



Animal &
Plant Health
Agency

APHA Briefing Note 42/25

Pet Travel Abroad: DEFRA Form to Replace Outlook Mailbox

Date issued: 30 October 2025

Purpose

We are writing to you to tell you that the Animal and Plant Health Agency (APHA) will be changing the way that customers and veterinarians in private practice contact us regarding pet travel abroad.

Background

From the 5th November 2025, Customers/Vets who need help or advice about travelling with their pets abroad will be able to use a new contact form.

The contact form will replace the pettravel@apha.gov.uk mailbox and customers can find the contact form on the <https://www.gov.uk/guidance/contact-apha> website.

Customers can still continue to contact us by phone using the telephone details on the <https://www.gov.uk/guidance/contact-apha> website. Telephone details have not changed.

Action

If you have APHA contact details on your websites, you may need to change these details to inform customers about the change.

As of 5th November 2025, veterinarians in private practice will also need to use the Contact Form and not use the current mailbox address.

Further Information

If you have any questions about these changes, you can contact pet-travel-help@apha.gov.uk for more information.