



**Hershel Kamen**  
Senior Vice President  
Alliances, Regulatory and Policy

May 25, 2012

Susan Johnson  
President  
American Foreign Service Association  
2101 E Street NW  
Washington, DC 20037

Dear Ms. Johnson:

I am in receipt of your letter dated May 15, 2012 in which you ask some clarifying questions regarding United's plans to exempt Foreign Service Personnel (FSP) from certain provisions of United's PetSafe program. I am happy to answer your questions and I would like to reiterate United's gratitude to the AFSA for working in such a collaborative fashion.

Below, United responds to your questions, and we hope this helps clarify our policies ( in addition to what was outlined in our May 1, 2012 letter to your office).

- United's PetSafe program and the waiver of certain handling procedures extended to FSP cover transportation on United and United Express aircraft only. We cannot control the cargo/shipping capabilities, policies and/or procedures of any other airline. Since our initial letter advising of our policies was issued on May 1, 2012, we have determined that our United Express operators (airlines that operate regional aircraft under the United brand) have the ability to transport pets under United's PetSafe program, so we are pleased to expand the PetSafe program (and exemptions offered to military and FSP) for travel on United Express.

United will do its best to ensure the safe transportation of pets under our award winning PetSafe program from the first point of departure involving United and/or United Express aircraft to the final point United and/or United Express aircraft operate to. United has a group of worldwide employees that have taken USDA approved training classes on the care and shipment of pets, we have enhanced tracking capabilities to monitor pet movements within the United branded network, we have the largest fleet of pet friendly and climate controlled vans in the industry and the capability to care for pets that may connect among United and/or United Express aircraft at our hub locations.

As noted, United has won accolades for its PetSafe program, and it is the responsibility of other independent airlines to develop pet transport programs should another carrier chose to offer such service.

- Under our policy, the owner will bring the pet and crate to the ticket counter on day of departure. Upon arrival at the final point of travel United and/or United Express aircraft operate to, the

owner will retrieve their animals at baggage claim. Generally speaking, airport facilities have a separate claim for animal crates and/or over-sized luggage.

- United will price the transportation of pets checked as luggage independently of excess bag fees. United has placed a chart of fees on our website and I provide the link below. The rate of \$440 that was quoted in our May 1 letter is an international average based on the most common pet + crate weight range. As noted on our fee chart, many regions from the U.S. such as Mexico, all of Central America, and South America are priced below the average of \$440. Other regions are priced higher than the average, such as Europe or Japan, because these countries require more restrictions and documentation that must be monitored by United.  
[https://www.united.com/web/en-US/content/travel/animals/PetSafeRates03MAR2012.pdf?camp=virtual\\_expert\\_user](https://www.united.com/web/en-US/content/travel/animals/PetSafeRates03MAR2012.pdf?camp=virtual_expert_user)
- At this time we do not have plans to allow MileagePlus members to use miles to transport pets. However, this is an interesting idea and we will consider this further.
- As per United's policy for in-cabin transport of smaller pets, customers can continue to use this travel option. There are restrictions imposed by worldwide regulators regarding the transport of pets in cabin. These restrictions and United policies for in-cabin pet transport are noted on our website.

I hope this letter further clarifies United's policy and the extended waivers

Best Regards,



Hershel Kamen

CC: Undersecretary Patrick Kennedy