

# Concierge Service IHC Levels Breakdown

## IHC Concierge Service - Level 2

**\$270**

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 <b>electronic</b> USDA endorsement of IHCs	Countries that require <b>physical</b> USDA endorsement of IHCs			
<ul style="list-style-type: none"> <li>• Argentina</li> <li>• Brazil</li> <li>• Chile</li> <li>• Colombia</li> <li>• Costa Rica</li> <li>• Dominican Republic</li> <li>• Israel</li> <li>• Japan</li> <li>• Panama</li> </ul>	<ul style="list-style-type: none"> <li>• Austria</li> <li>• Belgium</li> <li>• Bulgaria</li> <li>• Canary Islands</li> <li>• Channel Island</li> <li>• Croatia</li> <li>• Cyprus</li> <li>• Czech Republic</li> <li>• Denmark</li> <li>• England (U.K.)</li> </ul>	<ul style="list-style-type: none"> <li>• Estonia</li> <li>• Finland</li> <li>• France</li> <li>• Germany</li> <li>• Greece</li> <li>• Guadeloupe</li> <li>• Guam</li> <li>• Hungary</li> <li>• Ireland</li> <li>• Isle of Man</li> </ul>	<ul style="list-style-type: none"> <li>• Italy</li> <li>• Lithuania</li> <li>• Luxembourg</li> <li>• Malta</li> <li>• Netherlands</li> <li>• Northern Ireland (U.K.)</li> <li>• Norway</li> <li>• Poland</li> <li>• Portugal</li> </ul>	<ul style="list-style-type: none"> <li>• Scotland (U.K.)</li> <li>• Slovakia</li> <li>• Slovenia</li> <li>• Spain</li> <li>• Sweden</li> <li>• Switzerland</li> <li>• Turkey</li> <li>• Wales (U.K.)</li> </ul>
Countries where USDA endorsement is <b>not applicable</b>	<ul style="list-style-type: none"> <li>• American Samoa</li> </ul>	<ul style="list-style-type: none"> <li>• Hawaii</li> </ul>	<ul style="list-style-type: none"> <li>• Guam</li> </ul>	<ul style="list-style-type: none"> <li>• Northern Mariana Islands</li> </ul>

### 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

\$325

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
- 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
- China
- Comoros
- Congo (Democratic Republic of the)
- Djibouti
- Egypt
- El Salvador
- Equatorial Guinea
- Eritrea
- Eswatini
- Ethiopia
- Fiji
- Gabon
- Gambia
- Guinea-Bissau
- Guyana
- Honduras
- Iceland
- India
- 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 Sudan
- Sri Lanka
- Sudan
- Suriname
- Syrian Arab Republic
- Taiwan
- 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

\$425

One pet per IHC as required by the destination country.

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

- Australia
- Jamaica

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

- New Zealand
- South Africa

### 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