

Lucky's Pet Limo - Frequently Asked Questions

Q: Is smoking allowed in the transport vehicles?

A: No. Smoking of any kind is strictly prohibited in all transport vehicles.

Q: Will my pet be the only animal in the vehicle?

A: In most cases, yes. Occasionally, a ride-share may be arranged, but only with prior approval from both parties and current health certificates. Private transport is always available by request.

Q: Will my dog be crated?

A: Crates are used when it's the safest option or if requested by the owner. We also offer seatbelt tethers for secure but more flexible movement during travel. Small pets in carriers ride up front, buckled in.

Q: Can I ride along with my pet?

A: Unfortunately, no. Due to commercial insurance requirements, we are not authorized to transport human passengers.

Q: For flights, does my pet ride in the cabin?

A: Small pets do! They travel in an airline-approved soft carrier under the seat and are checked on regularly throughout the flight.

Q: What about larger dogs-can they fly too?

A: Medium and large dogs cannot fly in-cabin, but several airlines offer climate-controlled cargo options. We've had success with carriers like Alaska and American Airlines for rescue transports.

Q: Are you licensed and insured?

A: Yes. All drivers are covered by business and commercial auto insurance. USDA and health certificate requirements are met where applicable.

Q: Do pets get breaks during long drives?

A: Absolutely. We stop regularly for potty breaks, water, and stretching. Pets are never left unattended.

Q: Do you only transport dogs and cats?

A: No! We've safely transported guinea pigs, iguanas, ducks, goats, birds, and more. We do not transport livestock at this time-but we're always expanding!

Q: How do I pay?

A: We accept credit cards, Venmo, Zelle, CashApp, and PayPal. A 50% deposit is required at booking. Final balances are due on the day of transport. We do not accept checks or money orders.

Q: Will I get updates during the trip?

A: Yes! We provide regular text and photo updates. Most trips also include GPS tracking so you can follow along.

Q: Is there a cancellation fee?

A: For most trips, deposits are non-refundable due to scheduling and trip planning. We understand emergencies happen and aim to be fair when possible.

Q: Do you support animal rescues?

A: Yes! We donate time, supplies, and funds to rescue groups. Discounted transport is available for approved rescues when scheduling allows.

Q: What do you charge per mile for ground trips?

A: Ground transport starts at \$0.65 per mile, with rates increasing slightly for longer distances, remote pickups, or overnight drives. You'll receive a personalized quote before booking.

Q: Do you transport across state lines?

A: Yes. We are fully equipped for interstate transport. Health certificates may be required depending on the state, and we'll guide you through that process.

Q: How far in advance should I book?

A: As early as possible! We're often booked out 1-2 weeks ahead, especially for long-distance and holiday travel. If your pet is flying with a nanny, booking early helps secure lower airfare for the transporter. (Pet-in-cabin fees are set by the airline and typically range from \$95-\$150 per flight segment.) Last-minute bookings may require a rush fee if space is available.

Q: Do you offer emergency or same-day transport?

A: In some cases, yes. Emergency or same-day trips depend on availability and location. Call or text to check-we'll do our best to help.

Q: Can you help with airport pickup or drop-off?

A: Absolutely. We offer ground transport to and from airports for pets flying with or without an escort. We're familiar with pet-friendly airline rules and pickup zones.

Q: What paperwork do I need?

A: Most pets need a valid rabies certificate, and some interstate or airline transports require a USDA-approved health certificate. We'll let you know exactly what's needed for your trip.

Q: How do I know my pet is safe?

A: All drivers follow strict safety protocols including secure crates or tethers, no smoking, no unattended pets, and regular wellness checks. Every transporter is vetted before being assigned, and we treat every animal like our own.

Q: Do you help with emergency evacuations?

A: Yes. Lucky's Pet Limo is a FEMA-registered transport provider and actively supports pet evacuations during hurricanes, wildfires, and other natural disasters. We prioritize rescue groups, shelters, and families with urgent transport needs during declared emergencies.

Q: Do you offer discounts for multiple pets or round trips?

A: Yes! Multi-pet and round-trip discounts are available. Just let us know during the quote process

so we can bundle pricing for you.

Q: Can you handle special needs pets?

A: Yes. We have experience transporting blind, deaf, elderly, post-op, and mobility-impaired animals. Please note any special needs when booking so we can plan accordingly.