

The Government of Hong Kong Special Administrative Region

# AGRICULTURE, FISHERIES AND CONSERVATION DEPARTMENT

## AIRPORT ANIMAL HOSTEL

### INFORMATION BOOKLET

(A Chinese version is also available, 另有中文版本提供)

This booklet contains important information about Airport Animal Hostel facilities, procedures, policies, rules, operations and fees.

***It is strongly advised that you read and retain this information booklet for further reference.***



***Agriculture, Fisheries and Conservation Department***

*Import and Export Section*

*Airport Animal Hostel*

*3S005-6, Passenger Terminal Building,  
1 Cheong Hong Road,  
Hong Kong International Airport,  
Lantau, Hong Kong.*

*Telephone: (852) 2182 1001 - 2*

*Facsimile : (852) 2769 8600*

*e-mail : [sfoa@afcd.gov.hk](mailto:sfoa@afcd.gov.hk)*

*Homepage : <http://www.afcd.gov.hk>*

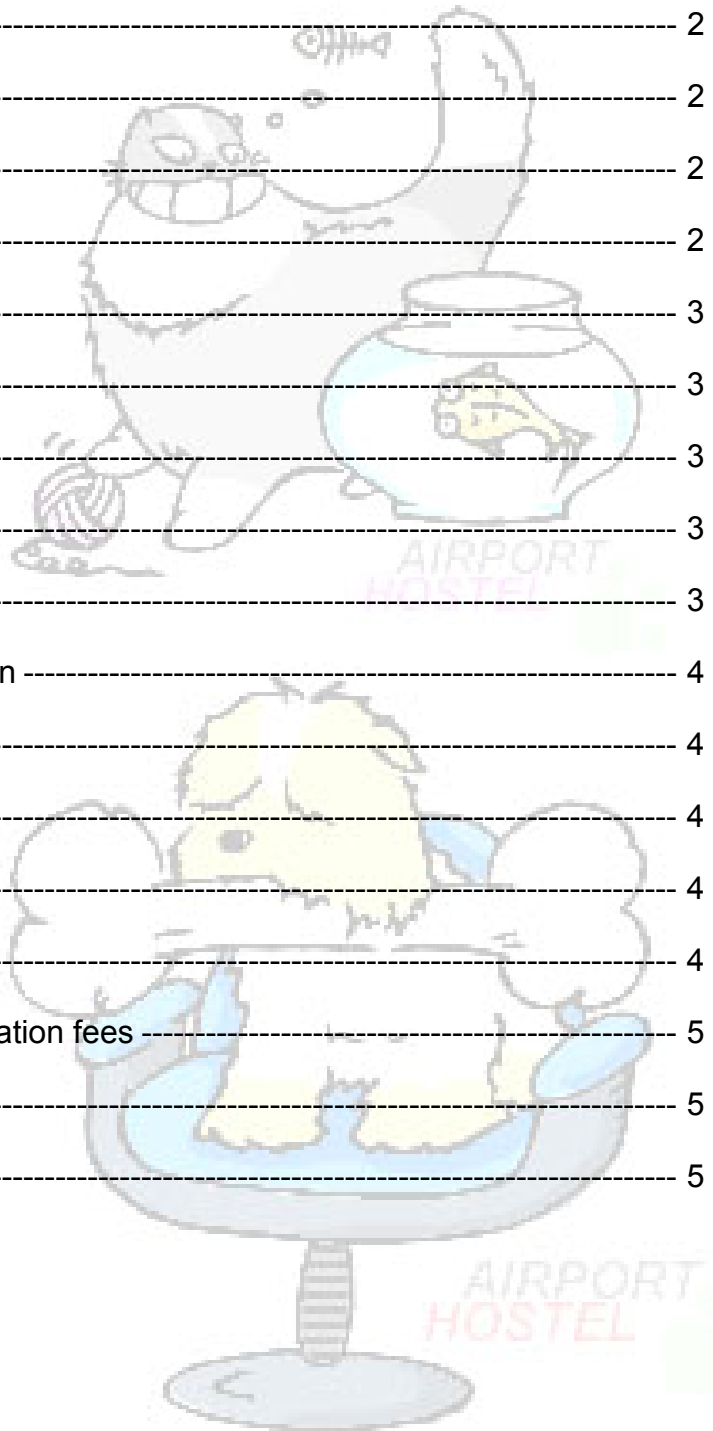
Rev. Dec./2003

The Government of Hong Kong Special Administrative Region (HKSAR)  
AGRICULTURE, FISHERIES AND CONSERVATION DEPARTMENT

**AIRPORT ANIMAL HOSTEL  
INFORMATION BOOKLET**

**TABLE OF CONTENTS**

Airport Animal Hostel (AAH) -----	2
Arriving in Hong Kong -----	2
Hostel admission-----	2
Address of Airport Animal Hostel -----	2
Kennels -----	3
Cattery-----	3
Other accommodation facilities -----	3
Room temperature control-----	3
Feeding and management -----	3
Sharing quarantine accommodation -----	4
Animal medical care -----	4
Other responsibilities for owners-----	4
Pet visiting procedures -----	4
Safety and security at AAH-----	4
Schedule of detention/ accommodation fees -----	5
Discharge of animals -----	5
Feedback and suggestions-----	5



**Airport Animal Hostel (AAH)**

The Airport Animal Hostel is a facility equipped for only temporary accommodation for live animals (including mammals, birds, reptiles, food turtles, etc.) in transshipment through Hong Kong or in detention due to the non-compliance of import permit terms. Our staff in the AAH will assist you to ensure that your pet receives good care and attention throughout its stay in the AAH.

As the capacity of the AAH is limited, it is imperative that you contact the hostel in advance to ensure that space is available. Failure to do so may result in your pet being diverted to other quarantine facilities (which may be in a much less convenient location).

**Arriving in Hong Kong**

For animals in transshipment, your pet will be met on arrival by a staff of this Department and transported under official escort directly to the AAH, where it will be detained until re-exporting to the destined country. We regret that transport is not able to be provided by us for transferring both the owner(s) and the animal(s) from the cargo terminals to the AAH or any other quarantine facilities.

**Hostel admission**

This information booklet contains important information about the Airport Animal Hostel. It is strongly advised that you read and retain this information booklet for further reference. All animal owners, authorized representatives or agents are required to fill-in the Section 7 of "Animal Owner Statement" to authorize a private veterinary surgeon to treat your pet. The acceptance agreement at Section 8 of the "Animal Owner Statement" must also be signed. A duplicate copy of the "Animal Owner Statement" may be given to you for easy reference upon request.



**Address of Airport Animal Hostel**

<p><b>Address:</b> 3S006, Passenger Terminal Building, 1 Cheong Hong Road, Hong Kong International Airport, Lantau, Hong Kong.</p> <p><b>Telephone:</b> (852) 2182 1001 - 2</p> <p><b>Facsimile:</b> (852) 2769 8600</p> <p><b>e-mail:</b> <a href="mailto:sfoa@afcd.gov.hk">sfoa@afcd.gov.hk</a></p>	<p><b>Capacity</b> Dogs: 5 heads Cats: 3 heads</p>
-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------



**Kennels**



Both floor and walls inside the kennels shown above are fully tiled. The internal measurements of these indoor kennels are approximately 2 m wide with the length varying in length from 2.1 m to 3.5 m. Each kennel contains a fibre board (86 cm x 50 cm) for sleeping.

**Cattery**



The above stainless steel made cat pen contains a cozy sleeping perch, two vantage platforms and an embedded litter tray separated by partition. This unit is composed with 4 perspex/ tempered doors and the internal measurement is about 1.21 m wide by 0.66 m long and is 1.52 m high. Bowls for water and cat food are provided. All pens are fully indoor and two private storage drawers are also available for owners to keep their self-supplied cat food, medicine and tools.

**Other accommodation facilities**

Other than domestic cats and dogs, there are some accommodation facilities provided for other mammals, birds, reptiles and food turtles. Specialised food for different animals will also be supplied.

**Room temperature control**

24-hours air conditioning is operated in the summer time and oil heaters are provided during the winter months. The ambient room temperature is usually kept at about 20°C -24°C throughout the year. Infra-red lights may also be provided for some pets or animal species when deemed necessary.

**Feeding and management**

All dogs and cats are provided with clean water and a regular supply of nutritionally complete and balanced commercial dog or cat food in steel bowls. If your pet is unlikely to or will not eat quarantine-provided food or requires a special diet, you are required to supply the food and feeding instructions. No adjustment of detention/ accommodation fee will be made for owners supplying special food to their animals.

Unless otherwise agreed with the owner, dogs are fed at least once every day and cats are fed at least twice every day. Older or younger animals may be fed more frequently. The floors of the kennels and cattery pens will be cleaned periodically and litter inside cat toilets will be changed when necessary. The following photos show some of the quarantine-provided food for dogs and cats:-

<b>Quarantine-provided cat food:-</b>	
	<p><b><u>Ingredients</u></b></p> <p>Wholegrain cereals and by-products(s); Meat and by products from chicken, Legumes and their by products; Animal tallow; Vitamins, Minerals and Amino acids; Flavours and Food acids; Preservative and Food colours and Antioxidants.</p>



**Quarantine-provided dog food:-****Ingredients**

Cooked yellow corn, meat & bone meal, wheat mill run, soybean meal, animal fat (preserved with Mixed tocopherols-a source of vitamin E), ground wheat, poultry meal, brewers dried yeast, digest of poultry by-products, corn gluten meal, tomato pomace, salt, calcium carbonate, zinc oxide, ferrous sulfate, vitamin A-Acetate, D-activated animal sterol (source of vitamin D3), vitamin E supplement, vitamin B12 supplement, thiamin mononitrate, riboflavin, niacin, calcium pantothenate, pyridoxine hydrochloride, folic acid, biotin, copper sulfate, choline chloride, calcium iodate & sodium selenite.

**Sharing quarantine accommodation**

Only one animal is allowed in each kennel or cattery cage. Multiple pets in a kennel or cattery do not allow for accurate caretaker evaluation of appetite, bowel movement, urination which may lead to delayed recognition of medical problems. However if you have more than one pet cat or dog and you want to house them together in the same cage, it may be possible for them to share a unit at the quarantine premises at your own risk. Dogs and cats, however, must not share the same accommodation.

**Animal medical care**

An appropriate ectoparasiticide approved by the Veterinary Officer (Import and Export) may be applied to the animal(s) when they are admitted into the AAH. Our staff will do their utmost to prevent animals falling sick but ultimately the owner will be fully responsible for the pet's health while in quarantine. When visiting, it is helpful to check for ticks, skin or ear problems, or any other abnormality that may indicate a potential medical concern. In addition, our staff will alert the owner directly of any health problems if detected. It is therefore important that contact details are accurate and up to date. The owner is also responsible for authorizing a local Veterinary Surgeon for emergency calls if the animals are found sick. The owner will be fully responsible for all expenses incurred. The AAH Duty Officers may call in another private veterinarian, also at the owner's expense in case of an emergency if the vet the owner has nominated in Section 7 of the "Animal Owner Statement" is not available at that moment.

If the animal became rabid during the period of their detention and isolation in quarantine, we may require the animal to be euthanized. If the animal dies in AAH, we may take, or require to be taken, such action as is considered necessary to determine whether or not the animal was infected with rabies at the time of its death and may dispose of the remains of the animals, or require them to be disposed of, in such manner as this department thinks fit.

**Other responsibilities for owners**

This Department assumes no responsibility for any personal items such as transport carriers, bedding, pet toys, pet traveling crates, collars, blankets, etc left in kennels or cattery cages. If those personal items are found to be dirty, we may advise the owner to clean or remove them. Any such personal items may be destroyed at the end of the quarantine period. Owners are also fully responsible for grooming their own pets. AAH staff does not provide grooming services of any kind. We will be more than happy to lend owners a copy of the Yellow Pages should they wish to employ outside grooming services. Owners must also notify the staff in AAH in advance should they leave Hong Kong during the quarantine period.

**Pet visiting procedures**

The visiting hours are normally from 9 a.m. to 5 p.m. daily. Please make an appointment with the duty officer in advance for arrangements if your visitation hour is outside the specified period. Animals under quarantine may be visited by the owner, co-owner, authorized representative or visitors whose name must be known to the duty officer and listed on the "Animal Owner Statement".

Visitors on arrival at the Hostel must sign in and out and note the time of arrival and departure. Visitors must not come into contact with animals other than their own in any manner. Giving food or medicine to any animals other than their own is strictly prohibited. Minors under 18 years old may be admitted to the AAH only accompanied with an authorized adult who shall be responsible for the minor's behavior and safety.

Dogs may not be exercised outside of their assigned kennels as they are large enough to afford dogs the opportunity for adequate exercise during their temporary stay. In addition, dogs outside of their kennels may present a potential safety hazard to other dogs, visitors and employees. In general, the AAH is designed for short-term stay of animals, if the animal is required to undergo a quarantine period in HK, it will be arranged to move to other quarantine facilities.

**Safety and security at AAH**

For the health and safety of all persons and animals, all kennels and cattery pens must be properly latched or locked in order to prevent animal escapes and injuries. Only authorized staff, animal owners and registered visitors may enter the hostel area. All valuables should be kept by yourself, as we will not be responsible for any loss of belongings or personal items left in our office or hostel area. The floor of the AAH may be slippery and all visitors should be careful whilst in the hostel area.

### Schedule of detention/ accommodation fees

Detention/ accommodation fees for the AAH are only payable by either cash or cheque. The detention/ accommodation fees are as follows:-

Species	Fees*, HK\$ (per 24 hours)
<b>A.</b> Dogs/Cats (1) Dog (2) Cat	90 (per animal) 46 (per animal)
<b>B.</b> All mammal other than dogs and cats (In package of IATA Recommended Standard)	385 (per package)
<b>C.</b> Birds (including Poultry)** (In package of IATA recommended standard)	385 (per cage)
<b>D.</b> Reptiles**  (i) In package of IATA recommended standard; (ii) Other than <b>D.(i)</b> above.	385 (per cage) 385 (per animal)
<b>E.</b> Frog & Food Turtles** (In package of IATA Recommended Standard)	385 (per cage)

\* These fees are subject to revision without notice. All the fees listed above are charged for each 24 hours period. Periods of less than 24 hours will be counted as 24 hours.

\*\* If it is considered necessary by our staff to remove/ rehouse the animals or birds, a nominal fee of HK\$2.8 per animal or bird (minimum charge of HK\$55 per consignment) will be charged in addition to the above fees.

*Attention: For any reason, if any animals or birds are detained or their release is delayed for more than a few hours, it is most likely that such removal/ rehousing will be considered necessary.*

Progeny born to a dam undergoing quarantine shall be detained in the AAH or other quarantine centre until the quarantine period of the dam is completed. Detention fees listed above will be applied to the progeny from birth.

### Discharge of animals

Detention/ accommodation fees are payable at the time the animal leaves the AAH. No animals are allowed to leave the hostel before all the fees have been duly paid. Death or abandonment of animals during the course of accommodation in the AAH will not prejudice the right of this Department to recover any outstanding detention/ accommodation fee from the owner or agent. The release of the animal(s) does not prejudice the terms and conditions of any special permit granted to the permittee.

Prior to release, all imported dogs of 5 months of age or older will be vaccinated against rabies and implanted with an identification microchip in accordance with the law of Hong Kong. A dog licence currently costing HK\$80 will then be issued at the expense of the owner or agent.

Cats imported from group II or group III countries may also be required to be inoculated against rabies. This is currently a free service.

If pets are to be released from the AAH for re-export or for transfer to other Government Animal Management Centres, prior notice must be given at least 24 hours in advance as arrangements for an official escort service is required. The means of transportation is to be provided by the owners.

### Feedback and suggestions

It is your responsibility to report to us as soon as reasonably practicable if you are dis-satisfied in any way with the accommodation facilities or with the standard of care your animal(s) receive whilst detained at the AAH. We will do our best to fulfill all reasonable requests. Valuable opinions and suggestions to help improve our services for the public are of course, always welcome. A Suggestion Form for you to provide us your feedback can be obtained from the counter of the AAH office.

***(Information included in this publication is subject to change and revision at any time without notice.)***