



Licence Conditions  
for  
Pet Shops  
with  
Guidance

**Pet Animals Act 1951**

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## Introduction

**Chesterfield Borough Council has thoroughly assessed the Chartered Institute of Environmental Health Model Conditions for Pet Vending Licensing 2013 and has combined them with its own existing conditions to develop new conditions for 2016 that will now include additional guidance to new and existing licence holders.**

The Model Conditions viewed are the working group's recommendations for the basic minimum standards considered necessary to ensure the health, safety and welfare of animals in pet shops.

Local authorities in England, Scotland and Wales issue licences to proprietors of pet shops and other pet vendors under the provisions of the Pet Animals Act (1951). Before granting a licence the local authority must be satisfied that the animals are kept in accommodation that is suitable; that they are supplied with appropriate food and drink; and are adequately protected from disease and fire. The local authority may attach conditions to the licence, may inspect the licensed premises at all reasonable times and may refuse a licence if the standards at the premises are unsatisfactory or if the terms of the licence are not being complied with.

Under the Animal Welfare Act (2006) which applies in England and Wales and the Animal Health and Welfare (Scotland) Act 2006 in Scotland those responsible for animals, including pet vendors, have a responsibility towards the welfare of the animals in their care. Under these Acts it is an offence to cause unnecessary suffering to a protected animal, whether by an act or omission. Vendors also have a legal 'duty of care' towards the animals in their care. Vendors must therefore take such steps as are reasonable in all the circumstances to meet the welfare needs of the animals, to the extent required by good practice. The Acts define an animal's needs as including:

- Its need for a suitable environment
- Its need for a suitable diet
- Its need to be able to exhibit normal behaviour patterns
- Any need to be housed with, or apart from, other animals
- Its need to be protected from pain, suffering, injury and disease

During the inspection, prior to the issue of a licence, it is important that the five needs as outlined above are considered. Defra, the Welsh Assembly Government and the Scottish Government have produced various Codes of Practice under the Animal Welfare Acts, which outline in more detail certain species' needs that can be referred to for guidance. Issues specific to pet shops and other pet vendors are covered in this document.

The Animal Welfare Acts also increased the minimum age at which a person can buy an animal to 16 and prohibit giving animals as prizes to unaccompanied children under this age. In Scotland, there is a prohibition on giving animals as prizes.

A key objective in utilising the model conditions with CBCs existing conditions is to encourage conditions in pet shops licensing and a consistency of approach across local authorities which minimises the risk of transmission of disease from animals to humans, alongside the need to protect animals from cruelty and ill treatment and to encourage good standards of animal husbandry in pet vending.

Humankind shares a world of animals; it is unsurprising therefore that we also share some diseases. Zoonoses, or zoonotic disease are infectious diseases transmissible between humans and other animals; many thousands of zoonotic disease have been identified. While the reported instances of transmission are infrequent, they nevertheless represent significant disease prevalence. The risk to humans depends on the kind of disease and the type of exposure.

**Please note – Under the Animal Rights Charter produced by Chesterfield Borough Council the sale of puppies and kittens is prohibited in December.**

## Legislation/Orders that are relevant

### England

- Pet Animals Act 1951
- Dangerous Dogs Act 1991
- Dangerous Wild Animals Act 1976
- Breeding of Dogs Act 1973
- EU Regulation on the protection of animals during transport (EC) 1/2005
- Welfare of Animals (Transport) (England) Order 2006
- Animal Welfare Act 2006
- Docking of Working Dogs' Tails (England) Regulations 2007
- Mutilations (Permitted Procedures) (England) Regulations 2007
- EU Wildlife Trade Regulations: Council Regulation (EC) No. 338/97, implements CITES (Convention on International Trade in Endangered Species of Flora and Fauna) in the European Community
- The Conservation of Habitats and Species Regulations 2010, implements the EU Habitats Directive: Council Directive 92/43 EEC.

### Scotland

- Pet Animals Act 1951
- Dangerous Dogs Act 1991
- Control of Dogs (Scotland) Act 2010
- Dangerous Wild Animals Act 1976
- Breeding of Dogs Act 1973
- EU Regulation on the protection of animals during transport (EC) 1/2005
- Welfare of Animals (Transport) (Scotland) Order 2006
- Animal Health and Welfare (Scotland) Act 2006

- The Prohibited Procedures on Protected Animals (Exemptions) (Scotland) Regulations 2010
- The Licensing of Animal Dealers (Young Cats and Young Dogs) (Scotland) Regulations 2009

### Wales

- Pet Animals Act 1951
- Animal Welfare Act 2006
- The Welfare of Animals (Transport) (Wales) Order 2007
- The Docking of Working Dogs' Tails (Wales) Regulations 2007
- Mutilations (Permitted Procedures) (Wales) Regulations 2007
- Dangerous Dogs Act 1991
- Dangerous Wild Animals Act 1976
- Breeding of Dogs Act 1973
- EU Regulation on the protection of animals during transport (EC) 1/2005
- The Conservation of Habitats and Species Regulations 2010, implements the EU Habitats Directive : Council Directive 92/43 EEC.

The working group agreed that the LGA Model Standards needed to be updated whilst anticipating secondary legislation under the Animal Welfare Act 2006. These conditions should therefore not be seen as a substitute for secondary legislation.

### **The groups consulted included:**

- British Veterinary Association
- Cats Protection
- Chartered Institute of Environmental Health
- Department for Environment, Food and Rural Affairs (Defra)
- Dogs Trust
- Federation of Companion Animal Societies
- Feline Advisory Bureau
- Local Government Association
- Ornamental Aquatic Trade Association
- Pet Industry Federation
- Rabbit Welfare Association & Fund
- Reptile and Exotic Pet Trade Association
- Royal Society for the Prevention of Cruelty to Animals

### **Special thanks also to :**

- Peter Scott – Zoo and Aquatic Veterinary Group/Companion Animal Welfare Council
- William H Wildgoose – Fish Veterinary Society/Midland Veterinary Surgery
- Ian Strachan – Scottish Government
- Wood Green Animal Shelters
- OneKind

### **Definition of terms**

A batch should be defined as a group of animals arriving from the same supplier, at the same time.

M<sup>2</sup> is a measurement of area, One M<sup>2</sup> measures one metre by one metre. Consequently two M<sup>2</sup> measures 2 metres by 1 metre. (4 square metres measures 2 metres by 2 metres).

## **Schedule A – General Conditions**

### **1.0 Licence display**

#### **1.1 Condition**

**This licence, or a copy of this licence, should be displayed to the public in a prominent position.**

##### *Guidance*

*For security reasons, the licence should not display the licence holder's home address.*

### **2.0 Accommodation**

#### **2.1 Condition**

**Animals must at all times be kept in accommodation designed to prevent escape and an environment suitable to their species with respect to behavioral needs, situation, size, temperature, lighting, ventilation and cleanliness and not exposed to draughts and overexposure to direct sunlight. All accommodation must be kept in good repair.**

##### *Guidance*

*Animals should be able to move around freely, climb, fly, swim and jump where appropriate, and be comfortable in their environment. Definitions of appropriate sizes and materials are in their appropriate schedules to this document. Regular maintenance and repair will prevent injury from damaged housing. Temperature monitoring devices should be provided. It is important to avoid draughts. Ventilation is important as an aid to disease control as the spread of airborne infections can be a significant risk. Health problems, smell accumulation and excessive humidity of the atmosphere can all be reduced by adequate ventilation. Measures should be in place if something goes wrong and heating, ventilation, aeration needs to be maintained. E.g. electrical systems go down, what will you need to do to keep temperatures correct.*

#### **2.2 Condition**

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

##### *Guidance*

*Shelter from the wind, rain or snow and predators if appropriate should be considered.*

#### **2.3 Condition**

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

##### *Guidance*

*Appropriate housing will prevent direct transmission of disease and injuries. This will maintain structural integrity and ensure dry, easily cleansed surfaces. In general untreated wood is not an appropriate material as it cannot be thoroughly cleaned.*

#### **2.4 Condition**

**In order to control the spread of disease, prevent injury and minimize stress, animals must not be kept in housing in such a way that they can be disturbed by other animals or by the public.**

##### *Guidance*

*Signage will deter public interference. An animal hide away, if needed will help reduce stress levels of the animals. Care should be taken to avoid sensory contact between prey and predator species.*

#### **2.5 Condition**

**All animals for sale must be readily accessible and easy to inspect, with cages sited so that the floor of the cage is readily visible.**

##### *Guidance*

*This should help to ensure that the cage is kept clean and hygienic and animals can be easily observed for illness or injury.*

#### **2.6 Condition**

**Accommodation must be cleaned as often as necessary to maintain good hygiene standards.**

##### *Guidance*

*To maintain a clean environment, a cleaning Standard Operating Procedure (SOP) should be provided to detail the routine daily cleaning regime and the procedure for cleaning between periods of occupation. Soiled bedding should be removed frequently to ensure animals do not have to lie in it.*

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

*Guidance*  
*This will prevent contamination of lower cages. This does not apply to centrifuged fish systems or aviaries where perching and ground birds are housed together.*

**2.8 Condition**  
**All accessories provided in the accommodation must be suitable for the species.**

*Guidance*  
*When designing accommodation, consideration should be given to using systems which would allow removal of the animals in case of emergency. This provision would not usually apply to aquariums and ponds. The appropriate accessories also stimulates the performance of natural behaviours.*

### **3.0 Exercise Facilities**

**3.1 Condition**  
**Suitable and sufficient facilities must be available where appropriate.**

*Guidance*  
*Animals must be able to exhibit normal behaviour patterns and this may require the provision of suitable space for exercise. For puppies, where required, a covered exercise area of at least 2.46 square m (26 sq. ft) should be provided. Exercise areas should have a minimum height of 1.8 m (6 ft) to facilitate adequate access by staff for cleaning.*

### **4.0 Register of animals**

**4.1 Condition**  
**A purchase register must be maintained for all animals detailing their source and identification where appropriate. A sales register must be maintained for:**

**4.1.1 puppies;**

**4.1.2 kittens;**

**4.1.3 psittacines;**

**4.1.4 species contained in the Schedule to the Dangerous Wild Animals Act 1976 (as modified).**

*Guidance*  
*This can be by cross-reference to an invoice file. The purpose of the register is to ascertain the source of the animals and for emergency contact of purchaser. The name, address and telephone number of the purchaser should be obtained. This is not required for other species.*

**4.2 Condition**  
**Animals under veterinary treatment must be identifiable**

### **5.0 Stocking Numbers and Densities**

**5.1 Condition**  
**No animals other than those specified in the Licence, may be stocked. The licence should clearly state the numbers for each species or species group that may be kept on the premises, except fish. Please refer to schedules for individual species.**

*Guidance*  
*Animals are defined as any vertebrate animals; invertebrates are exempted from the regulations.*

**5.2 Condition**  
**Where appropriate all animals must be housed in social groups of suitable size**

*Guidance*  
*Details can be found in relevant schedules*

### **6.0 Health, Disease and Acclimatisation**

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

*Guidance*  
*Licence holder and staff are responsible for providing the animals' needs including good health care. Illness and obvious parasitic infection should be addressed before the animal is sold. Veterinary advice should be sought in any case of doubt.*

**6.2 Condition**  
Any sick or injured animal must receive appropriate care and treatment without delay. Only competent staff or veterinary surgeons should carry out such treatments. A record of all treatments should be provided to the purchaser.

*Guidance*  
"Care and treatment" may include euthanasia but under no circumstances may an animal be euthanised other than in a human and effective manner. In case of doubt, veterinary advice must be sought.

**6.3 Condition**  
Provision must be made for the isolation of sick/injured/infectious animals and those that might reasonably be expected to be carrying serious infectious disease.

*Guidance*  
Isolated animals should be in a secure comfortable location where their condition and needs can be kept, also detailing treatment. 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 the manufacturer's recommendations.

**6.4 Condition**  
All animals must receive appropriate vaccinations where required for the species, as advised by the veterinary surgeon. Veterinary advice must be sought whenever necessary. Vaccination courses should begin at appropriate ages and a record provided to the purchaser.

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

*Guidance*  
Information on any known conditions should be provided to the new owner

**6.6 Condition**  
All animals must be allowed a suitable acclimatisation period before sale.

*Guidance*  
Transport and the introduction to a novel environment is stressful and animals should be allowed to acclimatise before being further stressed by being offered for sale. Where animals are obtained for sale to a specific client it may be acceptable for the animal to be sold immediately.

**6.7 Condition**  
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, any infectious or contagious disease, or which is infested with parasites, shall be brought into or kept on the premises unless effectively isolated.

*Guidance*  
Precautions should include regular cleaning and good personal hygiene of staff in addition to effective quarantine of incoming groups of animals except for fish. Staff handling animals should wash and disinfect and rinse if appropriate, their hands between groups. The shop should be registered with a veterinary practice and there should be veterinary input to Standard Operating Procedures where appropriate. It is important that the supplying breeders should have a policy for inherited and infectious disease control agreed. Staff should be aware of zoonotic transmission.

**6.8 Condition**  
Individual litters of puppies and kittens must be kept separate from other litters.

**6.9 Condition**  
All necessary precautions must be taken to prevent harborage, or the introduction to the premises of rodents, insects and other pests.



## **7.0 Food and drink**

### **7.1 Condition**

**Animals must be supplied with adequate amounts of food and drink, appropriate to their needs and at suitable intervals. All food must be suitable for the species concerned.**

#### *Guidance*

*Water should be available at all times, except for those species where it may be harmful. A Standard Operating Procedure should be produced for basic nutritional needs for each species or species group and age group if appropriate. The owner should be advised to continue feeding consistent with the diet given by the pet shop.*

### **7.2 Condition**

**Food and drink receptacles must be appropriate to the species, constructed and positioned to minimise faecal and urine contamination and spillage.**

#### *Guidance*

*Faecal and urine contamination is a risk to health.*

### **7.3 Condition**

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

#### *Guidance*

*Maintaining a clean environment may require regular cleaning of receptacles. Receptacles should be thoroughly cleaned before being moved between batches/groups.*

## **8.0 Food storage**

### **8.1 Condition**

**All food, excluding live foods intended for feeding to animals on the premises, must be stored in impervious closed containers.**

#### *Guidance*

*Such containers prevent spoilage of the food or attraction of rodents or pests to the premises.*

### **8.2 Condition**

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

#### *Guidance*

*There must be suitable facilities for cleaning of receptacles and equipment which should be separate from staff facilities.*

## **9.0 Observation**

### **9.1 Condition**

**All animals must be attended to at regular intervals, at least once daily, appropriate to the animal.**

#### *Guidance*

*It is recommended that a system of recording observation is maintained. Regular checks and observation records aid in early detection of illness, injury or behavioural problems and should be considered very important for all animals. A system of recording observation should be maintained.*

## **10.0 Disposal of Waste**

### **10.1 Condition**

**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.**

#### *Guidance*

*This is important for biosecurity and odour control.*

### **10.2 Condition**

**Excreta and soiled bedding must be removed from the premises on a regular basis, at least weekly disposed of to the satisfaction of the appropriate local authority and in accordance with current regulations and good waste management practice. Premises should maintain a contract for removal with an appropriate company and adhere to local authority regulations. There should be appropriate arrangements in place for the removal of dead animals.**

### **10.3 Condition**

**All containers must be kept in a clean condition.**

## 11.0 Transportation

### 11.1 Condition

When receiving animals, the licensee must make every effort to ensure that it is transported in a suitable manner.

### 11.2 Condition

Any animals received or consigned shall be transported according to the regulations laid down in current legislation.

### 11.3 Condition

Animals must be transported or handed to purchasers in suitable containers.

#### *Guidance*

*Buyers should be advised how to transport animals home so as to minimise stress.*

## 12.0 Sale of livestock

### 12.1 Condition

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

#### *Guidance*

*Young mammals require nutritional and behavioural support from their mothers.*

### 12.2 Condition

In the case of non-mammals, they must be capable of feeding themselves.

## 13.0 Dangerous wild animals

### 13.1 Condition

When dangerous wild animals are kept, the cages must be of a secure construction, appropriate to the species. A fine wire mesh, glass or plastic safety barrier must be incorporated into the cage system.

#### *Guidance*

*Safety of staff and the general public should be of utmost importance and safety barriers may aid in this, as well as prevention of escape.*

### 13.2 Condition

The local authority should be notified in the event that the pet shop wishes to offer for sale, for the first time, any

animal on the Schedule to the Dangerous Wild Animals Act.

#### *Guidance*

*The primary requirements of the Act are to protect the public but there are also welfare implications.*

*Although it is acknowledged that there is an exemption contained within the Act in relation to pet shops, it is recommended that consideration should be given to complying with any special requirement(s) specified in the Act for the safe accommodation or care of the animal.*

### 13.3 Condition

Licensees selling animals on the Schedule to the Dangerous Wild Animals Act should inspect the purchaser's licence to keep such an animal and inform the issuing authority of the details of the purchase.

#### *Guidance*

*Licensees should take note of the latest guidance available to DEFRA*

## 14.0 Pet Care Advice

### 14.1 Condition

Purchasers must be given proper advice on the correct care of the animal covering feeding, housing, handling, husbandry, accessories and veterinary care. Where necessary, advice on the maintenance and use of any accessories should also be provided.

#### *Guidance*

*Pet care leaflets or other similar written instructions should be made available to customers free of charge at the time of purchase, in addition to any offer to purchase pet care books or leaflets.*

### 14.2 Condition

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

## 14.2 Condition

**Appropriate reference materials on the care of each species must always be available for use by staff.**

### *Guidance*

*Further advice can be obtained from the organisations listed in Annex 1 at the back of this document.*

## 15.0 Staff Training and Animal Knowledge

### 15.1 Condition

**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.**

### 15.2 Condition

**In respect of new applications (not renewals) at least one member of staff working at the licensed premises must hold the City and Guilds Pet Store Management Certificate, or some other appropriate qualification, or must be in the course of training and obtain the qualification within two years of the licence being granted.**

### *Guidance*

*Further advice, guidance and training can be obtained from the organisations listed in the Useful Contacts section*

### 15.3 Condition

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

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

## 16.0 Fire and Other Emergency Precautions

### 16.1 Condition

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

### *Guidance*

*Staff should be aware of these procedures and a copy should be displayed for staff to refer to as and when needed. Evacuation*

*should be regularly practiced and practices recorded. All staff should undergo regular training and records should be kept of such training.*

### 16.2 Condition

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

### *Guidance*

*To facilitate risk free evacuation if needed, when designing accommodation, consideration should be given to using systems which would allow timely removal of the animals in the case of emergency. This provision would not usually apply to aquaria and ponds.*

### 16.3 Condition

**Suitable firefighting, prevention and detection equipment must be provided, maintained, regularly serviced and sited as advised by the local Fire Protection/Prevention Officer and in consultation with the local authority.**

### *Guidance*

*This will ensure that, if needed, the equipment will function correctly. Staff should be properly trained on the use of equipment provided.*

### 16.4 Condition

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

### *Guidance*

*A reasonable distance would, in normal conditions, be interpreted as no more than 20 minutes travelling time.*

### 16.5 Condition

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

### *Guidance*

*For contact in case of emergency.*

### 16.6 Condition

**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".**

*Guidance*

*For information for the public when a staff member may not be available.*

**16.7 Condition**

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

*Guidance*

*This is vital for access to the animals at all times to ensure correct care is provided.*

**16.8 Condition**

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

*Guidance*

*For health and safety of staff and animals.*

DO NOT COPY

## **Schedule B – Dogs**

- 1. Condition**  
**Puppies must be weaned before leaving the mother.**

**Guidance**

*To ensure puppies can eat the food provided. Puppies must be 8 weeks old or over. Council Regulation (EC) No 1/2005 on the protection of animals during transport and related operations prohibits the transport of puppies without their mother before this age.*

- 2. Condition**  
**The minimum kennel size must be:**

**2.1 For a batch of small breed puppies – max 6 pups – 1.5m<sup>2</sup> for sleeping, plus 2m<sup>2</sup> for exercise.**

**2.2 For a batch of medium breed puppies – max 4 pups – 2m<sup>2</sup> for sleeping, plus 2m<sup>2</sup> for exercise.**

**2.3 For a batch of large breed puppies – max 2 pups – 2m<sup>2</sup> for sleeping, plus 2m<sup>2</sup> for exercise.**

**These are minimum requirements, for larger batches the size of the pens should be adjusted pro-rata accordingly. Ideally the puppies should have free access to the exercise area at all times. Any covered pens should have a minimum height of 1.8m or removable covers to allow adequate access by staff for cleaning. These are minimum standards and meeting the correct size of pens alone are not a defence if the welfare of the animals are in question.**

**Guidance**

*The kennel area should be large enough to allow separate sleeping and activity areas. The kennel should allow each puppy to be able to walk, turn around and wag its tail without touching the sides of the kennel. The puppies should have sufficient room to play, stand on their hind limbs and to lie down without touching another individual. The kennel size required will increase in relation to the size and number of puppies housed at any one time. The length and the width should be sufficient to allow all the puppies to lie outstretched without their noses or tails*

*touching the walls or other individuals. In certain circumstances it is permissible to have separate exercise areas to sleeping areas but in such cases puppies must be given access to the exercise area at least four times a day. Any separate exercise area should be fully cleaned and disinfected between its use by different batches of puppies.*

- 3. Condition**  
**Suitable and sufficient exercise facilities must be available and accessible where appropriate.**

- 4. Condition**  
**Extreme temperatures must be avoided.**

**Guidance**

*Puppies are relatively sensitive to high/low temperatures. Temperatures should not normally go below 12°C or exceed 26°C.*

- 5. Condition**  
**General bedding must include an adequate amount of absorbent material.**

**Guidance**

*The use of enough absorbent material allows urine and faeces to be contained and reduce contamination of the puppies.*

- 6. Condition**  
**Any soiled material must be removed at least four times a day or as required to ensure the puppy does not have to lie in a soiled area.**

**Guidance**

*Puppies do not discriminate in where they toilet and this maintains a clean environment. A cleaning schedule or SOP should be provided.*

- 7. Condition**  
**A specific lying place must be provided lined with soft material.**

**Guidance**

*The use of soft material will prevent skin lesions being caused by soiling or pressure sores.*

- 8. Condition**  
**Puppies must be fed at least four times daily, at appropriate intervals.**

*Guidance*

*The diet should be appropriate for puppies.*

- 9. Condition**  
**Puppies must have frequent, quality contact time with staff.**

*Guidance*

*“Suitable intervals” for puppies to be visited are frequent, as they require to be socialised. It is recommended that this should be a minimum of 4 times per day with 20 minutes of interaction per batch. There should be an SOP.*

- 10. Condition**  
**Batches of puppies must not be mixed until they have been on the premises for seven days or have shown no sign of infectious disease for seven days.**

*Guidance*

*Puppies are particularly susceptible to disease as they have immature immune systems. The new owner should be advised to register the puppy with a vet.*

- 11. Condition**  
**Ideally, single puppies must not be left alone in a kennel, but where they are, special attention should be paid to specific human interaction. When they are mixed they should be of similar size, age and temperament and there should be good supervision of mixing.**

*Guidance*

*Isolating healthy puppies does not allow them to exhibit natural behaviour patterns.*

- 12. Condition**  
**There must be environmental enrichment in all kennels.**

***Guidance***

*To allow puppies to exhibit normal behaviour patterns. Toys should only be given under supervision and should be easily cleaned or replaced between batches.*

**\*\*Please see `Schedule A – General Conditions’ for food, water and isolation conditions.**

## Schedule C – Cats

1. **Condition**  
**Kittens must be weaned before leaving the mother.**

*Guidance*

*To ensure kittens can eat the food provided. Kittens must be 8 weeks old or over. Council Regulation (EC) No 1/2005 on the protection of animals during transport and related legislation prohibits the transport of kittens without their mother before this age.*

2. **Condition**  
**The minimum pen floor area for a batch of up to 4 kittens, up to 12 weeks of age, must be 1m<sup>2</sup>, with a minimum height of 0.6m (for example, 0.6m x 1 x 1). No dimension must be less than 0.6m. Any shelving or platforms must be in addition to the minimum floor area. Each additional kitten must have 0.25m<sup>2</sup> additional floor space.**

*Guidance*

*Kittens require adequate space to play together and to have space for a litter tray and bed. Varying heights to enable climbing should each also be provided. There should be adequate space for feeding, drinking, sleeping and litter tray to be kept separate.*

3. **Condition**  
**Extreme temperatures must be avoided.**

*Guidance*

*Kittens are relatively sensitive to low temperatures owing to their small body weight. Temperatures should not normally go below 15°C or exceed 26°C.*

4. **Condition**  
**Disposable or washable bedding must be provided and kept clean.**

*Guidance*

*Kittens need a warm sleeping, soft area, away from the litter tray and food.*

5. **Condition**  
**A litter tray and appropriate litter must be available at all times and cleaned and disinfected at least once daily with an appropriate disinfectant which is safe for use with cats and cleaned as**

**appropriate. The disinfectant should be anti-viral and used in accordance with manufacturers' instructions, as some disinfectants are toxic to cats.**

6. **Condition**  
**Kittens must be fed at least four times daily, at appropriate intervals.**

*Guidance*

*The diet should be appropriate for kittens.*

7. **Condition**  
**Batches must not be mixed and if several batches are kept in one area then the pen must have solid sides.**

*Guidance*

*Diseases spread very easily between litters, both by direct contact or by sneezing. Kittens are particularly susceptible to disease as they have immature immune systems. The new owner should be advised to register the kitten with a vet.*

8. **Condition**  
**Kittens must have frequent, quality contact time with staff.**

*Guidance*

*It is recommended that this should be a minimum of 4 times per day with 20 minutes of specific interaction per batch. Kittens should be protected from over handling by staff or the public as they require time to rest.*

9. **Condition**  
**There must be environmental enrichment in all cages such as toys, climbing frames and platforms.**

*Guidance*

*To allow kittens to exhibit normal behaviours, particularly climbing. Toys should be easily cleaned or replaced between batches.*

## Schedule D – Rabbits

### 1. Condition

**Rabbits must be correctly sexed and housed in same sex groups.**

#### *Guidance*

*Rabbits are easier to sex at 8 weeks than any earlier, which will help prevent mis-sexing and unwanted litters.*

### 2. Condition

**The minimum enclosure size must be:**

**0.4m<sup>2</sup> for up to 4 standard juvenile rabbits and a height of 0.4m 0.5m<sup>2</sup> for up to 2 giant breed juvenile rabbits and a height of 0.5m.**

**These are minimum requirements, for larger batches, larger breeds or adult rabbits the size of the pens should be adjusted pro-rata accordingly.**

#### *Guidance*

*Dwarf Lops/Dutch rabbits are the most commonly available in pet shops and weigh up to 4kgs. The height should allow the rabbit to rear up to perform natural behaviour. Rabbits should be kept in store in groups. Rabbits need to be able to move freely and to be able to perform vital behaviours such as caecotrophy and rearing.*

### 3. Condition

**There must be environmental enrichment in all enclosures. A hiding place must be provided.**

#### *Guidance*

*To allow rabbits to exhibit normal behaviours, indestructible toys; cardboard boxes, chewing substrates should be provided. Toys should be easily cleaned or replaced between batches. Rabbits are prey animals and should have the opportunity to hide if scared or stressed.*

### 4. Condition

**Extreme temperatures must be avoided.**

#### *Guidance*

*Ambient temperature should not normally go lower than 12°C or exceed 26°C. Providing cool water, cool packs in their*

*bedding, air movement and air conditioning may each help to avoid the stress caused to rabbits by high environmental temperatures.*

### 5. Condition

**Rabbits must be provided with a suitable substrate and bedding material in sufficient amounts.**

#### *Guidance*

*Rabbits need a warm, softly-bedded sleeping area away from the litter and food/water.*

### 6. Condition

**Visibly soiled substrate and bedding must be removed daily. The pen should be thoroughly cleaned and disinfected before introducing a new animal.**

#### *Guidance*

*The disinfectant should be effective against both viral, bacterial and parasitic infection and safe for use on rabbits. Check with a vet or manufacturer if unsure. Diseases such as E-cuniculi can be spread via urine, so thorough cleaning is required between new occupants. Rabbits often choose to toilet in the sleeping area of a hutch and a litter tray could be placed here.*

### 7. Condition

**If batches are mixed you must ensure all animals are free from obvious parasitic infection.**

#### *Guidance*

*Diseases spread very easily between litters. Rabbits should be housed with batch mates where possible.*

### 8. Condition

**Rabbits must have a constant supply of fresh hay and water, and be offered an appropriate amount of dry food for the breed and age. Feed dishes should be suitable to ensure feed does not get contaminated by urine or faeces.**

#### *Guidance*

*Rabbits teeth are open rooted and therefore constant access to good quality hay is essential, for dental health, gastrointestinal health (without a constant supply of fibrous food, rabbit GI tracts*



*slow down) and behavioural reasons (to relieve boredom). It is vital that hay is available throughout the day and sufficient provided for them at closing time to last them until the next business day. Dry food should be provided for youngsters to assist growth, see manufacturers instructions, but should not be fed ad-lib.*

- 9. Condition**  
**Animals must be provided with an appropriate diet and any new feeds must be introduced slowly.**

*Guidance*  
*Due to the delicate digestive system, particularly under stress, if diets are to be changed then a slow transition between diets is advisable.*

DO NOT COPY

## Schedule E – Other Small Mammals

1. **Condition**  
**All small mammals must be correctly sexed and housed in single sex groups unless a solitary species (or sold as a breeding pair).**

*Guidance*

*To help avoid unwanted litters, all animals should be sexed immediately on arrival to the premises and housed in single sex groups. Animals from different sources should not be mixed.*

2. **Condition**  
**Animals must at all times be kept in suitably sized accommodation.**

*Guidance*

*Animals should be able to freely move around the accommodation and be able to perform natural behaviours. See attached table for species relevant sizing.*

3. **Condition**  
**Animals must be provided with a suitable substrate in sufficient amounts.**

*Guidance*

*Providing sufficient and appropriate substrate keeps the accommodation clean and dry and allows digging where appropriate. There are a number of substrates available and the type used will depend on the animal kept.*

4. **Condition**  
**Animals must be provided with a suitable bedding material in sufficient amounts.**

*Guidance*

*Bedding provides a place to sleep and rest, the type used will depend on the animal kept. It should be provided in sufficient quantities to enable the animal to feel secure and warm.*

5. **Condition**  
**Animals must be provided with places to hide. Accessories and enrichment should be provided, suitable to the species.**

*Guidance*

*Animals must be given the opportunity to hide as a natural instinct and be given suitable accessories to allow for stimulation and to reduce stress. Chinchillas and Degus should be given the opportunity to use a sand bath by offering one on a regular basis, eg. 10 minutes daily. Rodents need to express natural behaviour such as running and chewing/gnawing. Toys such as hides, tunnels, paper bags filled with hay and fruit twigs are ideal for expressing natural foraging behaviour. Animals should be able to move away from direct lighting. Cool hides should be provided to prevent over heating.*

6. **Condition**  
**Suitable food and drink receptacles must be provided and positioned to avoid faecal contamination.**

*Guidance*

*Water for small animals is usually provided in clean gravity fill drinking bottles, (which should be of a suitable size for the species) or automatic or semi-automatic drinking systems. Fresh water should be available at all times, or as appropriate to the species; some desert-dwelling species such as jerboas (family Dipodidae) should not be given water ad-lib. Bottles should be kept clean and free from algae.*

7. **Condition**  
**All rodents must be fed a suitable diet, ad lib and have free access to hay where required.**

*Guidance*

*The diet should be appropriate for the breed, life stage and species. Food should be refreshed regularly. Guinea pigs should have sufficient vitamin C in their diet. Guinea pigs are unable to synthesise Vitamin C.*

8. **Condition**  
**All rodents must be fully weaned on admission.**

## Minimum Accommodation Requirements – Small Rodents

Area in square metres

No of Animals	1-4	5	6	7	8	9	10	Min Cage Height (m)	Min Cage Depth (m)
Mice, Hamsters, Gerbals	0.068	0.079	0.09	0.100	0.113	0.124	0.135	0.30	0.25
Rats	0.135	0.157	0.18	0.202	0.225	0.247	0.27	0.30	0.28
Guinea Pigs, Degus	0.225	0.263	0.3	0.338	0.375	0.413	0.45	0.30	0.30
Chinchillas	0.25	0.375	0.5	0.625	0.75	0.875	1.0	0.45	0.45
Chipmunk	0.25	0.375	0.5	0.625	0.75	0.875	1.0	0.90	0.45

## Schedule F – Ferrets

1. **Condition**  
**Ferrets must be at least eight weeks old.**

*Guidance*

*Ferret kits can find separation from their mother very stressful and the stress response in a ferret often results in diarrhoea which can prove fatal.*

2. **Condition**  
**Ferrets must be housed with batch companions.**

*Guidance*

*Ferrets are naturally social animals that depend on the companionship of their own kind. Lone ferrets often suffer depression including poor appetite and lack of enthusiasm to move or play.*

3. **Condition**  
**Ferrets must be housed in groups or pairs of either sex. Adult hobs (males) require individual accommodation.**

*Guidance*

*Ferret kits can be easily be sexed at 8 weeks of age. Adult, un-neutered hobs (males) may exhibit dominant behaviour and fight, so requiring individual accommodation. House the Jill (female) kits at a reasonable distance to prevent aggression between the hobs as they mature at around 20 weeks. Adult jills (females) should be prevented from having repeated seasons.*

*Jills (females) left in season are prone to estrogen induced anaemia, a factor in shortening their normal lifespan. Veterinary advice should be sought.*

4. **Condition**  
**Batches of ferrets must not be mixed.**

*Guidance*

*Not mixing will reduce the risk of disease spreading. Mixing can be stressful for ferrets.*

5. **Condition**  
**The minimum pen floor area for a litter of up to 4 ferrets, up to 12 weeks of age, must be 1 m<sup>2</sup>, with a minimum height of 0.6m. No dimension must be**

**less than 0.6m. Any shelving or platforms must be in addition to the minimum floor area. Each additional ferret must have 0.25m<sup>2</sup> additional floor space.**

*Guidance*

*Enclosures should be placed on a hard surface and anchored to the ground. Ferrets require space for their toilet area removed from their sleeping or eating areas. Ferrets require space to exhibit their normal active behaviour - running backwards, forwards and sideways and to climb, explore and play. Ferrets are naturally clean and will usually select one corner as their toilet.*

6. **Condition**  
**Sleeping quarters must be draught free and dark.**

*Guidance*

*Ideally sleeping quarters should be raised. Ferrets seek dark areas for sleeping and sleep for long hours, up to twenty a day in the winter. Their natural instinct is to hide whilst sleeping.*

7. **Condition**  
**Ferrets must have suitable bedding.**

*Guidance*

*Suggested bedding includes fabric items that can be laundered, straw and dust extracted wood shavings.*

8. **Condition**  
**Extreme temperatures must be avoided.**

*Guidance*

*Temperatures should not normally go below 12°C or exceed 26°C. Ferrets tolerate cold better than heat. Provide plenty of warm bedding for when it is cold. Be aware heat prostration is likely at 32°C.*

9. **Condition**  
**Ferret kibble must be provided at appropriate intervals.**

*Guidance*

*Feed a recognised and branded ferret kibble/biscuit. Small, frequent meals or ad lib feeding are recommended as ferrets have a rapid rate of digestion.*

- 10. Condition**  
**Water must be supplied in both a heavy based bowl and a water bottle attached to the side of the enclosure.**

*Guidance*

*Ferrets are renowned for tipping bowls.*

DO NOT COPY

## Schedule G – Birds

1. **Condition**  
There must be adequate perching space for all birds at the same time. Outdoor aviaries must include sufficient sheltered and non-sheltered space. Cage size must be adequate to allow birds to open their wings fully in all directions. Cages must include appropriate environmental enrichment.

### *Guidance*

*Stocking densities will depend on the type of bird as well as cage dimensions and number of perches. Access to rain can be beneficial for plumage. Some species will need adequate space to fly. Chickens require an appropriate area and substrate to perch.*

2. **Condition**  
Perches must be positioned so that birds do not defecate on each other and must be of appropriate size and shape for each species.
3. Long tailed birds or birds in full plumage must be provided with properly placed perches and feeding and watering points to prevent that plumage being fouled or otherwise damaged.
4. For perching birds, a sufficient number of perches (as appropriate) must be provided at such a height that the bird can rest its head without its head touching the top and its tail touching the bottom of the cage.
5. **Condition**  
Ambient temperature must be appropriate for the species. Extremes of temperatures must be avoided.

### *Guidance*

*Birds are more sensitive to high temperatures.*

6. **Condition**  
There must be adequate drinkers/feeders commensurate with the number of birds and these must be cleaned regularly. Bowls etc, must be positioned so that birds do not defecate in food/water.

### *Guidance*

*Birds should not have to compete for drinkers/feeders and risk exclusion. Passerines should have food available at all times. Enrichment and feeding devices need to be provided for larger psittacids. For parrots, it is preferable to use swinging systems such that the keeper does not need to enter the cage in order to change food/water. Bowls should not be able to be removed from holders by the parrot.*

7. **Condition**  
Cages must be constructed from materials suitable to the type and size of birds. Materials must be safe to birds and in good repair.

### *Guidance*

*Enclosures should be placed on a hard surface. Some species require more robust materials. Materials such as loose zinc coating can be toxic to birds.*

8. **Condition**  
Windproof nest boxes must be provided in all outside housing and inside where appropriate.

### *Guidance*

*Many birds find sleeping or sheltering in nest boxes an essential form of security or for sheltering from inclement weather but it is recognised that some species, such as canaries, will rarely if ever voluntarily enter nest boxes.*

9. **Condition**  
Flooring must be drop-through or easily washed/hosed.

### *Guidance*

*If ground living birds are kept with perching birds then attention should be paid to flooring such that bumblefoot issues are addressed, ie. no concrete/rough stone. Where natural turf flooring is used, parasite status of the birds should be checked on a regular basis every few weeks.*

10. **A quality padded net should be used when catching birds in an aviary.**
11. **Minimum floor areas apply to young stock. For adult stock offered for sale the dimensions should be doubled. For advice on age of stock it is advisable to contact the veterinary surgeon.**

### Stocking Densities for Birds in Cages

Type	Length of Bird (cm)	Floor area (m <sup>2</sup> ) housing up to 4 birds	Linear cms per additional bird on either cage length or depth <sup>3</sup>
Budgerigar		0.15	5
Canary		0.15	5
Cockatiel		0.48	7.5
Finches	Less than 12.5	0.113	5
	12.5 – 17.5	0.15	5
	More than 17.5	0.225	7.5
Parakeets and Lovebirds <sup>1</sup>	Less than 25	0.42	7.5
	25-30*1	0.48	7.5
	More than 30*1	0.675	7.5
Parrots	Less than 30	0.225	10
	30 – 35*2	0.4050	15
	More than 35*2	0.4725	20
Chickens		1.6	
Bantams		1.6	
Quail		1.6	

\*1 It is recommended that, wherever possible, these species are displayed for sale in aviaries or flights rather than cages per se.

\*2 It is recommended that, wherever possible, these species are displayed for sale in aviaries or flights if more than two birds are housed together.

\*3 The extra-linear centimetre per additional bird, is intended to refer to an increase in either width or length or a combination of the two, ie. a 20cm increase could refer to 20cm width, 20cm length or say 10cm width combined with 10cm length.

### Stocking Densities for Birds in Aviaries and Flights

Type	Length of Bird (cm)	Number of Birds per 'Standard' Aviary (1.8 x 0.9 x 1.8 m)
Budgerigar		18
Canary		18
Cockatiel		8
Finches	Less than 12.5	24
	12.5 – 17.5	18
	More than 17.5	12
Parakeets and Lovebirds <sup>1</sup>	Less than 25	10
	25 – 35	6
	More than 35	4
Parrots	Less than 30	10
	30 – 35	6
	More than 35	4
Chickens		4 (min height 0.9m)
Bantams		6 (min height 0.9m)
Quail		8 (min height 0.9m)

## Schedule H – Reptiles and Amphibians

### 1. **Condition** **Stocking and density must be appropriate to the species.**

#### *Guidance*

*Most reptiles and amphibians are not social and may, therefore, be kept individually. Communal enclosures should not be stocked as to appear overcrowded, common sense should be observed.*

*Mixing of species, although possible, should be undertaken with caution. Some species may require or seek seclusion or privacy either sporadically or permanently and provision for this should be made.*

**Snakes** : may be housed individually or in small groups, of the same species. Snakes known to be cannibalistic, eg. king snakes (*Lampropeltis* sp), should be housed individually.

**Lizards** : only species of similar size and from similar habitat and geographical areas should be kept communally. Lizards known to be cannibalistic, eg. *Gambelia* sp, should be housed individually. Generally adult male lizards in breeding condition should not be housed together and groups of lizards housed communally should be regularly observed for signs of aggression.

**Tortoises and Terrapins** : only terrapins of similar size and habit and from the similar geographical area should be kept communally. Tortoises of different species should be housed individually. Also, adult males in breeding condition should be housed individually.

**Frogs and Toads** : only species of similar size, and from similar habitats and geographical areas, should be kept communally. Mixing of taxa (eg. frog and toad) is not generally recommended. Cannibalistic species, such as horned frogs (*Ceratophrys* sp.) and African bull frogs (*Pyxicephalus* sp.) should be housed individually.

**Newts and Salamanders** : only species of similar size and from similar

*geographical areas should be kept together.*

*Generally mixed taxa (eg. lizards and tortoises) are not recommended, although paludaria which combine fish with small reptiles and/or amphibians of appropriate species are acceptable.*

### 2. **Condition** **The enclosure size must be appropriate to the species and adjusted according to its size.**

#### **Guidance**

**Snakes** : the length of the enclosures should be no less than two-thirds the overall length of the snake.

**Lizards**: the length of the enclosure should be three times the full length of the lizard, or larger.

**Tortoises and Terrapins** : the length of the enclosure should be a minimum of 90 cms, or four times the length of the animal, or larger. For aquatic species (turtles, terrapins) the enclosure should allow the animal to swim adequately, ie. have water depth at least 4 times that of the animal, although some terrapins, (eg. *Cuora* sp., *Terrapene* sp. and *Glyptemys* sp.) do not require such deep water. Terrapins must also have an adequate land basking area.

**Frogs and Toads** : the length of the enclosure should be minimum 30 cm x 30 cm x 30 cm, or at least three times the length of the animal, or larger. For sedentary species, such as horned frogs (*Ceratophrys* sp.) and African bull frogs (*Pyxicephalus* sp.) the enclosure can be smaller. Fully aquatic species should be able to swim adequately, ie. water depth should be at least 4 times the depth of the animal.

**Newts and Salamanders** : the length of the enclosure should be minimum 30 cm x 30 cm x 30 cm, or at least three times the full length of the amphibian, or larger. Aquatic species should be able to swim adequately, ie. water depth should be at least 4 times the depth of the animal.



**Height and Width** : of the enclosure should be appropriate to the species, with arboreal species requiring more height than terrestrial species.

**3. Condition**  
**Temperature, humidity, lighting and ventilation must be appropriate to the species.**

*Guidance*

*Ambient and basking temperatures should be appropriate to the species concerned, with the following guidance for commonly kept species.*

*These are guidelines only and individual species should be researched as requirements for some species will fall outside of these recommendations. Vendors and staff must have access to relevant reference material (books, internet etc). Basking spots may be provided by convection or radiant heat sources (eg. light bulb, or heat mat), as appropriate to the species. Ventilation should be appropriate to the species and should allow sufficient change of air without jeopardising the temperature or humidity in the enclosure.*

**4. Condition**  
**Lighting must be appropriate to the species.**

*Guidance*

*An appropriate light period should be observed. Species requiring UVB lighting, eg. diurnal lizards and tortoises, should have appropriate UVB emitting lamps. These should be replaced according to manufacturer's recommendations. Mercury Vapour or Metal Halide UVB emitting lamps may also be used to provide a daytime heat source. UV light sources must not be screened by non UV transmitting glass or plastic. Animals should have areas of shade so that they can escape from the light if desired.*

**5. Condition**  
**Substrate appropriate to the species must be present.**

*Guidance*

*Substrate should be appropriate to the species concerned and may include, but not be limited to : newspaper, paper towel, bark chip, wood chip, terrarium humus,*

*moss, gravel, calcium carbonate, terrarium sand etc. Measures should be taken to ensure that substrate is not ingested.*

**6. Condition**  
**Enrichment must be provided appropriate to the species.**

*Guidance*

*Décor should be appropriate to the species and should not be harmful, eg. sharp rocks, toxic or injurious plants. Décor should be secure and not able to fall and cause injury. Enclosure should be furnished in such a fashion as to allow inhabitants to exhibit natural behaviour, eg. climb or hide where appropriate.*

**7. Condition**  
**Food and water must be provided in the appropriate manner for the species.**

*Guidance*

*Feeding habits vary between species and between individuals. Staff should have knowledge of the requirements for all the species held. Food should be presented in a form or pattern that is acceptable to the species concerned. Food supplements (vitamin and minerals) should be provided as appropriate to the species concerned. Live food intended for use should be housed in suitable escape proof containers, and fed appropriately. Fresh food (salads) should be kept refrigerated where appropriate. Frozen foods intended for use must be stored in an appropriate deep freeze and defrosted thoroughly before use. Feeding records for hatchling snakes should be kept and made available to purchasers. Fresh water should be available at all times, with the exception of certain desert species, such as *Uromastyx* sp. which should be offered water periodically. Certain species, such as chameleons, do not drink from standing water and should be offered water appropriately, eg. by a dripper system or sprayer.*

**8. Condition**  
**Hygiene : enclosures must be cleaned appropriately.**

*Guidance*

*Spoiled food stuffs should be removed at appropriate time periods, at least daily. Substrates should be replaced as*

*appropriate, and spot cleaned daily. Décor should be sanitised as appropriate. Enclosures should be disinfected with appropriate disinfectant as necessary and always between different batches of animals. Disinfectant should be appropriate for the contaminants likely to be encountered. Disinfectant hand gels should be available for staff to use between animals, to prevent the external environment being contaminated. Water bowls should be cleaned as appropriate and disinfected at least weekly. Slough (shed skins) should be removed daily.*

**9. Condition**  
**Handling must be kept to a minimum at all times.**

*Guidance*

*Handling must be kept to a minimum at all times. Staff should receive training on how to handle animals and animals which may be aggressive should only be handled by competent staff. Staff and customers should wash hands after handling specimens, and any equipment used should also be disinfected.*

*Customers handling animals prior to purchase should be supervised and offered facilities to wash their hands afterwards.*

## Schedule I – Fish

1. **Condition**  
**Water quality is a key determinant of fish welfare. To assess it, levels of ammonia and nitrate must be checked first. Only if such measurements exceed the recommended standards below, or there is an unexplained problem, is there any need to proceed further. Minimum water standards must be:**

### **Cold Water Species**

Free Ammonia	max 0.02mg/l
Nitrite	max 0.2mg/l
Dissolved Oxygen	min 6mg/l
Nitrate	max 50mg/l above ambient tap water

### **Tropical Freshwater Species**

Free Ammonia	max 0.02mg/l
Nitrite	max 0.2mg/l
Dissolved Oxygen	min 6mg/l
Nitrate	max 50mg/l above ambient tap water

### **Tropical Marine Species**

Free Ammonia	max 0.01mg/l
Nitrite	max 0.125mg/l
Nitrate	max 100mg/l
pH	min 8.1
Dissolved Oxygen	min 4.0 mg/l

#### *Guidance*

*It is virtually impossible to determine the quantity of aquatic organisms to be kept in a system purely on a weight or number of aquatic organisms per unit, volume, or water surface area. The variation in holding system used, the quality of husbandry and the types of aquatic organisms stocked vary so greatly that it*

*would render any such system too complicated to be practical or too simple to be useful. The maintenance of water quality standards can be used to determine working stocking densities. The water quality standards should not be met at the expense of a correct feeding regime. Exceptions to these standards might occur, eg. when aquatic organisms are diseased, after transport or other stress. However in these cases appropriate remedial actions, eg. treatment, acclimatisation or isolation should be undertaken. Sea water holds less oxygen than fresh water. The recommended level is 5.5 mg/l so extra care is needed to ensure that levels do not routinely fall below this.*

2. **Condition**  
**Water quality must be checked regularly and records kept of all tests. Centralised systems must be tested weekly. 10% of individually filtered tanks or vats must be tested weekly on aquaria or vats in which visual inspection indicates unusual behaviour or deaths, water quality inspections should be undertaken.**

#### *Guidance*

*One test is representative of all the water in the system of centralised systems. Stand alone systems must each be tested. Poor water quality is often the underlying cause of problems presenting as disease or mortalities.*

3. **Condition**  
**Holding systems must be cleaned and checked regularly.**

#### *Guidance*

*Aquaria must be checked daily and cleaned as often as is necessary to maintain good hygiene standards, consistent with the rate of stock turnover and consequent stocking densities.*

4. **Condition**  
**No aquatic organisms should be exposed to excessive light or heat, or lack of adequate warmth.**

#### *Guidance*

*No fish or other aquatic organism should be subject to rapid fluctuation in light (lights should be on dimmers if automated), temperature and chemical*

*composition of their water, other than for the controlled treatment of disease or as part of a controlled breeding programme. There are in excess of 4000 fish species in trade and thus the acceptable conditions may vary substantially and often counter intuitively. In case of doubt expert advice should always be sought.*

- 5. unsatisfactory test results must be recorded in a register, together with the corrective action taken. Further tests must be carried out when visual inspection of the tanks indicates the need.**

DO NOT COPY

## INFORMATION

### Register of Wild Animals and Endangered Species

Some species are listed on the Annexes of EU Wildlife Trade Regulations which implement CITES (Convention on International Trade in Endangered Species). Species listed on Annex A of EU Wildlife Trade Regulations (Council Regulation (EC) No 338/97 must have a valid Article 10 Certificate and may require microchipping or closed ring. Species listed on Annex B do not require Certificates but the vendor should be able to provide proof the animal was acquired legally.

Further information is available from Animal Health, Wildlife Licensing and Registration Service: 1 – 15 Temple Quay House, 2 The Square, Bristol, BS1 6EB.

Wild-caught specimens listed on Annex IV of the EU Habitats Directive (Council Directive 92/43 EEC) collected within the EU require the appropriate Certification. Captive-bred specimens are exempted from such requirements.

### Breeding and Sale of Dogs Act

Puppies/dogs should be identifiable whilst at the shop. Under this legislation, the record should show:

- The identification of the animal
- The date of birth, breed, sex and any distinguishing features
- Details of any veterinary care provided while under care of the shop. In addition, it is also good practice to record:
  - ❖ Details of any feedback provided to the breeder on health issues such as disease or inherited defects
  - ❖ Details of any health screening tests performed on the parents

Microchip is the preferred method of identification.

## **USEFUL CONTACTS**

All pet shop licences are issued by your local authority who should be your first point of contact.

### **General**

#### **British Veterinary Zoological Society**

Email : [secretary@bvzs.org](mailto:secretary@bvzs.org)

#### **Chartered Institute of Environmental Health**

Chadwick Court, 15 Hatfields, London, SE1 8DJ

Telephone : 020 7928 6006

[www.cieh.org](http://www.cieh.org)

#### **Department for Environment, Food and Rural Affairs**

Animal Welfare Unit, Nobel House, 17 Smith Square

London, SW1P 3JR Telephone : 08459 33 55 77

Email : [helpline@defra.gsi.gov.uk](mailto:helpline@defra.gsi.gov.uk)

<https://www.gov.uk/government/topics/wildlife-and-animal-welfare>

#### **Local Government Association**

c/o LGconnect, Local Government Group

Local Government House, Smith Square

London, SW1P 3HZ

Telephone : 020 7664 3000

Email : [info@local.gov.uk](mailto:info@local.gov.uk)

[www.lga.gov.uk](http://www.lga.gov.uk)

### **Veterinary Contacts**

#### **British Small Animal Veterinary Association**

Woodrow House, 1 Telford Way

Waterwells Business Park, Quedgeley

Gloucester, GL2 2AB

Telephone : 01452 726700

[www.bsava.com](http://www.bsava.com)

#### **British Veterinary Association**

7 Mansfield Street

London, W1G 9NQ

Telephone : 020 7636 6541

Email : [bvahq@bva.co.uk](mailto:bvahq@bva.co.uk)

[www.bva.co.uk](http://www.bva.co.uk)

#### **Royal College of Veterinary Surgeons**

Belgravia House, 62 – 64 Horseferry Road

London, SW1P 2AF

[www.rcvs.org.uk](http://www.rcvs.org.uk)

## **All Species**

#### **The Blue Cross**

Shilton Road, Burford, Oxon OX18 4PF

Tel : 01993 822651

Email : [info@bluecross.org.uk](mailto:info@bluecross.org.uk)

[www.bluecross.org.uk](http://www.bluecross.org.uk)

#### **Pet Industry Federation**

Bedford Business Centre

170 Mile Road, Bedford, MK42 9TW

Telephone : 01234 273 933

[www.petcare.org.uk](http://www.petcare.org.uk)

#### **People's Dispensary for Sick Animals (PDSA)**

Head Office, Whitechapel Way,

Priorslee, Telford, Shropshire, TF2 9PQ

Telephone : 01952 290999

[www.pdsa.org.uk](http://www.pdsa.org.uk)

#### **Royal Society for the Prevention of Cruelty to Animals**

RSPCA Enquiries Service, Wilberforce Way

Southwater, Horsham, West Sussex, RH13 9RS

Telephone : 0300 1234 555

[www.rspca.org.uk](http://www.rspca.org.uk)

#### **Wood Green Animal Shelters**

Kings Bush Farm, London Road,

Godmanchester, Cambs, PE29 2NH

Telephone : 0844 248 8181

Email: [info@woodgreen.org.uk](mailto:info@woodgreen.org.uk)

[www.woodgreen.org.uk](http://www.woodgreen.org.uk)

### **Cats**

#### **International Cat Care**

Taeselbury, High Street, Tisbury

Wiltshire, SP3 6LD

Telephone : 01747 871872

Email : [info@icatcare.org](mailto:info@icatcare.org)

[www.icatcare.org](http://www.icatcare.org)

#### **Governing Council of the Cat Fancy**

5 King's Castle Business Park

The Drove, Bridgwater, Somerset, TA6 4AG

Telephone : 01278 427575

Email : [info@gccfcats.org](mailto:info@gccfcats.org)

[www.gccfcats.org](http://www.gccfcats.org)

## Dogs

### **Dogs Trust**

17 Wakley Street, London, EC1V 7RQ  
Telephone : 0207 833 7685  
Email : [info@dogstrust.org.uk](mailto:info@dogstrust.org.uk)  
[www.dogstrust.org.uk](http://www.dogstrust.org.uk)

### **The Kennel Club**

1 – 5 Clarges Street, Piccadilly, London, W1J 8AB  
Telephone : 08444 633 980  
Email : [info@thekennelclub.org.uk](mailto:info@thekennelclub.org.uk)  
[www.thekennelclub.org.uk](http://www.thekennelclub.org.uk)

## Fish

### **Ornamental Aquatic Trade Association**

1<sup>st</sup> Floor Office Suite, Wessex House  
40 Station Road, Westbury  
Wiltshire, BA13 3JN  
Tel : 01373 301353  
[www.ornamentalfish.org](http://www.ornamentalfish.org)

## Permanent Identification Databases

### **Microchipping Advisory Group**

[www.bsava.com/Advice/MicrochipAdvice/tabid/154/Default.aspx](http://www.bsava.com/Advice/MicrochipAdvice/tabid/154/Default.aspx)

### **National Dog Tattoo Register**

Telephone : 01255 552455  
[www.dog-register.co.uk](http://www.dog-register.co.uk)

### **Animalcare**

Telephone : 01904 487 687  
Email : [office@animalcare.co.uk](mailto:office@animalcare.co.uk)  
[www.animalcare.co.uk](http://www.animalcare.co.uk)

### **AVID Plc**

PO Box 190, Lewes, East Sussex, BN7 9GD  
Telephone : 0800 652 7 977  
Email : [pettrac@avidplc.com](mailto:pettrac@avidplc.com)  
[www.avidplc.com](http://www.avidplc.com)

### **Petlog**

The Kennel Club, 4A Alton House  
Gatehouse Way, Aylesbury, Bucks, HP19 8XU  
Telephone : [petlogadmin@thekennelclub.org.uk](mailto:petlogadmin@thekennelclub.org.uk)  
[www.petlog.org.uk](http://www.petlog.org.uk)

### **Pet Protect**

Furness House, 53 Brighton Road  
Redhill, Surrey RH1 6RD  
Telephone : 0800 587 0660  
[www.petprotect.co.uk](http://www.petprotect.co.uk)

## Rabbits and Small Mammals

### **British Rabbit Council**

Purefoy House, 7 Kirkgate  
Newark, Notts, NG24 1AD  
Telephone : 01636 676042  
[www.thebrc.org](http://www.thebrc.org)

### **Rabbit Welfare Association and Fund**

PO Box 603, Horsham  
West Sussex, RH13 5WL  
Telephone : 0844 324 6090  
Email : [hq@rabbitwelfare.co.uk](mailto:hq@rabbitwelfare.co.uk)  
[www.rabbitwelfare.co.uk](http://www.rabbitwelfare.co.uk)

## Reptiles

### **REPTA (Reptile & Exotic Pet Trade Association)**

Telephone : 02380 440999  
Email : [info@repta.org](mailto:info@repta.org) [www.repta.org](http://www.repta.org)

## Qualifications and Training

Contact your trade association, local technical or agricultural college for information on current training and qualifications

### **Animal Medicines Training Regulatory Authority**

Unit 1c, Woolpit Business Park  
Windmill Avenue, Woolpit,  
Bury St. Edmunds, IP30 9UP  
Telephone : 01359 245801  
Email : [info@amtra.org.uk](mailto:info@amtra.org.uk)  
[www.amtra.org.uk](http://www.amtra.org.uk)

### **City & Guilds**

1 Giltspur Street, London, EC1A 9DD  
Telephone : 0844 543 0000  
[www.cityandguilds.com](http://www.cityandguilds.com)

### **LANTRA**

Lantra House, Stoneleigh Park  
Coventry, Warwickshire, CV8 2LG  
Telephone : 0845 707 8007  
Email : [connect@lantra.co.uk](mailto:connect@lantra.co.uk)  
[www.lantra.co.uk](http://www.lantra.co.uk)

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