

An certified service dog, travelling with its handler, can be authorised to be quarantined at home (as opposed to staying at a quarantine station) upon importation to Iceland, if the required conditions are met. Home quarantine facilities shall be prepared in an accommodation where the handler/importer will live during the quarantine period.

Service dog (as defined in [regulation no. 200/2020 on importation of dogs and cats](#)) a guide dog for the blind, a hearing dog for the deaf or an assistance dog for people with mobility impairments, epileptics and diabetics, which helps individuals with the aforementioned diagnoses to navigate their surroundings and has received certified training that is approved by the Icelandic Food and Veterinary Authority (MAST).

The following are guidance notes on the importation and quarantine of service dogs. The same health requirements apply to service dogs as to other dogs imported to Iceland. The requirements are different for category 1 and category 2 countries, i.e. whether the dog has stayed in a category 1 or 2 country the last six months before importation. Refer to guidance notes [D1](#) (category 1 countries) or [D2](#) (category 2 countries) as applicable for information on vaccinations, sampling and other health requirements. For information on country categories, see page 4.

- **A permit for home quarantine is only applicable to a certified service dogs travelling with its handler.**
- **Make sure that the dog breed is authorised for import to Iceland (refer to guidance notes D1/D2)).**
- **An authorised veterinarian in the country of export must perform all required veterinary procedures.**
- **The veterinarian must use the correct certificate form (D1 or D2 as applicable, on the MAST website).**
- **The signed certificate with official endorsement must be sent to MAST 5-10 days prior to import for approval.**
- **If the required documentation is received by MAST later than 5 days prior to the scheduled date of arrival, the importation of the animal may be rejected.**
- **These guidelines are based on [Regulation no. 200/2020 on the import of dogs and cats](#) (with later amendments) and [Regulation no. 201/2020 on quarantine and quarantine stations for pets](#).**

1. Application for importation and home quarantine of a service dog – payment

- The first step in the import process is to apply for an import permit. Applicants with an Icelandic ID no, (kennitala) shall apply for an import permit on the [MAST online portal](#). The application is no. 2.34 (*Umsókn um leyfi til innflutnings og heimaeinangrunar á hjálparhundi*).
- Other applicants shall use the application form on the English MAST website. A scanned copy of the signed application shall be sent to petimport@mast.is.
- An application must be submitted at least 30 days before intended importation date
- The following are the necessary information for an import permit/home quarantine application: dog breed, country of export, microchip number, importers name, address.
 - 1) Country of export
 - 2) Dog breed
 - 3) Microchip number
 - 4) A scanned copy of the service dog licence.
 - 5) Address of home quarantine
 - 6) Name and contact information (tel.no. and e-mail address) of the home quarantine veterinarian.
 - 7) Intended date of importation

- When the application has been received by MAST, the importer will be contacted to schedule an inspection of the home quarantine. Upon approval of the home quarantine and confirmation of the home quarantine veterinarian, a payment request is sent to the applicant. The payment is for the following:
 - Inspection of home quarantine (hourly rate + driving fee)
 - Import control (37.400 ISK). This covers administration as well as the import control on arrival to Keflavik airport and upon discharge of the dog from home quarantine.
- Once payment has been received by the MAST, an import permit is issued. The import permit is subject to the conditions that the dog fulfills all the import requirements according to Regulation no. 200/2020 on the import of dogs and cats.
- The import permit is valid for one year after the date of issue
- When payment has been received by MAST, an import permit is issued. The import permit is subject to the conditions that the dog fulfills all requirements regarding importation and home quarantine in according to regulations no. 200/2020 (with later amendments) and 201/2020.
- The import permit is valid for one year after the date of issue.

2. Home quarantine inspection

- The home quarantine facilities must be inspected by MAST at least 14 days before the intended date of importation as long as the application was received by MAST no later than 30 days before importation.
- The dog must stay in the home quarantine for a minimum of 14 days.
- Home quarantine facilities shall be prepared in an accommodation where the importer will live during the quarantine period.
- The dog shall be kept indoors but shall have access to a defined, fenced outdoor area. The facility shall have direct access to the outdoor area.
- When the dog is released into the outdoor area, it shall be kept on a leash, except when using an outdoor cage that fulfils the conditions of article 12 of regulation nr. 201/2020.
- No other animals may be allowed into the facility during the quarantine period.
- During the quarantine period, owners/keeper of other dogs or cats shall not have access to the facility. Special care must be taken regarding cleanliness and biosecurity during the quarantine period. Feces and other waste shall be disposed of in double layer plastic bags.
- The importer shall ensure that MAST is given access to the home quarantine facilities to carry out monitoring during the quarantine period..

3. Home quarantine veterinarian. Health check, testing and treatment of dog in home quarantine.

- The importer shall nominate a home quarantine veterinarian who shall carry out examinations, testing and treatment of the service dog, as well as being on-call for emergencies.
- Home quarantine veterinarians shall be authorised veterinarians in Iceland and shall have attended a MAST presentation on the role of veterinarians and operating procedures for quarantine stations. The home quarantine veterinarian shall ensure that rules on disease prevention during home quarantine are followed, and shall provide the appropriate disease prevention equipment.
- The importer shall submit a signed agreement with the home quarantine veterinarian along with the application for import and home quarantine of the service dog.
- Within three days of the start of the quarantine period the service dog shall be examined by the home quarantine veterinarian. If the veterinarian considers the dog unfit to be kept in quarantine, he/ she shall immediately notify MAST thereof.
- Fecal samples for testing of internal parasites shall be sent to a laboratory approved by MAST, within three days of the start of the quarantine period (or on the first business day thereafter). If analysis shows the presence of a parasite in the service dog, the home quarantine veterinarian shall take the appropriate measures in collaboration with MAST.

- Before discharge from quarantine, the home quarantine veterinarian shall ensure that the service dog is registered into a central microchip database approved by MAST.
- Within three days of release from home quarantine the service dog shall be examined by the home quarantine veterinarian, and treated for internal and external parasites, using an anti-parasitic medication approved by MAST. A MAST veterinary officer shall be present during this examination and verify full compliance with all the provisions of the regulations on the importation and quarantining of dogs.
- If the service dog is suspected to have a contagious disease, the home quarantine veterinarian shall notify MAST thereof as soon as possible, which decides on a course of action. If deemed necessary, the quarantine period shall be extended in order to reach a diagnosis and prevent transmission.
- The home quarantine veterinarian shall notify MAST as quickly as possible of any illness of the service dog. The veterinarian shall carry out a health examination and start analysis and treatment if necessary. MAST shall be informed of the results of analysis and treatment.
- If treatment is needed that cannot be carried out at the home quarantine facilities, MAST's approval shall be acquired before any measures are taken to move the animal to a veterinary clinic. MAST shall oversee all transfers from quarantine stations for such treatment. The service dog's importer's approval for such treatment must be acquired beforehand. The importer bears all the costs of medical treatment due to illness or injury.

4. Submission of D1 certificate to MAST no later than 5 days prior to date of importation

- A scanned copy of the signed and endorsed Certificate of Health and Origin (D1 or D2 as applicable) together with the relevant laboratory results, must be sent to MAST for review and approval no later than 5 days prior to date of arrival of the dog.
- All documents must be sent as an attachment via email to petimport@mast.is
- If the documents are received later than 5 days prior to the scheduled date of arrival, MAST may reject the importation.
- All import correspondence is dealt with during MAST business hours (weekdays only).
- If all paperwork is satisfactory, the Certificate of Health and Origin is signed by MAST and a notification of approval sent to the importer.

5. Transportation of dog to Iceland / Transport cage / Accompanying documents

- Transport arrangements to Iceland must be made in a timely manner.
- When determining the the import date, take into account the deadlines in relations to the vaccinations, testing, treatment etc.
- Dogs may only be transported to Iceland by airtravel. Keflavik airport is the only approved entry port for pets.
- If the dog requires to transit through another country prior to arriving in Iceland, the importer must ensure that import conditions applicable to the country in question are complied with.
- The flight number, day of arrival and estimated time of arrival, shall be recorded in the Certificate of Health and Origin.
- If the service dog is transported in a transport cage, it must fulfill IATA requirements and be large enough for the dog to be able to stand, lie down and turn around. The cage should be made of hard, non-collapsible material which is easy to clean and disinfect. If the cage cannot be cleaned and disinfected, it will be disposed after importation. Soft cages or dog bags are not allowed. Further requirements for pet carriers are provided in Regulation no. 80/2016 on the welfare of pets.
- Permitted time for arrival of animals at Keflavik airport is between 06:00 and 17:00 on the quarantine admission dates. It is possible to apply directly to MAST for permission for arrival outside of these specified hours, but such permission is not guaranteed. This will result in considerable additional costs payable by the importer, in relation to inspection and supervision, since import control will then be carried out outside normal working hours.
- The following documentation must accompany the dog to Iceland:
 - Import permit (can be a copy)
 - Original Certificate of Health and Origin (D1).

- Original (or certified copy) laboratory report for rabies antibody titre test.
- Original (or certified copy) laboratory report for other required tests (*B.canis*, *Leishmania* spp. *A.vasorum* if applicable)
- Customs declaration. If the owner has owned the animal for less than 12 months, he/she must pay VAT on the purchase price of the animal upon importation. Immigrants are required to submit a customs report to the Director of customs, including a receipt containing the names and address of the seller and the buyer, the issue date of the receipt and when the sale took place. Payment must be made before the pet is released from quarantine. For information please contact Icelandair Cargo ehf. at tollskyrsla@icelandaircargo.is. If the owner has owned the animal for more than 12 months, he may need to provide supporting documentation.

6. Import inspection and transportation to quarantine station

The import inspection of a service dog that is going to home quarantine, shall be conducted by a MAST veterinary officer on arrival at Keflavik airport. This inspection includes verifying the dogs microchip number and all required import documents in addition to confirming that the service dog does not show any obvious sign of infectious disease. If any issues arise during the inspection, appropriate measures will be taken. If the dog needs to be kept temporarily by MAST, it will be taken to the pet reception center at Keflavik Airport under the supervision of MAST.

Article 13 of [regulation no. 201/2020](#) stipulates the conditions that apply to the transportation of a service dog to home quarantine facilities. Certain requirements regarding biosecurity, safety and welfare are made to vehicles for such transportation. If the importer cannot provide transportation, they are advised to contact the Quarantine stations for pets ([Hafnir](#) or [Mósel](#)) as they can provide transportation.

7. Approved exporting countries.

Category 1 countries

- Australia, Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Faroe Islands, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Japan, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway (excl. Svalbard), Portugal, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, United Arab Emirates, United Kingdom..

Category 2 countries

- Canada, Greenland, Poland, Romania, Singapore, Turkey, USA