



Memorandum of Understanding between Animal and Plant Health Agency (APHA) and Ferry/Cruise Operators for the Carriage of Recognised Assistance Dogs

Section 1: General Information

Part 1 - Application of the Memorandum of Understanding

This Memorandum of Understanding applies to:

- transport companies offering ferry services by sea where the port of disembarkation or a port of call is situated in the territory of GB (hereinafter referred to as 'Ferry Operators')
- transport companies offering sea cruises where the port of embarkation is situated in the territory of a Member State and a port of call or stop-over made in GB (hereinafter referred to as 'Cruise Operators').

Part 2 - Legal Obligations on Ferry/Cruise Operators

Ferry/Cruise Operators as defined above have a legal obligation under EU law to accept disabled persons and persons with reduced mobility on their vessels and should not refuse transport on the grounds of disability or lack of mobility except for reasons which are justified on the grounds of safety and prescribed by law. This obligation extends to the carriage of Recognised Assistance Dogs.

The legal obligations are set out in full in Regulation (EU) No. 1177/2010 of 24 November 2010 concerning the rights of disabled persons and persons with reduced mobility when travelling by sea. The main obligations relating to the carriage of Recognised Assistance Dogs are as follows:

Article 11.5 of Regulation (EU) No. 1177/2010

Where a disabled person or person with reduced mobility is accompanied by a Recognised Assistance Dog, the dog shall be accommodated together with that person, provided that the carrier, travel agent or tour operator is notified in accordance with applicable national rules on the carriage of Recognised Assistance Dogs on board passenger ships, where such rules exist.

Article 10 of Regulation (EU) No 1177/2010

Subject to the access conditions provided for in Article 9(1), carriers and terminal operators shall, within their respective areas of competence, provide assistance free of charge to disabled persons and persons with reduced mobility, as specified in Annexes II and III, in ports, including embarkation and disembarkation, and on board ships. The assistance shall, if possible, be adapted to the individual needs of the disabled person or person with reduced mobility.

Annex II and III as referred to in Article 10 make reference to:

- Ground handling of Recognised Assistance Dogs when relevant (Annex II)
- Carriage of Recognised Assistance Dogs on board the ship, subject to national regulations (Annex III).

Part 3 - Status of Memorandum of Understanding

This Memorandum of Understanding sets down the common position agreed between APHA and Ferry/Cruise Operators regarding how they will facilitate the carriage of Recognised Assistance Dogs by sea into GB and ensure Recognised Assistance Dogs are presented to the appropriate persons for checks prior to disembarkation at a port in GB.

By signing the Memorandum of Understanding, the Ferry/Cruise Operator agrees to use all reasonable endeavours to comply with the written procedures set out below.

APHA and Ferry/Cruise Operators will review the operation of the Memorandum of Understanding at least every two years. Ferry/Cruise Operators must inform APHA of any changes to vessels or routes (change of route applies to ferries only).

Ferry/Cruise Operator:

Review date (to be completed by APHA)

Date of Completion/Amendment:

Agreed procedure (the term carrier in this section refers to both Ferry and Cruise Operators)

Section 2

1. Booking and Check-in Procedures

A. Carriers are required through their ticketing and booking systems to identify travellers with Recognised Assistance Dogs. Before accepting a booking, checks should be made to ensure that the dog is a Recognised Assistance Dog.¹ Advise how the checks will be carried out.

B. Passengers should be reminded of the import requirements for entering GB with a Recognised Assistance Dog when booking is received. The carrier could supply a checklist for the owner to confirm that they have the required documentation to comply with the Pet Travel requirements. State how this information will be provided.

C. State how proof that checks have been undertaken will be provided and how vehicles will be marked to show assistance dogs are present if vehicles are used.

¹ 'Recognised Assistance Dog' means a guide or other assistance dog which has been trained to support a disabled person by way of defined tasks, and assessed as suitable for those purposes by an Accredited Organisation.

'Accredited Organisation' means an organisation which is an accredited member of: (i) Assistance Dogs International (ADI) or the International Guide Dog Federation (IGDF); or (ii) any other organisation recognised by the Secretary of State from time to time as providing an equivalent standard of accreditation to ADI or IGDF. Where the Secretary of State recognises an organisation as providing an equivalent standard of accreditation to ADI or IGDF, the Secretary of State will make available or publicise that recognition and any additional conditions associated with it. A current list of Accredited Organisations can be found at: www.igdf.org.uk or www.assistancedogsinternational.org.

Additional information can be found in 'Guidance for the carriage of Recognised Assistance Dogs (e.g. guide or hearing dogs) when travelling by ship (Guidance Note 4)' at: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/573029/eu-regulation-maritime-passenger-rights-note-4.pdf

2. Pet Checking Procedure

A. Documentary checks should be made prior to embarkation and the dog identified by reading the microchip at the time of embarkation. Ferry routes will only require embarkation checks, whilst a cruise route where a tapeworm treatment will be needed after embarkation, will also require disembarkation checks.

B. Carrier staff are to carry out checks using a checklist containing all the information in the Pet Travel Checklist (PT45). The staff responsible for checking on each vessel should be made aware of the different requirements for the specific countries visited. It is the checking staff's responsibility to detect unlisted countries

requiring serology for UK entry and if a tapeworm treatment is required. Tapeworm treatment checks may need to be done at both embarkation and disembarkation.

C. Describe how staff will carry out the checks and what equipment they will have to do so. Give details on what action will be taken if a Recognised Assistance Dog is found requiring tapeworm treatment during checks.

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D. Describe how training will be carried out to undertake these checks and advise how the training will be recorded for audit purposes.

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3. Dogs that fail the checks prior to embarkation

Provide the details of how dogs will be handled if checks are failed prior to embarkation outside GB. The carrier should state whether travel will be refused or assistance given to obtain an Import Licence from APHA under the Rabies Order 1974 (only available during office hours).

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4. Dogs that fail the checks at disembarkation

Dogs that fail their checks at disembarkation must be treated as illegal landings and the Local Authority for the Port must be contacted by the carrier. Confirm the procedure to be followed.

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5. Providing information to APHA

A. Notification of the arrival of assistance dogs in GB, including a list of all ports of call in GB for that journey, should be made to APHA at the following email address imports@apha.gov.uk (This should be prior to arrival and **at least** at time of embarkation in order to facilitate APHA quality assurance checks if necessary).

B. The Carrier database ([PETS Web System](#)) will be completed for all Recognised Assistance Dogs checked and monthly throughput figures will be provided to APHA (including nil returns) and sent to: PetTravelSchemeDataRecord@apha.gov.uk

C. Non-compliance returns will be provided to APHA. Complete the Pet Travel: Non-compliance Return for Dogs, Cats and Ferrets (PETS08), this must be forwarded to: PetTravelSchemeDataRecord@apha.gov.uk. Also describe how this information will be provided to the owner.

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D. Records of checks must be available and provided to APHA if requested. Describe how records will be kept.

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Section 3

Confirm any vessel names (Cruise Ships and Ferries) and specify the route (only required for Ferry Operators) which will be covered by this agreement:

The above details must not be changed without giving notice to APHA (Centre for International Trade Carlisle (CITC)). Written agreement must be obtained from CITC before any change is made. Resubmit this form if a new vessel is to be added prior to the review period.

Signed for Ferry/Cruise Operator:	<input type="text"/>	Date:	<input type="text"/>
Name in BLOCK LETTERS:	<input type="text"/>	Status/Designation:	<input type="text"/>
Address:	<input type="text"/>	Email address:	<input type="text"/>

I have discussed the Pet Travel requirements with the operator and I am satisfied that they understand what is required of them. They have the facilities to deliver as set out within this MOU and I have provided training in line with the requirements and have been assured that this training will be cascaded to all appropriate staff in order that these checks can be undertaken compliantly.

Signature:	<input type="text"/>	APHA office:	<input type="text"/>
Name in BLOCK LETTERS	<input type="text"/>	Date:	<input type="text"/>

Lead APHA Veterinarian

This form must be submitted to the CITC - Imports@apha.gov.uk

Animal and Plant Health Agency
Centre for International Trade Carlisle
Import Team
Eden Bridge House
Lowther Street
Carlisle
CA3 8DX

Tel: 03000 200 301
Fax: 0208 0260 498

Imports Team use only

Signature	<input type="text"/>
Name in BLOCK LETTERS	<input type="text"/>
Date	<input type="text"/>

DATA PROTECTION

For information on how we handle personal data please go to www.gov.uk and search Animal and Plant Health Agency Personal Information Charter.

APHA is an Executive Agency of the Department for Environment, Food and Rural Affairs and also works on behalf of the Scottish Government, Welsh Government and Food Standards Agency to safeguard animal and plant health for the benefit of people, the environment and the economy.