

## **Import Clearance of your pets upon their arrival in Singapore**

### **Confirmation of import**

- Importers are required to obtain a Customs In-Payment (GST) permit or apply for the GST relief waiver as mandated by Singapore Customs before booking for inspection for your pet. You can check their website for more details ([Importing Personal Pets \(customs.gov.sg\)](https://www.customs.gov.sg) for more details.
- Make an appointment for your pet's inspection by submitting an online booking request via [eservices - National Parks Board \(NParks\)](https://www.nparks.gov.sg/eservices). Please ensure your AVS Import licence no. & flight details are ready and fill in the required information on your application.
- Inspections without any prior appointment will be charged \$133.00/hour or part thereof during office hours.

### **If your pet is imported as manifested cargo\***

- Pet owners are to engage the AVS-recognised pet agent of their choice prior to the pet's arrival in Singapore.
- All import clearance procedures for personal pets must be conducted through AVS-recognised pet agents.
- Pet animals will be transferred directly from the aircraft to Changi Animal and Plant Quarantine Station by the airlines' ground handling agent (e.g. SATS/dnata) upon arrival.
- Pets that do not require post arrival quarantine may be transported by any AVS- recognised pet agent to their home after import clearance at Changi Animal & Plant Quarantine (CAPQ). Please note that CAPQ is not situated inside Changi Airport's passenger terminals and pet owners are not allowed to enter CAPQ as access is restricted.
- The list of AVS-recognised pet agents can be found at <https://avs.nparks.gov.sg/outreach/resources/avs-recognised-pet-agents/>.

### **If your pet is imported as accompanied/ excess baggage**

- Pet owners are to engage the AVS-recognised pet agent of their choice prior to the pet's arrival in Singapore.
- All import clearance procedures for personal pets must be conducted through AVS-recognised pet agents.
- After you have disembarked from the aircraft, proceed to the "Lost & Found" counter located at the arrival hall near the baggage belt (before Customs/ Immigration Clearance).

Either:

- 1) If your pet travelled with you in the passenger cabin, hand your pet over to the staff at the Lost & Found counter located at the arrival hall near the baggage belt (before Customs/ Immigration Clearance). Your pet will be transferred to CAPQ by the relevant Ground Handling Agent

**OR**

- 2) If your pet was checked in under excess baggage, declare your pet to the staff at the Lost & Found counter. Your pet would have been transferred directly from the aircraft to CAPQ by the relevant Ground Handling Agent.

- You will not be allowed to take your pet out of the Customs/ Immigration area in the arrival hall of the Passenger Terminal.
- Pets that do not require post arrival quarantine may be transported by any AVS- recognised pet agent to their home after import clearance at Changi Animal & Plant Quarantine (CAPQ).
- The list of AVS-recognised pet agents can be found at <https://avs.nparks.gov.sg/outreach/resources/avs-recognised-pet-agents/>.

### **Veterinary Inspection/ Verification of Documents**

- At CAPQ, the AVS officer will verify the AVS import licence, your pet's health certificate in AVS template, vaccination records, rabies serology test result and Captain's declaration (where applicable). AVS officer will also check for Customs In-Payment (GST) permit or Approval from Singapore Customs for GST relief.
- The AVS officer will examine your pet to ensure it is clinically healthy and verify your pet's microchip number as part of the import inspection process.
- Pets that require quarantine upon arrival in Singapore will be held at CAPQ after import inspection. An AVS-appointed transport service will be arranged to send your pet to Animal Quarantine Centre (AQC) to undergo quarantine.

### **Late arrivals**

- We encourage you to select flights that arrive in Singapore at least 3 hours before closing time of CAPQ to allow the pets to reach CAPQ within the opening hours for inspection. Animals that arrive outside of [CAPQ's opening hours](#) will be held at the respective Ground Handling Agents' air-conditioned animal holding room overnight.

### **CAPQ Contact Details:**

Tel: 1800-476-1600

Email: [Animal and Bird Feedback](#)

Website: <https://avs.nparks.gov.sg/>

\*Please note that the above clearance procedure for animals arriving as cargo does not apply to commercially imported animals, such as laboratory animals, small mammals or ornamental birds. For commercial consignments of animals imported by cargo, the importers will need to continue to proceed to SATS/ dnata cargo section to claim the animals. Once the animals are collected, please bring the animals immediately to AVS's CAPQ office for inspection and clearance. Please note that you are not to break the seal (if any) on the animal's cage/crate or take the animal out of the cage/crate.

Updated on **1 April 2026**