

1.0 Licence Display

1.1 The licence, or a copy of the licence, and the conditions should be suitably displayed to the public in a prominent position in the licenced premises.

2.0 Accommodation

N.B. When designing and installing accommodation, consideration should be given to using systems that would allow easy removal of the animals in the case of an emergency. This does not apply to aquariums and ponds.

2.1 Animals must at all times be kept in accommodation and environment suitable to their species with respect to situation, size, temperature, lighting, ventilation and cleanliness and not exposed to draughts. All accommodation must be kept in good repair.

2.2 If animals are displayed outdoors, they must have protection appropriate to their species.

2.3 Housing must be constructed of non-porous materials or be appropriately treated.

2.4 In order to control the spread of disease, and to prevent injury, animals must not be kept in housing in such a way that other animals or the public can disturb them.

2.5 All livestock for sale must be readily accessible and easy to inspect, with cages sited so that the floor of the cage is readily visible. Any cages not complying should be easily accessed via a small kick stool or taken out of use.

2.6 Accommodation must be cleaned as often as necessary to maintain a very **good** standard of hygiene.

2.7 Where accommodation is on a tiered system, water food or other droppings must not be allowed to enter the lower housing.

2.8 Environment enrichment must be carried out. The range of behavioral opportunities for a lot of livestock will be increased by enriching the environment with accessories. All accessories provided in the accommodation must be suitable for the species. and be capable of being cleansed thoroughly between occupants.

2.9 No species of bird shall be housed in accommodation which does not afford that species sufficient space for natural free and full wing stretching and the number of birds housed shall be such that overcrowding does not significantly reduce that freedom. Long tailed birds or birds in full plumage must be provided with proper placed perches and feeding and watering points to prevent that plumage being fouled or otherwise damaged.

2.10 For perching birds, a sufficient number of suitable perches **of varying thickness** must be provided at such a height that the bird can rest without its head touching the top of the accommodation, and/or its tail touching the bottom of the cage.

2.11 A quality padded net should be used when catching birds in an aviary.

2.12 The maintenance of water quality standards is essential and is a simple but effective way to determine stocking densities. Water quality testing should be carried out at least once a week in

centralised systems and 10% of individual tanks should likewise be tested. Test results must be recorded in a register with the corrective action taken. If applicable further tests must be carried out when visual inspection of the tanks indicates the need.

NB Advice and guidance on water quality criteria can be obtained from the Ornamental Aquatic Trade Association Ltd. from the address at Annex 1.

2.13 All livestock should be housed in accommodation appropriate to size, age, and type of species; and to avoid overcrowding. There should be sufficient space for free and natural movement that should not be restricted by either the size of the accommodation or the number of animals in that holding.

2.14 Correct temperature for the species must be maintained.

3.0 Exercise Facilities

3.1 Suitable and sufficient facilities must be available where appropriate.

For Example, puppies, kittens, rabbits and ferrets must be provided with additional exercise facilities appropriate to their size, age and breed. (see schedules for species attached)

4.0 Register of Animals

4.1 A livestock purchase register must be maintained for **all** livestock.

A sales register must be maintained for:

- Puppies
- Kittens
- Psittacines
- Species contained in the Schedule to the Dangerous Wild Animals Act 1976 (as modified)

N.B The purpose of the register is to ascertain the source of livestock and for emergency contact of the purchaser. The name, address and telephone number of the purchaser must be obtained.

5.0 Stocking Numbers and Densities

5.1 The maximum numbers of animals to be stocked on the premises will be governed by the accommodation available.

No other animals, other than those specified in the licence, may be stocked without prior written permission.

6.0 Health, Disease and Acclimatisation

6.1 All stock offered for sale must be in good health and free from obvious parasitic infestation as far as can be reasonably determined without veterinary inspection.

6.2 Any sick or injured animal must receive appropriate care and treatment without delay.

Inexperienced staff must not treat sick animals unless under appropriately experienced supervision. In case of doubt, veterinary advice must be sought.

6.3 Facilities must be provided to isolate sick animals.

N.B. For ornamental fish, in-line UV treatment or other sterilising devices effectively provide a means of isolating individual tanks in multiple tank systems. They must be of a proper size and maintained in accordance with manufacturers' recommendations.

6.4 **All** animals must receive appropriate inoculations where required for the species, as advised by the veterinary surgeon.

6.5 Any animal with a significant abnormality which would materially affect its quality of life, must not be offered for sale. When in doubt, veterinary advice must be sought.

6.6 upon entering the premises all animals must be allowed **an** acclimatisation period before sale.

6.7 All reasonable precautions must be taken to prevent the outbreak and spread of disease. No animal which is suffering from, or could reasonably be suspected of having come into contact with any other animal suffering from an infectious or contagious disease, or which is infected with parasites, shall be brought into or kept on the premises unless effectively isolated.

NB A good system to have is an "all in all out" policy.

6.8 Litters of animals should be kept separate from other litters at all times.

6.9 All necessary precautions must be taken to prevent harbourage, or the introduction to the premises, of rodents, insects and other pests (except those being sold).

7.0 Food and Drink

7.1 Animals must be supplied with adequate amounts of food and drink, appropriate to their needs, and at suitable intervals.

7.2 All food must be suitable for the species concerned.

7.3 Food and drink receptacles must be constructed and positioned to minimise faecal contamination and spillage. Water bottles must be used wherever possible and water replenished daily.

7.4 A suitable and sufficient number of receptacles must be provided and cleaned at regular intervals.

8.0 Food Storage

8.1 All food, excluding live foods intended for feeding to livestock on the premises or for sale, must be stored in impervious closed containers.

8.2 The containers and equipment used for feeding must be kept in a clean and sound condition.

9.0 Observation

9.1 All livestock must be attended to at regular intervals, at least once daily, appropriate to the species.

NB In the case of puppies, kittens, rabbits and ill/isolated livestock regular checks must be made at 3/4 hour intervals.

A system of recording observation is to be maintained.

10.0 Excreta and Soiled Bedding

10.1 All excreta and soiled bedding must be kept in a hygienic manner and stored in impervious containers with close fitting lids - away from direct sunlight.

10.2 Excreta and soiled bedding must be removed from the premises on a regular basis, at least weekly and disposed of to the satisfaction of the authority, and in accordance with current regulations and good waste management practice.

10.3 All containers must be kept in a clean condition.

11.0 Transportation

11.1 When receiving stock, the licensee must make every effort to ensure that it is transported in a suitable manner. It is recommended to record the registration number of vehicles transporting livestock.

11.2 Any livestock received or consigned shall be transported according to the regulations laid down in current legislation; such as the Welfare of Animals (Transport) Order 1997.

N.B. For air transportation, the IATA live animals regulations must be followed as a minimum legal standard.

12.0 Transportation Containers

12.1 Livestock must be transported or handed to purchasers in suitable containers.

NB As well as consideration been given to the type of livestock and the container used, an assessment should be made of the duration of time the livestock is to be in the container and advice given to the purchaser.

13.0 Sale of Livestock

13.1 No mammal shall be sold unweaned or, if weaned, at an age at which it should not have been weaned.

13.2 In the case of all livestock, they must be capable of feeding themselves.

13.3 All animals not offered for sale (for whatever reason) should have a sign displayed stating the fact. All resident animals shall be notified to the LA.

14.0 Dangerous Wild Animals

14.1 UNDER NO CIRCUMSTANCES IS ANY DANGEROUS WILD ANIMAL TO BE KEPT ON THE PREMISES WITHOUT THE PRIOR WRITTEN PERMISSION OF THE AUTHORITY.

NB When applying for the addition of any DWA animal to be included in the licence a specific schedule of conditions will be drawn up appropriate to the species concerned.

15.0 Pet Care Advice

15.1 Pet care leaflets on all stock for sale or other similar written instruction must be made available to customers free of charge at time of purchase, this is in addition to any offer to purchase pet care books or leaflets.

15.2 Purchasers must be given proper advice on the care of the animal and, where necessary, on the maintenance and use of any accessories.

15.3 Appropriate reference materials must always be available for use by staff.

N.B. Further advice can be obtained from the organisations listed in Annex 1 of this document.

16.0 Staff Training and Livestock Knowledge

16.1 No animal should be stocked or sold unless the staff (or at least one member of the staff) is familiar with the care and welfare of the animals stocked and has a recognised qualification or suitable experience.

16.2 In respect of new applications at least one member of staff working at the licensed premises must hold the City & Guilds Pet Store Management Certificate, or some other appropriate qualification; or must be in the course of training, and obtaining the qualification within two years of the licence being granted.

16.3 The licensee must formulate a written training policy for all permanent staff, and will be required to demonstrate that systematic training is carried out.

N.B. Further advice and guidance on training can be obtained from the organisations listed in Annex 1.

17.0 Fire and Other Emergency Precautions

17.1 Suitable emergency precautions and written procedures must exist and be made known to all staff, including arrangements for evacuation of livestock.

N.B. The general maxim of “people first” is good advice.

17.2 Entrances and exits must be kept clear of obstructions at all times.

17.3 Suitable fire fighting equipment must be provided, maintained, regularly serviced and sited as advised by the local Fire Protection/Prevention Officer and in consultation with the authority.

17.4 The licensee, or a designated keyholder, must at all times be within reasonable distance of the premises and available to visit the premises in case of emergency.

17.5 A list of key holders must be lodged with the local police and authority.

17.6 In the interests of animal welfare, the following notice must be displayed at the front of the shop: “In case of an emergency, dial 999”. The number of the local police station should also be displayed.

17.7 When pet shops are sited within other premises, the licensee or key holders must have access at all times to the premises containing livestock.

17.8 All electrical installations and appliances must be maintained in a safe condition.

N.B. It is strongly recommended that smoke and residual current detectors or other similar devices are installed.

Details of other legislation of relevance to pet shops can be found at Annex 2.

18.0 Sale of Livestock

18.1 No animal should be sold to any person under the age of 16 years unless that person is accompanied by a parent or legal guardian .

19.0 Boarding of Animals

19.1 No pet shop should be used for the purpose of boarding any species of animal for which they are not licensed to sell.

Where boarding is carried out this should be disclosed to the Licensing Authority so that a fair assessment can be made with reference to the animals permitted to be for sale, taking into account the staff time and commitment to boarding animals.

19.2 The authority must be informed if boarding is carried out.

Note: If it is intended to board cats and dogs, suitable and sufficient accommodation must be provided as detailed in the model licence conditions for cat and dog boarding establishments, and a licence applied for under the Animal Boarding Establishments Act 1963.

20.0 Welfare

20.1 Hot and cold water and sinks must be made available on the premises, along with appropriate disinfectant and accessories for cleaning cages and maintaining the premises in a clean and tidy condition. Separate hand washing facilities must also be provided for staff use.

20.2 Cleaning equipment must be maintained in a clean condition and not allowed to become heavily contaminated with debris.

RECOMMENDATIONS

1. It is highly recommended that applicants consult the authority prior to submitting an application and installing animal accommodation.

2. Licensees are recommended to apply for membership of an appropriate trade organisation. These can be a useful source of advice on all matters relating to the running of a pet shop and the care and treatment of individual animals.

Appendix 1 - Organisations

Further advice may be obtained from the following organisations:

The British Veterinary Association

7 Mansfield Street
London
W1M 0AT
Tel: 020 7636 6541
Fax: 020 7436 2970
Web: <http://www.bva.co.uk/>

Pet Care Trust

Bedford Business Centre
170 Mile Road
Bedford
MK42 9TW
Tel: 01234 273933
Fax: 01234 273550
Web: <http://www.petcare.org.uk/>

Ornamental Aquatic Trade Association Ltd.

Unit 5 Narrow Wine Street
Trowbridge
Wiltshire
BA14 8YY
Tel: 01225 777177
Fax: 01225 775523
Website: <http://www.ornamentalfish.org/>

British Small Animal Veterinary Association

Kingsley House
Church Lane
Shurdington
Cheltenham
Gloucestershire
GL51 5TQ
Tel: 01242 862994
Fax: 01242 863009
Web: <http://www.bsava.com/>
Web: <http://www.cieh.org/>

Royal Society for the Prevention of Cruelty to Animals

Causeway
Horsham
West Sussex
RH12 1HG
Tel: 01403 264181
Fax: 01403 241048
Web: <http://www.rspca.org.uk/>