



# **Pet Shop Licence Standard Conditions**

Drawn from the Chartered Institute of Environmental Health Model Conditions for Pet Vending Licensing 2013.

Adopted 28<sup>th</sup> November 2017

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For guidance on the conditions detailed in this document see The Chartered Institute of Environmental Health Model Conditions for Pet Vending Licensing 2013 (revised September 2016)

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## **Schedule A – General conditions**

### **1.0 Licence Display**

- 1.1 This licence or a copy of the licence must be displayed to the public in a prominent position.

### **2.0 Accommodation**

- 2.1 Animals must at all times be kept in accommodation designed to prevent escape and an environment suitable to their species and condition with respect to behavioural needs, situation, size, temperature, ventilation, and cleanliness. All accommodation must avoid drafts and overexposure to direct sunlight and must be kept in good repair.
- 2.2 Ventilation must be provided to all interior areas without the creation of excessive, localised draughts. Ventilation is important as an aid to disease control and aims to decrease smell accumulation and prevent excessive humidity of the atmosphere.
- 2.3 If animals are displayed outdoors, they must have protection appropriate to their species.
- 2.4 In order to control the spread of disease, and to prevent injury, housing must be constructed of non-porous materials or be appropriately treated. Junctions between all sections need to be fully cleanable.
- 2.5 Animals must be kept in housing which minimises stress from other animals or the public. Signage should be in place to deter public interference. In addition other measures may be required, such as limiting access to some sides of animal enclosures. Care should be taken to avoid sensory contact between prey and predator species.
- 2.6 All animals for sale must be readily accessible and easy to inspect by staff.
- 2.7 Accommodation must be cleaned as often as necessary to maintain good hygiene standards.
- 2.8 Where accommodation is on a tiered system, water, food or droppings must not be allowed to enter the lower housing.
- 2.9 All accessories provided for environmental enrichment in the accommodation must be appropriate for the species.

### **3.0 Exercise Facilities**

- 3.1 Suitable and sufficient facilities must be available where appropriate.

### **4.0 Register of Animals**

- 4.1 A purchase register must be maintained for all animals detailing their source and identification where appropriate.
- 4.2 A sales register must be maintained for:
- Dogs
  - Cats
  - Psittacines
  - Species contained in the Schedule to the Dangerous Wild Animals Act 1976
- The register must contain the name, address and telephone number of the purchaser.
- 4.3 Animals under veterinary treatment must be identifiable.

### **5.0 Stocking numbers and densities**

- 5.1 No animals other than those specified in the licence, may be stocked. (Animals are defined as vertebrate animals; invertebrates are exempted from the legislation).

5.2 Where appropriate, all animals must be housed in social groups of suitable size.

## **6.0 Health Disease and Acclimatisation**

6.1 All animals for sale must be in good health.

6.2 All animals should receive appropriate vaccinations where required for the species, as advised by the retailer's veterinary surgeon. Vaccination courses should begin at the appropriate age for each species. A record of treatment should be provided to the purchaser.

6.3 Any sick or injured animal must receive appropriate care and treatment without delay. These must only be treated by appropriately competent staff or veterinary surgeons.

6.4 Provision must be made for the isolation of sick/injured/infectious animals and those that might reasonably be expected to be carrying serious infectious diseases.

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

6.6 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.

6.7 All necessary precautions must be taken to prevent harbourage, or the introduction to the premises, of rodents, insects and other pests.

## **7.0 Food and Drink**

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

7.3 Food and drink receptacles must be appropriate to the species, constructed and positioned to minimise faecal and urine contamination and spillage. Receptacles must be cleaned out at regular intervals.

## **8.0 Food storage**

8.1 All food, excluding live foods intended for feeding to animals on the premises, 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 animals must be attended to at regular intervals, except where defined in the schedule, at least once daily, and appropriate to the individual animal. A system of recording observations must be maintained.

## **10.0 Disposal of Waste**

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

10.2 There should be appropriate arrangements in place for removal of dead animals.

## **11.0 Transportation to the Premises**

11.1 When receiving animals, the licensee must make reasonable effort to ensure that they are transported in a suitable manner.

- 11.2 Any animals received or consigned shall be transported according to the regulations laid down in current legislation.
- 11.3 Animals must be transported or handed to purchasers in suitable containers to minimise stress on the animals.
- 12.0 Sale of Animals**
- 12.1 No mammal shall be sold un-weaned or, if weaned, at an age at which it should not have been weaned.
- 12.2 In the case of non-mammals, they must be capable of feeding themselves.
- 13.0 Dangerous Wild Animals** (as defined in the Dangerous Wild Animals Act 1976)
- 13.1 When dangerous wild animals are kept, the cages must be of a secure construction, appropriate to the species and kept locked.
- 13.2 The local authority must be notified in the event that the pet shop wishes to offer for sale any animal on the Schedule to the Dangerous Wild Animals Act.
- 14.0 Pet care advice, staff training and knowledge**
- 14.1 New applicants must have a qualification or be registered with a recognised body such as City & Guilds. They must have suitably progressed in 12 months and have completed the qualification within 2 years.
- 14.1 The licensee must ensure that the purchaser is informed of the correct care of the animal covering feeding, housing, handling, husbandry, accessories and veterinary care.
- 14.2 Appropriate reference materials on the care of each species must always be available for use by staff.
- 14.3 Staff members must be able to provide suitable advice to purchasers and answer questions as required by them.
- 14.4 The licensee must be able to demonstrate appropriate staff training is carried out and that staff are competent in pet shop management and animal handling.
- 15.0 Fire and other emergency precautions**
- 15.1 Suitable emergency precautions and written procedures must exist and be made known to all staff, including arrangements for evacuation of animals.
- 15.2 Entrances and exits must be clear of obstructions at all times.
- 15.3 Suitable fire fighting, prevention and detection equipment must be provided, maintained, regularly serviced and sited as advised by the local fire protection/prevention officer and approved by the local authority.
- 15.4 The licensee, or a designated key holder, must at all times be within reasonable travelling distance of the premises and available to attend in case of emergency.
- 15.5 A list of key holders must be lodged with the local police and local authority.
- 15.6 In the interests of animal welfare, the following notice must be displayed prominently at the front of the shop: "In case of an emergency, dial 999".
- 15.7 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.

- 15.8 All electrical installations and appliances must be maintained in a safe condition.
- 15.9 There must be an effective contingency plan for essential heating, ventilation and aeration/filtration systems, as appropriate.

## **Schedule B – Dogs**

1.0 Puppies must be weaned before leaving the mother

2.0 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 is not a defence if the welfare of the animals are in question.

3.0 Suitable and sufficient exercise facilities must be available and accessible where appropriate.

4.0 Extreme temperatures must be avoided.

5.0 General bedding must include an adequate amount of absorbent material.

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

7.0 A specific lying place must be provided lined with soft material.

8.0 Puppies must be fed at least four times daily, at appropriate intervals.

9.0 Puppies must have frequent, quality contact time with staff.

10.0 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.

11.0 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 litters are mixed they should be of similar size, age and temperament and there should be good supervision of mixing.

12.0 There must be environmental enrichment in all kennels.

**Schedule C – Cats**

- 1.0 Kittens must be weaned before leaving the mother.
- 2.0 The minimum pen floor area for a batch of up to 4 kittens, up to 12 weeks of age, must be 1 m<sup>2</sup> with a minimum height of 0.6m (for example, 0.6m x1 x1). 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.
- 3.0 Extreme temperatures must be avoided.
- 4.0 Disposable or washable bedding must be provided and kept clean.
- 5.0 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 the manufacturers' instructions, as some disinfectants are toxic to cats.
- 6.0 Kittens must be fed at least four times daily at appropriate intervals.
- 7.0 Batches must not be mixed and if several batches are kept in one area then the pen must have solid sides.
- 8.0 Kittens must have frequent, quality contact time with staff.
- 9.0 There must be environmental enrichment in all cages such as toys, climbing frames and platforms.



## **Schedule D – Rabbits**

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

2.0 The minimum enclosure size must be:

2.1 0.4m<sup>2</sup> for up to 4 standard juvenile rabbits and a height of 0.4m.

2.2 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.

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

4.0 Extreme temperatures must be avoided.

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

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

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

8.0 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.

9.0 Animals must be provided with an appropriate diet and any new feeds must be introduced slowly.

**Schedule E – Other small mammals**

- 1.0 All small mammals must be correctly sexed and housed in single sex groups unless a solitary species (or for sale as a breeding pair).
- 2.0 Animals must at all times be kept in suitably sized accommodation.
- 3.0 Animals must be provided with a suitable substrate in sufficient amounts.
- 4.0 Animals must be provided with a suitable bedding material in sufficient amounts.
- 5.0 Animals must be provided with places to hide. Accessories and enrichment should be provided, suitable to the species.
- 6.0 Suitable food and drink receptacles must be provided and positioned to avoid faecal contamination.
- 7.0 All rodents must be fed a suitable diet and have free access to hay where required.
- 8.0 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    | Minimum cage height (m) | Minimum cage depth (m) |
|-------------------------|-------|-------|------|-------|-------|-------|-------|-------------------------|------------------------|
| Mice, Hamsters, Gerbils | 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                   |
| Chipmunks               | 0.25  | 0.375 | 0.5  | 0.625 | 0.75  | 0.875 | 1.0   | 0.90                    | 0.45                   |

**Schedule F – Ferrets**

- 1.0 Ferrets must be at least eight weeks old.
- 2.0 Ferrets must be housed with batch companions.
- 3.0 Ferrets must be housed in groups or pairs of either sex. Adult hobs (males) require individual accommodation.
- 4.0 Batches of ferrets must not be mixed.
- 5.0 The minimum pen floor area for a litter of up to 4 ferrets, up to 12 weeks of age, must be 1m<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.
- 6.0 Sleeping quarters must be draught free and dark.
- 7.0 Ferrets must have suitable bedding.
- 8.0 Extreme temperatures must be avoided.
- 9.0 Ferret kibble must be provided at appropriate intervals.
- 10.0 Clean water must be supplied in both a heavy based bowl and a water bottle attached to the side of the enclosure.

## Schedule G – Birds

- 1.0 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.
- 2.0 Perches must be positioned so that birds do not defecate on each other and must be of appropriate size and shape for each species.
- 3.0 Ambient temperature must be appropriate for the species, Extremes of temperatures must be avoided.
- 4.0 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.
- 5.0 Cages must be constructed from materials suitable to the type and size of birds. Materials must be safe to birds and in good repair.
- 6.0 Windproof nest boxes must be provided in all outside housing and inside where appropriate.
- 7.0 Flooring must be drop-through or easily washed/hosed.

### Stocking Densities for Birds in Cages

Area in square metres

| 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* <sup>1</sup>        | 0.48   | 7.5   |
|                                       | More than 30* <sup>1</sup> | 0.675  | 7.5   |
| Parrots                               | Less than 30               | 0.225  | 10  |
|                                       | 30-35* <sup>2</sup>        | 0.4050   | 15  |
|                                       | More than 35* <sup>2</sup> | 0.4725   | 20  |
| Chickens                              |                            | 1.6  |   |
| Bantams                               |                            | 1.6  |   |
| Quail                                 |                            | 16   |   |

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

\*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

Area in square metres

| Type                                  | Length of Bird (cm)        | Number of Birds per 'Standard' Aviary (1.8 x 0.9 x 1.8m) |
|---------------------------------------|----------------------------|--|
| 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* <sup>2</sup> | 4  |
| Chickens                              |                            | 4 (min height 0.9m)                                      |
| Bantams                               |                            | 6 (min height 0.9m)                                      |
| Quail                                 |                            | 8 (min height 0.9m)                                      |

**Schedule H – Reptiles and Amphibians**

- 1.0 Stocking and density must be appropriate to the species.
- 2.0 The enclosure size must be appropriate to the species and adjusted according to its size.
- 3.0 Temperature, humidity and ventilation must be appropriate to the species.
- 4.0 Lighting must be appropriate to the species.
- 5.0 Substrate appropriate to the species must be present.
- 6.0 Enrichment must be provided appropriate to the species.
- 7.0 Food and water must be provided in the appropriate manner for the species.
- 8.0 Hygiene: enclosures must be cleaned appropriately.
- 9.0 Handling must be kept to a minimum at all times.

## **Schedule I – Fish**

- 1.0 Water quality is a key determinant of fish welfare. To assess it, levels of ammonia and nitrite must be checked first. Only if such measurements exceed the standards below, or there is an unexplained problem, is there any need to proceed further. Minimum water standards must be:
- 1.1 **Cold Water Species**
- |                     |                                    |
|---------------------|------------------------------------|
| Free Ammonia        | max 0.02mg/l                       |
| Nitrite             | max 0.2mg/l                        |
| Dissolved Oxygenmin | 6mg/l                              |
| Nitrate             | max 50mg/l above ambient tap water |
- 1.2 **Tropical Freshwater Species**
- |                     |                                    |
|---------------------|------------------------------------|
| Free Ammonia        | max 0.02mg/l                       |
| Nitrite             | max 0.2mg/l                        |
| Dissolved Oxygenmin | 6mg/l                              |
| Nitrate             | max 50mg/l above ambient tap water |
- 1.3 **Tropical Marine Species**
- |                     |               |
|---------------------|---------------|
| Free Ammonia        | max 0.01mg/l  |
| Nitrite             | max 0.125mg/l |
| Nitrate             | max 100mg/l   |
| Ph                  | min 8.1       |
| Dissolved Oxygenmin | 4.0 mg/l      |
- 2.0 Water quality must be checked regularly and records kept of all tests. Centralised systems must be tested weekly. 10% of individually filtered tanks or vat must be tested weekly. On aquaria or vats in which visual inspection indicates unusual behaviour or deaths, water quality inspections should be undertaken.
- 3.0 Holding systems must be cleaned and checked regularly.
- 4.0 No aquatic organisms should be exposed to excessive light or heat, or lack of adequate warmth.