

**PAN**

**Membership Application**



## Welcome

Pet Alliance Network (PAN), can offer to all passengers via our PetDesk program a way to book your ticket with your pets as well as for your pets/animals travelling alone via any of our P.A.N. Airline members and affiliates worldwide. As a member you may book many selected services you require from an extended amount of dedicated affiliates such as customs clearance agents, kennels, veterinarians, pet transport and many more. Review your affiliate details in this application file. Two memberships are available, basic and certified.

Please make sure you read carefully all procedures and details to provide in order to meet your application review. Our Membership team will then review, contact references in order to process the application. Do not forget or miss any important factor as it can be important to obtain membership.

Upon completion, you will join the first and only world network assistance program for your clients or passengers travelling with their pets. The PetDesk does not end at destination; you can contact our regional desks for further information or other arrangements if required.

[members@petalliancenetWORK.com](mailto:members@petalliancenetWORK.com)  
International Europe: +41 848 11 8888  
International Asia: +65 973 00 296





CODE OF PROCEDURES AND TRAINING

P.A.N. utilizes procedures for safety and care of all owners pet(s). These procedures are available as help. As a certified affiliate, strict compliance will then be necessary in order to meet insurance.

- I.H.C. (International Health Certificate Annex)
- P.T.R.A. (Pet Travel Risk Assessment) attached to the health certificate Annex
- L.A.A.C. (Live Animal Acceptance Check) List which is to be completed at every airline check-in
- P.A.N. Pouch established by P.A.N. Affiliates

These procedures will be modified and additional procedures will be applied as more affiliates join as their experience will contribute to the development of these procedures. All procedures are reviewed every year and updated by the Regional Managers.

None-affiliates

Our PetDesk database keeps and updates the database on regular bases for pet service providers which are visible by all our passenger members. However all non-affiliates do not show up on the mapping as well are not promoted by the regional managers. The immediate advantage for a non-affiliate is being visible if no affiliates available in the area you cover.

Affiliate basic members

Full fledge members are listed on our mapping system and are available to look up rapidly other agents worldwide and check directly with them or by using the internal platform. Each affiliate is per office only. The affiliates are easily recognized by the P.A.N. blue world. Our regional managers will promote those affiliates directly to any of our passenger (pet owners) via our PetDesk program. No requests will be made to non-affiliates at anytime unless no affiliate present in the area you cover. Affiliates have available, our Code of procedures to facilitate only the pet travel and unify procedures. These procedures are there to help and provide assistance if requested. Our regional managers at the PetDesk are there as well to provide any help and assistance at our central call center. Affiliates can also benefit from the PANPAY (payment scheme) for ease of payment, we insure payment by pet owners or reps are covered well in advance and prior to pet departure. This well suited for small new pet moving companies.

Certified Affiliates

These affiliates are our primary network connections and help the network grow. These affiliates are certified by our training program and are promoted directly to airlines and to our regional managers worldwide before any other affiliate or non-affiliate. They respect our code of procedures, participate in our training program and work closely with the PetDesk program for airlines. On a regular basis their company names will come up part of the code sharing links.

Becoming a Certified Affiliate

Training – Every year a training session by Swissport & AVI handling official agent for the Geneva airport, is offered via a 2 day course in Geneva, Switzerland directly at the ARC animal reception center covering the handling of animals from documents, care, preparation, safety from departure residence to arrival residence on a worldwide base. After completion, included is the visit of the facilities ARC and the actual real time work experience with the Animal Health Officer (AHO). During the classes there are speakers from various agents attending providing insight in better pet travel management. To qualify as certified you must complete within 3 years one 2 days session. Once a pet agent joins as an affiliate member, he can register for the course and will receive a certification valid 3 years. The affiliate agent will be moved to a certified affiliate and must attend a refresher course (1 day) upon the 4<sup>th</sup> in order to remain current as a certified affiliate. Upon the end of the 4<sup>th</sup> year your affiliation will revert to the basic affiliation, if you have not attended any refresher course. As regional PetDesk agents are available, refresher courses will be given at those locations. Available Europe and Asia (Singapore).

REFERENCES

An applicant must provide two references, from a P.A.N.Affiliate or non-affiliate with whom he has worked in the past. If a future affiliate has never worked with any P.A.N.Affiliate or non-affiliate, the applicant should provide minimum a copy of a license number of the official organization he is member of, or government licenses they currently own. These will be verified by our membership commission. No license or reference is a reason for affiliate application rejection. If payment was done prior to application, your funds will be refunded minus the normal administrative fees as per our conditions below. We recommend you wait till your application is approved prior to making your Paypal payment.

Reference Company 1	Reference Company 2
Name referee & company address of reference:	Name referee & company address of reference:
<input type="checkbox"/> P.A.N.Affiliate <input type="checkbox"/> Non affiliate	<input type="checkbox"/> P.A.N.Affiliate <input type="checkbox"/> Non affiliate

CONDITIONS

By submitting your information you agree to

1. P.A.N. has my permission to contact relevant references or validity of the company and other P.A.N.Affiliates in order verify the information provided.
2. I will comply to the standards of P.A.N. for pet care & security and follow the procedures put in place
3. I understand that P.A.N. may deny my membership if I have not met the minimum requirement
4. I agreed to respect all governing rules regarding moving animals for all countries and their requirements
5. I have submitted true information to the best of my knowledge and subject to verification

Terms & Conditions

- I have read and agree to comply with the **P.A.N.Affiliate General Conditions**
- I understand that once my application is approved, I will be an **Affiliate Member** for one year, with automatic renewal year by year.
- For certified affiliates only, I have read and agree to comply with the **Code of procedures & training certification process**

**Both first boxes must be checked before your application can be processed and if as certified affiliate, all three must be checked**

I wish to take out a P.A.N.Affiliate Membership & agree to be bound by the Terms and Conditions of P.A.N.Affiliate Membership as current.

Company Name :	
Full name of the person submitting this application:	

Location & Date

Signature & company stamp

PAYMENT PROCESS

Important : When making the bank transfer please make sure the bank fees are to be paid by the sender in order to receive the exact amount in our accounts

**CREDIT CARD PAYMENTS**



+ 2.5% cc fee on the full price listed

Requirements for cc control:  
- Authorisation

**ONLINE PAYMENTS**



2.5% pp fee on the full price listed paypal only

Requirements for paypal:  
- Customs clearance only  
- Any extra charges  
- Local road transport

## General Terms & Conditions

1. General Conditions – PAN Affiliate Membership is for all Pet related services worldwide who work directly or indirectly with animals. PAN is a network platform in which both passengers pet(s) and affiliates work from for different specialized services. PAN is not a booking agency and does not issue airline tickets or transports of pets. Owned & managed by PAN Limited UK, PAN provides via our regional managers, services that promote and utilize PAN affiliates in order to provide care & safety for any pet(s) owners. The particular programs such as the AVicare program, logistics for transport or the AVIplus insurance policy and the AVIpets database are there to help affiliates within the network. Strict rules of procedures are in place to help the affiliate transport or arrangement the transportation of any passenger(s) animal. All non affiliates listed in our directory are contacted by affiliates at their own risk and peril. PAN is not responsible for any problems or details regarding non members. Contact us so we may look into the validity of these agents to help determine if you want to pursue a travel relationship.

2. PAN Membership does not provide for any recovery if any incident or following an accident in any country unless your pet owner has contracted the AVIplus insurance. Contact our AVIC center for help and assistance. PAN may, if you request, be prepared to provide recovery following an accident but, if so, your agency will be responsible for paying the PAN member charges for this assistance (including, but not limited to, any charges relating to any specialist equipment used). Please remember due to animals all services require payments prior to movement for any PAN affiliates using PANpay. It is to each affiliate decision to allow different payment dispositions.

3. General rights to refuse membership - Please note: if an future affiliate is refused membership by PAN, he has the right to an explanation in writing, PAN reserves the right to refuse applications for many reasons and in the following circumstances:

3a. We cannot verify credentials, or references

i.e. where you cannot produce a valid credential card (or appropriate receipt) and some other form of identification. If these cannot be produced, and PAN is unable to verify that the appropriate entitlement is held, PAN reserves the right to refuse membership.

3b. You have been in any legal problem or dispute, within a tribunal or other legal issue with any standing PAN affiliate

4. PANPAY - Any services provided under PAN must be paid for in advance by your company to any other PAN affiliate. If the affiliate selects the PANPAY, The network will act as an intermediate and will collect the charges from the pet(s) owner prior to departure and or will fund the affiliate prior to departure. The PANPAY is free of charge and is included in the year membership program. PAN may without prejudice to Your statutory rights, refuse PANPAY simply because your assistance cannot be made In the travelling country or;

g. Unreasonable behavior

i.e. where PAN considers that your company:

Owe PAN money with respect to any services, spare parts or other matters provided by PAN or by a third parties on PAN's membership list.

5. Additional services - Any additional services made available by PAN which are not described in these Terms & Conditions are provided on a purely discretionary basis and may be withdrawn at any time.

6. Use of non PAN agents - Service from dedicated PAN Affiliate Members is subject to availability and may be supplemented by use of new affiliate agents who added to the network cover the same services as your company. Only PAN agents are submitted to the passenger member or visible on the PAN mapping thus promoting the PAN only agents. PAN will only accept responsibility for the actions of an agent where the agent is acting on PAN's instruction.

6. Requests for assistance - All requests for assistance must be made to PAN using the central emailing or PetDesk center contact. Instructions provided by PAN from time to time. If you contact a non-affiliate member directly, there is no coverage or insurance available. You will have to settle with that non-affiliate directly.

7. Emergency nature or assistance services - PAN personnel are trained and equipped to carry out assistance, emergency but are not in a position to comment or advise on medical issue, government policies or after an accident, only PAN Veterinarians are habilitated in medical issues.

8. Cancellation of Affiliate Membership - The Affiliate has the right to cancel their Membership within a 7 day period, commencing either from the agreement of the contract (which is the renewal date for renewing Annual Membership) or the receipt of the relevant Membership documents, whichever happens later. The following policy will apply for Affiliates cancelling within the period:  
a) the Affiliate annual fees will be valid till the end year renewal period. A refund of the total Membership premium paid less PAN administration of £50 and cc charges if paid by credit card, the refund is calculated on the current left month value that resides till end of renewal period. The current month cancellation is forfeited even within the 1<sup>st</sup> day of the month.

9. Outside of any relevant period (on joining or renewal) the following will apply:

a) for Affiliates with Annual cover: subject to any other statutory rights the Affiliates is covered for the year in process and up to the date of renewal.

b) for those with Continuous Membership: Members paying yearly can cancel their cover at any time by giving a minimum of 7 day notice prior to the end of the year; The members will automatically no longer have access to the platform and website past this date without payment. Please note: Continuous Members must contact us on +41 848 11 8888 in order to cancel their Membership. If the Affiliates only cancels their direct debit, this will not cancel the continuous Membership and we may arrange to collect the payment from the credit card or debit card supplied for the initial payment, in order to ensure the Affiliate remains covered. We will advise the Affiliate in writing prior to this. Unless otherwise notified by the Affiliate, we will then continue to collect payment using the Paypal method, but we will advise the Affiliate in writing that monthly payments will continue in this manner. Once you have called us, cancellation will take effect at the next payment date following the end of the notice period. Please note that Continuous Affiliates are entitled to change their level of PAN Cover at any time by selecting the train course for certification.

10. PAN shall have the right to cancel any Affiliate Membership Cover Policy if:

(i) Your company, or who is receiving or is entitled to receive the cover is unable to use or connect to the service.

(ii) In connection to Your Affiliate Membership is behaving or has behaved in a threatening or abusive manner to PAN employees, PAN agents, or to any third PAN member party contractor; or  
(iii) have falsely represented that your company are entitled to services that your company are not entitled to; or  
(iii) have assisted a pet owner in accessing PAN services to which they are not entitled; or

(iv) The maximum number of call outs as been reached, as set out in PAN Service Control, has been reached or exceeded in any two consecutive membership years; or

(v) PAN considers, in its reasonable opinion, and as a result of the Affiliate's conduct, that there has been a breakdown in its relationship with the Affiliate; or

(vi) Membership was taken out where PAN was, or is, entitled to cancel an existing or previous Membership under i), ii) or iii) of this clause.

No refund of premium shall be due to the Affiliate following a cancellation under sub-clause

ii) and iii). In the event that PAN cancels a Membership in accordance with sub-clause (v) or

(vii) If a problem has developed on more than 3 PAN Affiliates within the current year of membership.

(viii) immediately after the first month of the year in which payment was not made or overdue;

11. Privacy Policy

This policy contains information about your privacy. By posting, you are declaring that you understand this policy:

Your name, website address, town, country, rating and comment will be publicly displayed if entered.

Aside from the data entered into these form fields, other stored data about your comment will include:

- Your IP address (not displayed)

- The time/date of your submission (displayed)

- Your email address will not be shared. It is collected for only two reasons:

- Administrative purposes, should a need to contact you arise.

- To inform you of new comments, should you subscribe to receive notifications.

- A cookie may be set on your computer. This is used to remember your inputs. It will expire by itself.

This policy is subject to change at any time and without notice.

12. Review Terms and Conditions

- These terms and conditions contain rules about the posting of comments. By submitting a comment, you are declaring that you agree with these rules:

- Although the administrator will attempt to moderate comments, it is impossible for every comment to have been moderated at any given time.

- You acknowledge that all comments express the views and opinions of the original author and not those of the administrator.

- You agree that we contact service provider you are writing about to make sure you have actually has dealings with.

- You agree that PAN is not liable for any post done by your clients who post reviews about your service

- You agree not to post any material which is knowingly false, obscene, hateful, threatening, harassing or invasive of a person's privacy.

- The administrator has the right to edit, move or remove any comment for any reason and without notice.

Reviews Rank

Review are determined by 5 criterias which will classify your review and the number of stars

- Communication (how fast emails are answered, feedback etc)

- Logistic (how well the travel plan is organised and set up for the pet owner)

- Care (how much care is given on the pet health and safety)

- Service (how the overall service provided)

- Document (Precision in the documents required)

Once comments have been posted, our PAN team will review and publish once the review has been verified. Pet agents/Affiliates can post their comments as well on those published. The better the comment is made, better are the services provided.

Failure to comply with these rules may result in being banned from further commenting.

These terms and conditions are subject to change at any time and without notice.

11. If Membership is paid annually by Paypal Direct Debit or Continuous Credit Card and the payer has agreed to allow us to collect the renewal premium automatically each year, then unless we hear to the contrary, your Membership will be automatically renewed at the end of each year. A reminder will be sent to advise of the cost of PAN Membership, and any changes to Terms & Conditions that will take effect, at renewal. If a Member does not want to renew on this basis, they should notify PAN at least 7 days prior to year renewal. For information this should be done by contacting PAN on +41 848 11 8888, see section 3 of PAN Affiliate Membership Arrangement and Administration Contract.

12. Changes to Terms & Conditions - a) Annual cover: PAN is entitled to change any of the Terms & Conditions at renewal. PAN also reserves the right to make changes to these Terms & Conditions during the Membership Year, on the giving of at least 30days notice, where this is necessary in order to comply with any applicable laws, regulations or the advice or instruction of any regulatory authority.

13. Changes to your name or address must be notified to PAN immediately or changed in your profile. This must be done by contacting PAN on +41 848 11 8888 or by writing to PAN email: members@petalliancencetwork.com.

14. Matters outside PAN reasonable control - While PAN seeks to meet the service needs of Members at all times, its resources are finite and this may not always be possible. PAN shall not be liable for service failures where PAN is faced with circumstances outside its reasonable control. Events which might constitute circumstances outside PAN's reasonable control include (but are not limited to) Acts of God, outbreak of hostilities, riot, civil disturbance, acts of terrorism, acts of government or authority, changes in country policies and procedures including the refusal or revocation of any license or consent, fire, subsidence, explosion, flood, snow, fog or other bad weather conditions, vehicle, roads that are not reasonably accessible by PAN affiliate members, equipment or systems failures, shortages of fuel or other necessary supplies, failure of telecommunications lines or systems, default of suppliers or sub-contractors, theft, malicious damage, strike, lock out or industrial action of any kind.

15. Exclusion of liability for loss of profit etc, PAN shall not, in any event, and to the extent permitted by law, have any responsibility for;

(a) any increased costs or expenses; or

(b) any loss of:

(i) profit; or

(ii) business; or

(iii) contracts; or

(iv) revenue; or

(v) anticipated savings; or

(c) for any special or indirect losses incurred as a result of or in connection with any service, whether resulting from tort (including negligence or breach of statutory duty), from breach of contract or otherwise. For the avoidance of doubt, nothing in this clause or these T&C shall exclude or restrict PAN's liability for negligence resulting in death of pet(s) or personal injury.

18. Enforcement of T&Cs - Failure to enforce or non-reliance on any of these Terms & Conditions by PAN will not prevent PAN from subsequently relying on or enforcing them.

19. None of the T&Cs, or benefits, of PAN Membership Assistance Cover are enforceable by anyone else other than the Member. For the avoidance of doubt, and without limiting the above, any rights under The Contract (Rights of Third Parties) Act 1999, or any replacement or amendment of such act, are excluded.

20. Use of headings - The headings used in this Policy are for convenience only and shall not affect the interpretation of its contents.

21. Interpretation: use of English law & language -Your PAN Membership and these Terms & Conditions are governed and should be interpreted by the laws of membership UK covering EU. The T&Cs are written in English.



FOR FURTHER INFORMATION CONTACT:



PET ALLIANCE NETWORK  
INT: +41 848 11 8888

PetDesk Worldwide:

Asia@petdesk.info  
Europe@petdesk.info  
NorthAmerica@petdesk.info  
SouthAmerica@petdesk.info  
Africa@petdesk.info  
Middleeast@petdesk.info  
Pacific@petdesk.info

MEET YOUR AVI NEEDS  
<http://www.petalliancenetWORK.com>  
<http://www.petdesk.info>

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P.A.N.™ Pet Alliance Network

P.T.R.A™ Pet travel Risk Assessment

AVICARE™ Pet travel logistics

AVIPETS™ Pet Vaccination data

AVIPLUS™ Pet travel insurance

PANPAY™ Payment Scheme

AVITRACK™ Pet travel Dispatch

ARE TRADEMARKS