

# From Arizona to the UK: Adapting Mid-Route for a Better Outcome

How quick problem-solving kept Orion's journey on track

## At a glance

Gary Crizzle relocated his German Shepherd, Orion, from Chandler, Arizona to Immingham, Lincolnshire, UK. Despite a paperwork delay that disrupted the original plan, Starwood quickly adjusted logistics to ensure a smooth and successful delivery.

## Key metrics



**1 DOG  
RELOCATED**

Orion (German Shepherd)



**3 AIRPORTS  
NAVIGATED**

LAX → Frankfurt →  
Manchester



**ROUTE ADJUSTED**

Direct to Heathrow + home  
delivery

## CHALLENGES



A delay in required paperwork—caused by veterinary timing—impacted the original travel schedule.

- Paperwork not submitted on time
- Missed original flight
- Required rebooking and route adjustment

## SOLUTIONS



Starwood quickly pivoted to minimize disruption and improve the outcome.



**Route  
Rebooking**



**Simplified  
routing**



**Coordinated  
home delivery**

## BENEFITS



### Fast Problem Resolution

1

Quick adjustments avoided extended delays and kept the move on track.

### Smarter Routing

2

A revised plan eliminated overnight stops and simplified travel.

### Time-Saving Support

3

Handled paperwork and vet coordination, reducing stress and effort.



**STARWOOD**  
PET TRAVEL



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Cape Coral, Florida, USA

**“I believe they did a great job... they handled the paperwork and vet coordination, saving us a lot of time and ensuring everything was done correctly.”**