

30 October 2007

Dear Customer

**Rabies Serology samples from non EU countries.**

Following concerns, raised with us by several customers, regarding issues with courier companies refusing to transport samples through Heathrow airport I have discussed the queries with the Animal Health Import Team and DEFRA and have clarified issues as follows:

- There have been changes planned for the clearance of Animal Product Samples through the Border Inspection Post (BIP) at Heathrow Airport.
- Any changes have been rescinded until 29<sup>th</sup> February 2008.
- We have expressed concern over not being included in consultation on this and will endeavour to keep you up to date on future changes via the website.
- In any event samples (incl. blood/serum) will be allowed entry, even then, as long as accompanied by the suitable authorisation from DEFRA or Animal Health.
- Our Import licence POAO /2007/252 available from our website or by email is suitable supporting documentation.
- This licence is currently being renewed and will be updated on the website in the next few days.
- Please use a copy of this letter and the relevant licence in correspondence with your courier companies.
- If they still question the movement of samples refer them to the Animal Health Import Team.

Tel: 01245 358383

Fax: 01245 351162

Email: [AHITChelmsford@animalhealth.gsi.gov.uk](mailto:AHITChelmsford@animalhealth.gsi.gov.uk)

Thank you to those who made us aware of the issues. I hope this helps you resolve them and as ever we look forward to being of continued service to you.

Yours sincerely,



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Business Development Manager

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INVESTOR IN PEOPLE

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