

# Concierge Service IHC Levels Breakdown

## IHC Concierge Service - Level 2

**\$170**

International destination health certificates that are fully supported by the GVL platform, with one pet allowed per IHC when completed through the platform.

### Countries that accept **electronic** USDA endorsement of IHCs

- Argentina
- Brazil
- Chile
- Colombia
- Costa Rica
- Dominican Republic
- Israel
- Japan
- Panama

### Countries that require **physical** USDA endorsement of IHCs

- |                  |                  |                           |                   |
|------------------|------------------|---------------------------|-------------------|
| • Austria        | • England (U.K.) | • Isle of Man             | • Portugal        |
| • Belgium        | • Estonia        | • Italy                   | • Scotland (U.K.) |
| • Bulgaria       | • Finland        | • Lithuania               | • Slovakia        |
| • Canary Islands | • France         | • Luxembourg              | • Slovenia        |
| • Channel Island | • Germany        | • Malta                   | • Spain           |
| • China          | • Greece         | • Netherlands             | • Sweden          |
| • Croatia        | • Guadeloupe     | • Northern Ireland (U.K.) | • Switzerland     |
| • Cyprus         | • Guam           | • Norway                  | • Turkey          |
| • Czech Republic | • Hungary        | • Poland                  | • Wales (U.K.)    |
| • Denmark        | • Ireland        |                           |                   |

### Countries where USDA endorsement is **not applicable**

- American Samoa
- Hawaii
- Guam
- Northern Mariana Islands

### IHC Concierge Service (Level 2) includes:

- Destination country veterinary import requirements research and confirmation(s)
- Pet records review and travel eligibility assessment
- Rabies vaccination certificate review and correction advisement
- Client communication (optional)
- Patient preparation timeline (if requested)
- Guided appointment instructions
- Custom patient treatment summary documents (if needed)
- Prepared VEHCS certificate
- Prefilled International Health Certificate
- Prefilled Certificate of Veterinary Inspection (CVI)
- USDA endorsement monitoring and tracking
- USDA return for correction support
- On-call appointment support with GVL's Pet Travel Consultant team

### Does not include:

- USDA endorsement fee(s)
- Prepaid mailing label fee(s)
- Lab testing fees or lab sample shipping fees
- Parasite treatment products
- Vaccination products
- Exam fees

### If applicable:

- Import permit application management and/or fees
- Import permit
- Quarantine reservation management and/or fees
- Destination country pre-alerts

## IHC Concierge Service - Level 3

\$300

All other countries are not included in IHC (Level 2) and IHC (Level 4); the number of pets per IHC is determined by the destination country's requirements.

### Countries that accept **electronic** USDA endorsement of IHCs

- Aruba
- Barbados
- Belarus
- Cayman Islands
- Ecuador
- Georgia
- Ghana
- Grenada
- Guatemala
- Guinea
- Jamaica
- North Macedonia
- Peru
- Philippines
- Saint Lucia
- St. Maarten
- Tanzania
- Uruguay

### Countries that require **physical** USDA endorsement of IHCs

- Afghanistan
- Albania
- Algeria
- Andorra
- Angola
- Antigua and Barbuda
- Armenia
- Azerbaijan
- Bahamas
- Bahrain
- Bangladesh
- Belize
- Benin
- Bermuda
- Bhutan
- Bolivia
- Botswana
- British Virgin Islands
- Burkina Faso
- Burundi
- Cambodia
- Cameroon
- Central African Republic
- Chad
- Comoros
- Congo (Democratic Republic of the)
- Djibouti
- Egypt
- El Salvador
- Equatorial Guinea
- Eritrea
- Eswatini
- Ethiopia
- Fiji
- Gabon
- Gambia
- Guinea-Bissau
- Guyana
- Honduras
- Iceland
- Indonesia
- Iran
- Iraq
- Jordan
- Kazakhstan
- Kenya
- Kiribati
- Republic of Korea
- Kuwait
- Kyrgyzstan
- Lao People's Democratic Republic
- Lebanon
- Lesotho
- Liberia
- Libya
- Madagascar
- Malawi
- Malaysia
- Maldives
- Mali
- Marshall Islands
- Mauritania
- Mauritius
- Micronesia (Federated States of)
- Moldova (Republic of)
- Mongolia
- Montenegro
- Morocco
- Mozambique
- Myanmar
- Namibia
- Nauru
- Nepal
- Nicaragua
- Niger
- Nigeria
- Oman
- Pakistan
- Palau
- Papua New Guinea
- Paraguay
- Qatar
- Russian Federation
- Rwanda
- Saint Kitts and Nevis
- Saint Vincent and the Grenadines
- Samoa
- San Marino
- Sao Tome and Principe
- Saudi Arabia
- Senegal
- Serbia
- Seychelles
- Sierra Leone
- Singapore
- Solomon Islands
- Somalia
- South Africa
- South Sudan
- Sri Lanka
- South Africa
- South Sudan
- Sri Lanka
- Sudan
- Suriname
- Syrian Arab Republic
- Tajikistan
- Tanzania
- Thailand
- Timor-Leste
- Togo
- Tonga
- Trinidad and Tobago
- Tunisia
- Turkmenistan
- Turks and Caicos
- Tuvalu
- Uganda
- Ukraine
- United Arab Emirates
- Uzbekistan
- Vanuatu
- Venezuela
- Vietnam
- Yemen
- Zambia
- Zimbabwe

### IHC Concierge Service (Level 3) includes:

- Destination country veterinary import requirements research and confirmation(s)
- Pet records review and travel eligibility assessment
- Rabies vaccination certificate review and correction advisement
- Client communication (optional)
- Import permit application guidance (if applicable)
- Custom veterinary preparation timeline (upon request)
- Custom-guided appointment instructions
- Custom patient treatment summary documents (if needed)
- Prefilled FAVN Report Submission form
- Prefilled International Health Certificate
- Prepared VEHCS certificate
- USDA endorsement tracking and monitoring
- USDA return for correction support
- On-call appointment support with GVL's Pet Travel Consultant team

### Does not include:

- USDA endorsement fee(s)
- Prepaid mailing label fee(s)
- Lab testing fees or lab sample shipping fees
- Parasite treatment products
- Vaccination products
- Exam fees

### If applicable:

- Import permit application management and/or fees
- Quarantine reservation management and/or fees
- Import permit
- Destination country pre-alerts

## IHC Concierge Service - Level 4

\$400

One pet per IHC as required by the destination country.

Countries that accept **electronic** USDA endorsement of IHCs

- Australia

Countries that require **physical** USDA endorsement of IHCs

- New Zealand

### IHC Concierge Service (Level 4) includes:

- Destination country veterinary import requirements research and confirmation(s)
- Pet records review and travel eligibility assessment
- Rabies vaccination certificate review and correction advisement
- Client communication (optional)
- Custom veterinary preparation timeline
- Custom guided appointment instructions
- Custom patient treatment summary documents (if needed)
- AU Microchip ID Verification prefilled documents + VEHCS certificates + support
- Prefilled FAVN submission form (if needed)
- Prefilled AU RNATT Declaration / NZ OVD + VEHCS certificate + support
- **Prefilled International Health Certificate**
- **Prepared VEHCS certificate**
- USDA endorsement tracking and monitoring
- USDA return for correction support
- On-call appointment support with GVL's Pet Travel Consultant team

### Does not include:

- USDA endorsement fee(s)
- Prepaid mailing label fee(s)
- Lab testing fees or lab sample shipping fees
- Parasite treatment products
- Vaccination products
- Exam fees

### If applicable:

- Import permit application management and/or fees
- Quarantine reservation management and/or fees
- Destination country pre-alerts

## Add-Ons: Prepaid Mailing Label

\$75

The carrier utilized is FedEx, with labels designated for Priority Overnight service. Both the client and clinic are included in the tracking email notifications.

- **Prepaid FedEx Label**

**Green Banner** - Countries that accept **electronic** USDA endorsement of IHCs

**Orange Banner** - Countries that require **physical** USDA endorsed IHC

## Add-Ons: USDA Endorsement Fee

Adding the endorsement fee is optional. The fee is paid directly to the USDA at cost and will be included on your invoice.

- **USDA Endorsement Fee**
  - **\$101** for countries not requiring a lab test (i.e. rabies titer)
  - **\$160** for countries requiring a lab test
  - **\$206** for countries requiring 3-6 lab tests