

Animal Station

Services for Private Customers

The highly trained, experienced staff of the Animal Station look after your precious animals around the clock, seven days a week — whether these are pets, horses, exotic animals or other species. Professional care is guaranteed. Every animal rides in its own box, most of which are climatized, and can leave it immediately after arriving. Species-appropriate food and water are also provided.

Please note that you must ship your animal as freight if you wish to take advantage of the services of the Frankfurt Airport Animal Station. This way it will enjoy preferential treatment:

It is unloaded from the aircraft immediately after landing.

From there, it is taken straight to the Animal Station in an enclosed vehicle (car or van) or climatized trailer.

The Frankfurt Airport Animal Station's professional staff work around the clock to ensure the wellbeing of your animal.

Procedure for Private Customers

Before you can pick up your shipments at the Animal Station, you must take care of certain formalities with the airline, the veterinary service and customs.

Please first contact the airline to find out its own procedures.

After you have obtained the flight documents from the airline (the office in CargoCity North or CargoCity South) and submitted the papers to the Animal Station, a veterinary inspection is performed on the basis of the original documents.

Customs clearance takes place afterward.

Once these have both been successfully completed, nothing is left in the way of checking out and picking up your animal shipment from the Animal Station.

Getting to the Animal Station

Please report to Gate 25 and state that you are picking up a shipment at the Animal Station. Keep your ID ready in order to obtain a permit for driving in. Follow the green signs to Building 437 — that is where you will find the Animal Station.

Customs Formalities

Customs clearance is done in Building 451, which is also inside Cargo Center 1 (please follow the green signs). The customs office is located in the building between entrances B and C; its precise name is "Lufthansa Cargo Center Import Terminal".

Check-Out and Pick-Up

Drive back to the Animal Station in Building 437. The entrance of the Frankfurt Airport Animal Station is on the left-hand side of the building (a glass door with bell). After completing the check-out and paying the amount due (please pay in cash), you may take your animals with you. Please exit through Gate 25.

Contact:

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Animal Station Manager

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