

# From Colorado to France: A Pet Relocation Turnaround Story

A real journey of navigating the unknown—and finding the right support

## At a glance

Beverly Endsley relocated her two dogs, Nellie and Laurel, from Evergreen, Colorado to Caen, France. After initially attempting to manage the process independently, she encountered unexpected complexities before turning to Starwood Pet Travel.

## Key metrics



### 2 DOGS RELOCATED

Nellie (Chihuahua) & Laurel (Bernese Mountain Dog)



### 3 AIRPORTS NAVIGATED

Denver (DEN) → Frankfurt (FRA) → Paris (CDG)



### INTERNATIONAL MOVE

USA → France (Evergreen, CO → Caen)

## CHALLENGES

Beverly initially attempted to coordinate the move on her own to save costs—but quickly ran into major obstacles.

- Complex kennel size requirements
- Confusing customs regulations on both ends
- Strict veterinary timing and documentation
- Gaps in coverage from other transport providers

“I had no idea how much I didn’t know. It was overwhelming.”

## SOLUTIONS

Once Beverly began working with Starwood, the process became structured and manageable.



Guided Dashboard



Dedicated Coordinator



Full-team Support

## BENEFITS

1

### Clear Process & Organization

A guided dashboard broke the process into manageable steps with timelines, eliminating confusion.

2

### Dedicated, Hands-On Support

Consistent communication and personalized help created a sense of confidence throughout the move.

3

### Full-Service Coordination

Support across multiple teams ensured nothing was missed—from paperwork to logistics.

**“Working with Starwood was a dream. If I find another move in my future, I will call them on day one.”**



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