LFI Learning from Incident: PETC Container Requirements

Dear all,

Following a recent incident where a PETC was accepted for carriage in a soft bag that did not fully meet the requirements, we would like to share the learning from this case and remind everyone of the **correct PETC handling procedure**.

The incident highlighted that, although documents were checked, the **physical verification of the PETC container and weight** was not fully performed. While the situation was ultimately resolved by the crew, this represents a procedural deviation that must be avoided in the future.

Reminder of Correct PETC Procedure
Please ensure the following steps are **always** completed:

1. **Weight Check**
   o Verify the total weight of the PETC including the box.
   o Maximum allowed weight: 8 kg (PETC + container).
2. **Container (Box) Check**
   o The PETC container must meet IATA requirements and fit completely under the seat in front of the passenger.
   o As a general rule, container must be appropriate for the size of the pet, waterproof, sturdy, securely locked, have adequate ventilation, and be resistant to scratches and impact. Pet should be able to stand, sit, turn around and lie down in a natural position.
   o Refer to the examples below showing acceptable and non-acceptable PETC containers.
3. **Checklist**
   o The Live Animal Acceptance Checklist must be completed by the ground crew accepting the PETC and signed by the passenger as well as by the ground crew.
   o This is a mandatory requirement and applies to every airline transporting PETC/AVIH.
4. **Non-Compliance**
   o If PETC requirements are not met, acceptance must be denied must be denied.
   o Exceptions are not permitted.
   o If there are any doubts, consult with supervisor/airline, who will advise you accordingly.