QMS FAQ

1. What is QMS?

   Quarantine Management System (QMS) is an electronic platform which provides local and overseas customers 24/7 access for online reservation of quarantine rooms for their pets, if the pets are subject to quarantine after import into Singapore. QMS enables electronic submission of supporting documents, self-service checks on application status and online payment of quarantine fees.

2. What kinds of pets need quarantine, and for how long?

   Dogs and cats brought in from Schedule II countries may require a 10-day quarantine subject to compliance to veterinary import conditions, while those from Schedule III countries are subject to a 30-day quarantine.

   For more information, you may wish to check our website at:
   https://avs.nparks.gov.sg/pets/importing-exporting-a-pet/import/dogs-and-cats/

3. How do I apply for my quarantine reservation?

   - ▭ Create a new account using your SingPass or passport in QMS, if you are reserving a quarantine space for the first time.
   - ▭ Login with your newly created account.
   - ▭ Under New Reservations, click on the quarantine you wish to apply for.
   - ▭ Enter 'Country of Export', 'Quarantine Duration', 'Date of Arrival'
   - ▭ Enter 'No. Of Dogs/Cats' and the number of kennels/catteries under 'Kennel/Cattery (Air-con/Fan)'
   - ▭ Select preferred arrival date from available dates generated by the system
   - ▭ Key in pet's details e.g. breed, DOB, microchip number
   - ▭ Key in your particulars under 'Pet owner's details'
   - ▭ Upload supporting documents
   - ▭ Estimated quarantine fee can be viewed under 'Show Fee Estimation'
   - ▭ Click 'Submit' to submit application for reservation of quarantine space

4. How far in advance can I reserve quarantine space?

   QMS enables customers to confirm their reservation of quarantine space as early as 6 months in advance, subject to online payment.

5. What documents do I need to submit?

Supporting documents required for reservation of quarantine space include:

- ▭ Valid rabies vaccination record/certificate, including details of pet and microchip number
- ▭ Valid rabies serology test report
- ▭ Photo showing clearly the face and body of the dog (mandatory only for mixed/cross breed dogs)
- ▭ Documentary proof showing pedigree/ lineage (mandatory only for Bengal/Savannah cat crosses)
- ▭ Any other supporting documents as requested by AVS

6. How much will the quarantine cost?

The cost of quarantine depends on the quarantine period and other services whererequired, as listed in the table below:

Service	**Charges (SGD)**
Quarantine fee, dogs & cats (air conditioned)	$35.00 /day / pet
Quarantine fee, dogs & cats (non-air conditioned)	$26.00 / day / pet
Transportation fee	$75.00

All charges are inclusive of GST.

7. How much is the deposit payment?

A deposit must be paid prior to confirmation of the reservation. The deposit will include 10 days quarantine fee and the transportation fee from point of import to the Animal Quarantine Centre.

8. Is my deposit refundable?

   Refund of deposits would not be granted, should there be cancellation less than 30 days before the date of confirmed reservations.

9. How can I make payment for my reservation?

   If you already have a GIRO arrangement with AVS, you can make payment for your reservation via GIRO. If you are not a GIRO customer, you can choose to pay online through PayPal via QMS.

10. How do I amend my reservation?

    Amendments to a confirmed application can be made by logging into QMS and retrievingyour application using the Quarantine Reservation Code (QRC). While amendments may be made to various fields in the application, some amendments which affect the date of arrival or quarantine room type may incur an amendment fee of $65.

    For amendments submitted more than 30 days prior to the arrival date, the first amendment will not incur any charges, while subsequent amendments would incur an amendment fee.

11. How do I cancel my reservation?

    Cancellation of a confirmed application can be made by logging into QMS and retrieving your application using the Quarantine Reservation Code (QRC), then cancelling the reservation.

12. Where is AVS' quarantine centre, and what facilities/amenities are there?

    Animal Quarantine Centre (AQC) is located at 2 Jln Lekar, Singapore 698919.

    AQC is accessible by buses 172, 975 (alight at Home Team Academy) or by Choa Chu Kang MRT Station (transfer to bus 172). Alternatively, customers can alight at opposite Phoenix Station then transfer to bus 975.

    Visiting hours at AQC are from 3pm to 5pm on Tuesdays and Thursdays, and 2pm to 5pm on Saturdays. AQC is closed on Sundays and Public Holidays. Only authorized staff, pet owners and registered visitors are allowed to enter the quarantine premises.

    Grooming or bathing services are not provided at AQC. However, pet owners or their representatives can make arrangements with our staff to use the grooming rooms. Grooming rooms have shower/bathing facilities. Customers must make grooming room bookings at least 2 days in advance to use these facilities.

    There are 4 exercise fields at AQC available for you to walk your dog. Exercise fields are reserved on a first-come, first-served basis on the day of visit. Pet owners are allocated 15 minutes for the exercise field and 30 minutes for the grooming room. The use of exercise fields and

grooming rooms are free of charge.

13. How do I apply for an AVS import permit for my pet?

    Import licence application can be made online via the GoBusiness Licensing Portal at: https://licensing.gobusiness.gov.sg/

14. My pet is originally from Singapore. Does it still need to be quarantined after we return from a short holiday overseas?

    Regardless of whether your pet originated from Singapore, it would still need to comply with AVS' import conditions relevant to the country it is coming from. Please note that pets coming from countries under Schedule III require quarantine upon arrival.

15. How can I check the status of my reservation?

    Owners can check their quarantine reservation status by logging into QMS and retrieving the application using the Quarantine Reservation Code (QRC).