

From Tennessee to the Philippines: Navigating Weather Delays

How quick action kept Rukia's journey moving forward

At a glance

James McKinney relocated his German Shepherd, Rukia, from Cleveland, Tennessee to Nasugbu, Philippines. A snowstorm delayed critical paperwork, but fast intervention kept the move on track.

Key metrics



**1 DOG
RELOCATED**

Rukia (German Shepherd)



**3 AIRPORTS
NAVIGATED**

ATL → AMS → MNL



**INTERNATIONAL
MOVE**

USA → Philippines

CHALLENGES



Severe weather caused delays in required documentation.

- Snowstorm delayed paperwork
- Travel timeline disrupted
- Required quick turnaround to resume plans

SOLUTIONS



Starwood acted quickly to resolve the issue and minimize delays.



**Resolved
Paperwork
Delays**



**Reinitiated
travel plans**



**Got travel back
on track**

BENEFITS



1

Fast Issue Resolution

Quick action resolved the paperwork delay and got travel plans back on track without extended disruption.

2

Reliable Care During Delays

Boarding partner provided consistent updates and attentive care, ensuring Rukia was safe and comfortable throughout the delay.

3

Smooth Final Delivery

From airport arrival to home drop-off, the final handoff was handled smoothly, leaving the family confident in her care.

“The boarding team provided great updates... and my family was very happy with how she was handled from arrival at the airport to delivery at our home.”



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PET TRAVEL



info@starwoodpet.com



www.starwoodpet.com



Cape Coral, Florida, USA