature control and species-specific export rules

The Challenge

- Reptiles require stable temperature ranges throughout transit, not just at the airport
- Export and import paperwork differs from standard cat and dog documentation
- Ground transport vehicles needed climate control matched to the species

How We Handled It

Step 1: Confirmed the species-specific export requirements between the UK and Germany.

Step 2: Arranged veterinary checks suited to reptile health assessment. **Step 3:** Selected a temperature-controlled crate and climate-controlled ground transport. **Step 4:** Coordinated door-to-door handover to reduce handling changes.

The Result

The relocation was completed with stable temperature conditions maintained throughout, and the owner received confirmation at each stage of the journey.

FAQs

Do you transport reptiles as well as cats and dogs? Yes, our team handles reptile relocations with species-appropriate climate control.

What documentation is required for reptile export from the UK? Requirements vary by species and destination, and we confirm the exact list before booking.

How is temperature managed during a reptile's journey? We use climate-controlled crates and vehicles suited to the specific species being transported.



Dog Relocation from the UK to Canada: A Golden Retriever's Journey to Toronto

Priya was relocating from Birmingham to Toronto for a new role, bringing her Golden Retriever, Milo, with her. Milo had never flown before, and Priya had never arranged international pet transport before either. That combination is common, and it's exactly the situation these services exist for.

Quick facts

Detail	Info
Pet	Milo, Golden Retriever
Route	Birmingham, UK to Toronto, Canada
Timeline	5 weeks from enquiry to arrival
Main challenge	First-time flyer, strict Canadian entry rules

The Challenge

Canada's pet entry requirements are specific about vaccination timing, health certification, and documentation format. Miss one detail and a pet can be held at the border or refused entry outright. Priya was also short on time, with a fixed relocation date set by her employer.

- Milo needed a full veterinary health check within the exact window Canadian authorities require
- The flight route needed to avoid excessive heat exposure during ground handling
- Priya needed regular updates, since she wouldn't be travelling on the same flight as Milo

How We Handled It

Step 1: Confirmed Canada's specific entry rules for dogs from the UK, including vaccination and certification timing. **Step 2:** Booked Milo's health check with a vet experienced in export certification, timed precisely against Canada's entry window. **Step 3:** Selected an IATA-compliant crate sized correctly for Milo and booked a route with minimal ground transit time in warm conditions. **Step 4:** Prepared and checked every certificate before travel, so nothing was left to chance at the airport. **Step 5:** Sent Priya confirmation at departure, during transit, and on arrival in Toronto.

The Result

Milo landed in Toronto without delay, cleared by Canadian border authorities on the correct documentation the first time. Priya was there to meet him.

"Seeing him safe, happy and tail-wagging when he arrived in Toronto was the best feeling. We can't thank the team enough." — Priya, Birmingham to Toronto

FAQs

How far in advance should I book a dog relocation to Canada? Book at least five to six weeks ahead to allow time for vet checks and export paperwork.

Does the owner need to travel on the same flight as the dog? No, dogs can travel as manifest cargo while the owner flies separately, as Priya did with Milo.

What documents does Canada require for dog entry? Canada requires proof of rabies vaccination and, depending on the dog's age and origin, a veterinary health certificate.

Are certain dog breeds restricted from entering Canada? Most breeds are accepted, though some provinces have local restrictions worth checking before booking.



Cat Relocation from London to Frankfurt: A Fast-Turnaround Move

Rebecca accepted a job offer in Frankfurt with a start date just five weeks away. Her cat, a nine-year-old tabby named Whiskey, had never left the UK.

Quick facts

Detail	Info
Pet	Whiskey, tabby cat, 9 years old
Route	London, UK to Frankfurt, Germany
Timeline	5 weeks
Main challenge	Compressed timeline, older cat

The Challenge

Germany's pet entry rules under EU regulations are manageable, but the short window put pressure on every stage: microchip verification, vaccination timing, and the health certificate all needed to line up before Rebecca's flight.

- Whiskey's microchip needed re-verification against ISO standards
- Health certificate validity windows are short and had to match travel dates exactly
- Rebecca needed delivery direct to her new flat, not just airport pickup

How We Handled It

Step 1: Confirmed EU pet passport requirements and mapped them against Rebecca's five-week deadline. **Step 2:** Booked microchip verification and vaccination checks in the first week to protect the timeline. **Step 3:** Prepared and verified all documentation ahead of the health certificate window. **Step 4:** Arranged door-to-door delivery to Rebecca's new address in Frankfurt.

The Result

Whiskey arrived in Frankfurt on schedule, with delivery completed straight to Rebecca's flat.

"They handled the vet checks, microchip verification, and even arranged delivery straight to my new flat in Frankfurt." — Rebecca, London to Frankfurt

FAQs

Can a cat relocation to Germany be arranged in five weeks? Yes, though it requires booking vet checks early to protect the health certificate timing.

Does Germany require a specific microchip standard? Yes, an ISO-compliant microchip is required for entry under EU pet travel rules.

Is door-to-door delivery available for cats moving to Germany? Yes, we arrange collection and delivery at both ends of the journey.

Tortoise Relocation from the UK to Australia: Meeting Strict Biosecurity Rules

A retired couple relocating permanently to Australia needed to bring their tortoise, owned for over twenty years, with them.

Quick facts

Detail	Info
Pet	Tortoise, 22 years old
Route	UK to Australia
Timeline	10 weeks
Main challenge	Australian biosecurity import controls

The Challenge

Australia's biosecurity process is one of the strictest in the world. A single missing document can mean refusal on arrival or a forced return.

- Species confirmation and welfare fitness certification were both required
- Export and import paperwork needed to satisfy two separate regulatory bodies
- The crate needed ventilation, temperature stability, and internal padding suited to a reptile on a long-haul flight

How We Handled It

Step 1: Confirmed species eligibility under Australian biosecurity rules before booking anything. **Step 2:** Coordinated veterinary examination and welfare fitness certification in the UK. **Step 3:** Built a travel crate to airline reptile-transport standards, with stable temperature control. **Step 4:** Secured a flight route with minimal layovers and correct handling protocols. **Step 5:** Managed the full import process on arrival in Australia.

The Result

The tortoise cleared Australian biosecurity without delay and arrived at the couple's new home the same week.

FAQs

How long does a tortoise relocation to Australia take to arrange? Plan for roughly ten weeks to allow for veterinary certification and biosecurity approval.

What happens if paperwork is incomplete for Australian entry? Incomplete paperwork can result in refusal on arrival or mandatory return, so documentation is checked at every stage.

Do tortoises need special crates for long-haul flights? Yes, crates must provide ventilation, stability, and temperature control suited to reptiles.

Two Pets, One Move: Relocating a Dog and Cat from the UK to the USA

A family relocating to Chicago needed to move both their dog and cat on the same date, without splitting the household across two separate arrangements.

Quick facts

Detail	Info
Pets	1 dog, 1 cat
Route	UK to Chicago, USA
Timeline	6 weeks
Main challenge	Coordinating two animals, two sets of requirements

The Challenge

Dogs and cats face different documentation requirements even on the same route, and airline space for two animals on one flight isn't guaranteed.

- Each pet needed its own health certificate and vaccination record checked against USDA entry rules
- Crate sizing and cargo space needed confirming for both animals on the same flight
- The family wanted a single point of contact rather than managing two bookings separately

How We Handled It

Step 1: Assigned one coordinator to manage both pets' paperwork and timelines together.

Step 2: Booked veterinary checks for both animals in the same appointment window. **Step**

3: Confirmed cargo space and crate compliance for both pets on one flight. **Step 4:** Provided a single combined update schedule to the family throughout transit.

The Result

Both pets travelled on the same flight and arrived in Chicago together, with the family managing one set of arrangements instead of two.

FAQs

Can two different pets travel on the same flight? Yes, subject to airline cargo capacity and each animal meeting its own entry requirements.

Does moving two pets together cost less than two separate bookings? Coordinating pets together often reduces admin and can be more efficient, though pricing depends on species and route.

Do a dog and a cat need separate health certificates for the same move? Yes, each pet requires its own certificate even when travelling together.

Senior Dog Relocation from the UK to Spain: Managing a Medical Condition in Transit

An owner relocating to Valencia needed to move her thirteen-year-old dog, who was managing a diagnosed heart condition requiring daily medication.

Quick facts

Detail	Info
Pet	Senior dog, 13 years old, heart condition
Route	UK to Valencia, Spain
Timeline	6 weeks
Main challenge	Medical needs during travel

The Challenge

Age and health conditions change what a safe journey looks like. Standard transport plans don't account for medication schedules or stress-related health risks.

- The dog needed medication administered on a fixed schedule during transit
- Travel stress needed active management given the existing heart condition
- The owner needed a vet-approved fitness-to-fly assessment before booking

How We Handled It

Step 1: Arranged a fitness-to-fly veterinary assessment specific to the dog's heart condition.
Step 2: Built a medication schedule into the transit plan, with handlers briefed on timing.
Step 3: Selected a route and crate setup designed to minimise stress, including reduced layover time. **Step 4:** Kept the owner updated at each stage, given the added medical risk.

The Result

The dog completed the journey to Valencia safely, with medication administered on schedule throughout transit.

FAQs

- Can senior dogs with health conditions travel internationally?** Yes, with a vet-approved fitness-to-fly assessment and a transit plan built around their specific needs.
- Will handlers administer medication during transit?** Yes, our team can manage scheduled medication when briefed in advance by the owner and vet.
- Does an older dog need a different crate setup than a younger dog?** Often yes, particularly around stress reduction, layover time, and temperature control.

Bird Relocation from the UK to France: Moving a Pair of Parrots Safely

A couple relocating to Lyon needed to move their two African Grey parrots, a species requiring specific welfare handling during transport.

Quick facts

Detail	Info
Pets	2 African Grey parrots
Route	UK to Lyon, France
Timeline	5 weeks
Main challenge	Species-specific welfare and CITES documentation

The Challenge

African Grey parrots are a CITES-listed species, which adds a layer of documentation beyond standard pet travel rules.

- CITES permits were required alongside standard export and import paperwork
- Crate design needed to account for stress reduction specific to birds
- Both birds needed to travel together without separation during transit

How We Handled It

Step 1: Confirmed CITES permit requirements and began the application early to protect the timeline. **Step 2:** Arranged species-appropriate crating with reduced light and noise exposure. **Step 3:** Coordinated transit so both birds remained together throughout the journey. **Step 4:** Managed all documentation checks before departure to avoid delays at customs.

The Result

Both parrots arrived in Lyon together, with all CITES and import documentation cleared without issue.

FAQs

Do parrots need special permits to travel internationally? Yes, CITES-listed species require specific permits in addition to standard pet travel documents.

Can two birds travel in the same crate? In many cases yes, when appropriate for the species and approved by the airline.

How far in advance should CITES permits be applied for? Apply as early as possible, ideally at the start of the relocation timeline, since processing can take several weeks.

Rabbit Relocation from the UK to Ireland: A Two-Week Turnaround

A family moving from Manchester to Dublin needed to relocate their two pet rabbits alongside their household move, on a tight two-week window.

Quick facts

Detail	Info
Pets	2 rabbits
Route	Manchester, UK to Dublin, Ireland
Timeline	2 weeks
Main challenge	Very short lead time, ferry-based ground transport

The Challenge

- The two-week window left little room for delays in health documentation
- Rabbits are sensitive to heat stress and needed careful crate ventilation
- The family preferred ground and ferry transport over flying

How We Handled It

Step 1: Fast-tracked veterinary checks to fit the two-week deadline. **Step 2:** Selected ventilated, welfare-appropriate crates suited to rabbits. **Step 3:** Booked a ferry route timed to minimise time in transit. **Step 4:** Coordinated door-to-door handover on both sides of the crossing.

The Result

Both rabbits arrived in Dublin within the family's two-week deadline, with no health or welfare issues reported on arrival.

FAQs

Can rabbits travel by ferry instead of flying? Yes, ground and ferry transport is often used for rabbits and other small pets on shorter routes.

How quickly can a short-notice pet relocation be arranged? Two weeks is possible for some routes, though earlier booking always reduces risk.

Do rabbits need the same documentation as cats and dogs? Requirements differ by species and route, and we confirm the exact list before booking.
