

Premises Name..... Officer Name.....

Premises Address.....

Date of inspection Person Seen

Part A – General Conditions (Schedule 2 of the Regulations)

Condition	Guidance	Officer Notes
1.0 Licence Display 1.1 A copy of the licence must be clearly and prominently displayed on any premises used for the licensable activity.	The licensed premises' address must be displayed on the licence.	
1.2 The name of the licence holder followed by the number of the licence holder's licence must be clearly and prominently displayed on any website used in respect of the licensable activity.	The name on the licence must be the individual licence holder's name. A duplicate licence can be issued for public display in the name of the business.	
2.0 Records 2.1 The licence holder must ensure that at any time all the records that the licence holder is required to keep as a condition of the licence are available for inspection by an inspector in a visible and legible form or, where any such records are stored in electronic form, in a form from which they can readily be produced in a visible and legible form. 2.2 The licence holder must keep all such records for at least three years beginning with the date on which the record was created.	Electronic records must be backed up.	

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3.0 Use, number and type of animal 3.1 No animals or types of animal other than those animals and types of animal specified in the licence may be used in relation to the relevant licensable activity.	Only animals specified in the licence can be stocked for selling. For reptiles, amphibians, fish, and rodents, the named animals on the licence can be grouped by species (for example, tropical fish, snakes, newts, hamsters, gerbils).	
3.2 The number of animals kept for the activity at any time must not exceed the maximum that is reasonable taking into account the facilities and staffing on any premises used for the licensable activity.	The licence conditions must clearly state the maximum number for each species that may be kept on the premises, with the exception of fish. Numbers of fish should not be specified as they are determined by the water quality in the aquarium as set out in part L. If there are more of any species than stated on the licence, this would be a breach of the licence, especially if not reflected in increased staffing levels. The operator must adhere to the stocking densities for each species in the relevant annexes.	
4.0 Staffing 4.1 Sufficient numbers of people who are competent for the purpose must be available to provide a level of care that ensures that the welfare needs of all the animals are met.	At least one member of staff on site during opening hours must: • be familiar with the care and welfare of the animals • have a recognised qualification or be able to demonstrate suitable experience or training If welfare needs of the animals are not being met, consider if there are enough staff onsite. Consider	

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	any site-specific and automated processes that may affect staff levels. Licence holders keeping venomous species hazardous to human health must ensure that sufficient staff are trained or have experience in the species management. Written health care instructions must be provided for staff in case of an incident involving any venomous animal and a visitor or staff member. These procedures must be followed.	
4.2 The licence holder or a designated manager and any staff employed to care for the animals must have competence to identify the normal behaviour of the species for which they are caring and to recognise signs of, and take appropriate measures to mitigate or prevent, pain, suffering, injury, disease or abnormal behaviour.	Staff must be trained and be able to carry out the following tasks: • animal welfare, including recognising poor welfare • animal handling • animal behaviour • cleanliness and hygiene • feeding and preparing food • preventing and controlling disease • recognising sick or injured animals • giving first aid There must be a record of all staff training. Animals must be handled and cared for by staff with the appropriate ability, knowledge and professional competence. Staff must either:	

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	• hold a formal qualification such as a Level 2 OFQUAL regulated qualification appropriate for their role • show they have relevant experience Where no accredited training course exists for an activity, other evidence of training, such as industry generated courses, must be provided. Staff who have taken an OFQUAL regulated qualification must show that they have progressed with their study in a 12 month period, and must complete the qualification within 2 years	
4.3 The licence holder must provide and ensure the implementation of a written training policy for all staff.	The training policy must be reviewed and updated annually, and must include: • an annual appraisal • planned continued professional development • recognition of any knowledge gaps If no staff are employed, the licence holder must demonstrate their own knowledge development. The participation of the staff can be shown by: • records of courses they are taking • records of written or online learning • keeping up to date with any research or developments for specific dogs or breeds • annual appraisal documents This applies to all staff including the licence holder.	

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	Evidence of staff attendance or completion of the training must be provided.	
Optional Higher Standard for Staffing	There must be a member of permanent, full-time staff with an OFQ higher standard UAL regulated Level 3 qualification that is appropriate to the species kept	
5.0 Suitable Environment 5.1 All areas, equipment and appliances to which the animals have access must present minimal risks of injury, illness and escape. They must be constructed in materials that are robust, safe and durable, in a good state of repair and well maintained.	Housing must be secure in order to prevent injuries and reduce risk of disease transmission. The housing must be secure and kept in good repair. It must be designed to ensure dry, and easily cleaned surfaces, including junctions where parts of the housing join. This does apply to non-aquatic species. Materials must be non-toxic and constructed of non-porous materials, or be appropriately treated. Housing must be inspected regularly. Any part which is damaged, may cause injury, or offer an animal the opportunity to escape must be repaired or replaced immediately. Hazards must be minimised. There must not be any sharp edges, projections, rough edges or other hazards which could injure an animal. Electrical cables must be out of reach of any animal that could chew or damage them. All licence holders must be able to show that they have considered both environmental and biosecurity (including zoonotic disease) risks in their choice of enclosure, and how they use it.	.

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	Drainage in enclosures, activity areas, passageways and preparation areas must be adequate to reduce the risk of pathogens in standing water. Where a pest problem is identified a control programme must be implemented.	
5.2 Animals must be kept at all times in an environment suitable to their species and condition (including health status and age) with respect to— (a) their behavioural needs, (b) its situation, space, air quality, cleanliness and temperature (c) the water quality (where relevant), (d) noise levels (e) light levels (f) ventilation.	Animals must be able to climb, fly, swim, jump and move around freely where appropriate, and exhibit normal behaviour in their environment. Housing must provide shelter from adverse weather and predators. Enclosures must be appropriate to the size of the species. They must adjust in size as the animal grows. Animals kept communally may need to be separated or need larger enclosures if there is any change in group dynamics. Whilst animals are offered for sale, the business is considered a short-term transitional holding facility. Because of this, it may be acceptable to have enclosures of smaller sizes than those intended for long term care. These sizes are outlined for each taxonomic group within the individual schedules, and take into account specific stocking density. The transitional period is to be no more than 3 months from the date of arrival. If an animal is kept for longer or permanently, the animal must be moved to an enclosure of a size that is of best practice for the individual species. The enclosure must be comparable with what you would expect the final purchaser to use. At a minimum this must be equivalent, or preferably larger, to those	

	described in the higher standard minimum enclosure size for each species. For businesses selling animals exclusively to other businesses, there are currently no agreed standards for cage sizes and stocking densities. Businesses must provide evidence to demonstrate that the animals' welfare needs are being met, with reference to the guidance in the rest of this document. This does not apply to businesses selling dogs and cats. The size of housing for cats and dogs must meet the requirements in the guidance. a) Behavioural needs Where appropriate, animals must have separate areas for hiding, sleeping, toileting and exercising. Sleeping areas must be dry, draught-free, well ventilated and clean as well as large enough to allow all the animals housed to rest together fully outstretched where appropriate and turn around unimpeded. Any substrate used must be appropriate to the species concerned. b) Situation, space, air quality, cleanliness and temperature Licence holders must ensure that environmental conditions such as temperature, relative humidity, ventilation, lighting conditions are carefully controlled at all times. Conditions must be monitored and remain within the appropriate range for the species housed.	
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	A record should be kept of any instances where conditions fall outside of the appropriate ranges, and what corrective actions were taken. Staff must be able to outline the remedial action taken. Over-exposure to direct sunlight and other unintended heat sources must be avoided. Animals held or displayed outdoors must always have access to suitable protection from adverse weather conditions. Animals must not be exposed to draughts. c) Water quality (where relevant) For species where water quality forms an integral part of life, or where poor water quality has welfare implications, water quality must be tested and recorded. The frequency of testing must be appropriate to the system, but must be at least weekly. Records must detail any action taken to restore the water to acceptable conditions. d) Noise levels Noise and vibration must be maintained at levels appropriate to species. Enclosures must be situated away from noise sources likely to cause stress or disturbance. e) Light levels Light must be provided in a suitable natural cycle for the species. If there is not enough natural light there must be suitable artificial lighting.	
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	f) Ventilation All inside areas must be well ventilated, but animals must not be exposed to draughts. The ventilation must not make areas too cold, hot or humid. Humidity must be appropriate for the species.	
5.3 Staff must ensure that the animals are kept clean and comfortable	Where housing is on a tiered system, water, food or waste products must not be allowed to contaminate lower levels. In certain systems, such as aquaria or mixed-species aviaries, where separation of the animals is inappropriate, waste must be managed to prevent contamination of food and water.	
5.4 Where appropriate for the species, a toileting area and opportunities for toileting must be provided.		
5.5 Procedures must be in place to ensure accommodation and any equipment within it is cleaned as often as necessary and good hygiene standards are maintained. The accommodation must be capable of being thoroughly cleaned and disinfected.	Housing must be cleaned and disinfected with products effective against likely pathogens. At normal usage levels, disinfectants must be non-toxic to the species housed and used at an appropriate dilution and as per the manufacturer's instructions. There must be the correct length of time between disinfection and (re)introduction of livestock. Soiled bedding must be removed promptly and immediately replaced. Empty enclosures must be fully cleaned, disinfected and allowed to dry when vacated and before new stock arrives. Substrate must be	

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	replaced as appropriate, and enclosure fixtures and fittings must be adequately disinfected. Enclosures must be spot-cleaned at least daily and more so if necessary, unless this has negative effects on the welfare of the animals.	
5.6 The animals must be transported and handled in a manner (including for example in relation to housing, temperature, ventilation and frequency) that protects them from pain, suffering, injury and disease.	All animals must be transported according to the regulations laid down in current legislation. Predators and prey must not be able to see, hear or smell each other during transport. The licence holder must demonstrate that a suitable vehicle is available to transport the animals. It does not have to be owned by the licence holder. Vehicles must be cleaned and disinfected after each collection and delivery except where animals are transported in closed containers. The closed containers should be cleaned after each use. Animals must be transported in suitable containers and must not be mixed with different species or unfamiliar animals. Where a number of animals are mixed in the same container, the container needs to be of an appropriate size to prevent overcrowding. Animals must not be left in vehicles for unreasonable periods and must never be left unattended in a car or other vehicle when the temperature may pose a risk to the animal. Consideration must be given to whether it is necessary to transport animals when the climatic conditions pose a risk	

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	Injured, diseased or ill animals must not be transported unless being taken to a vet, quarantine or isolation facility. When transporting a diseased animal, there must be barriers between containers to reduce the transmission of disease. The vehicle and equipment must be appropriately disinfected following transportation.	
5.7 All the animals must be easily accessible to staff and for inspection. There must be sufficient light for the staff to work effectively and observe the animals.	Animals must not be placed on display in a window looking out to public spaces, such as a street. This is to avoid: • exposure to direct sunlight • inappropriate heat levels • stressful stimuli Staff must be able to inspect enclosures daily, with minimal disturbance to the animal, unless the species needs more frequent checks (see relevant Schedules). Consideration must be given to the specific requirements of nocturnal species	
5.8 All resources must be provided in a way (for example as regards frequency, location and access points) that minimises competitive behaviour or the dominance of individual animals.	Resources include, but are not limited to: • food • water • enrichment items, such as toys and blankets • resting and sleeping areas There must be sufficient resources for each individual animal in any shared enclosure. This is to minimise dominant behaviour. Where this is identified, more resources must be provided or dominant animals must be removed.	

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	Feeding and play must be separate or supervised where necessary. Staff must be trained to recognise signs of group disruption (for example, competition and aggression), which could compromise the welfare of the animals.	
5.9 The animals must not be left unattended in any situation or for any period likely to cause them distress.		
Required higher standard for providing a suitable environment	Businesses selling animals exclusively to other businesses must meet the requirements for cage sizes and stocking densities in the species-specific minimum standards.	
6.0 Suitable Diet 6.1 The animals must be provided with a suitable diet in terms of quality, quantity and frequency. Any new feeds must be introduced gradually to allow the animals to adjust to them.	The quantity and type of food, frequency of feeding and how animals are fed must be appropriate for the species, the individual's behavioural and nutritional needs. Staff must know the requirements for all the species for which they are responsible. The person who buys the animal must be advised to continue feeding the diet given by the licence holder initially. Food supplements, including vitamins and minerals, must be provided if necessary at the correct dosage for the individual species. This needs to be in a form appropriate to ensure the animal gets adequate supplements. Fresh foods must be kept refrigerated where necessary. Frozen foods intended for use must be	

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	stored in a deep freeze and defrosted thoroughly to room temperature before use. Live food must be housed in suitable escape proof containers. If it is not eaten by the animal in a short period, it must be removed so that it cannot harm the species housed (for example, crickets biting reptiles). Animals should only be fed live vertebrate prey in exceptional circumstances (for example, a snake that isn't eating). A pet shop should only feed live vertebrate prey to the individual animals they have identified as needing it. A written justification must be: • completed and made available to inspectors • agreed by senior staff, and include veterinary advice, weighing up the welfare of predator and prey They must not be fed in the presence of the public. Animals known to only feed on live prey must be sold only to specialists or institutions. They must not be sold to members of the general public. A competent staff member must observe live feeding. Uneaten prey must be removed promptly.	
6.2 Feed and (where appropriate) water intake must be monitored, and any problems recorded and addressed.	Abnormalities in eating and drinking habits must be recorded, reported to the appropriate member of staff and acted upon. Appropriate veterinary advice must be sought if necessary. Significant weight loss or gain must be assessed by a competent person. Where the underlying reason	

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	cannot be identified and remedial measures have been unsuccessful, the animal must be assessed by a vet. If it is housed as part of a social group, the facility must be able to isolate an individual and to tell whether it is eating or not. For small mammals, guinea pigs, rabbits and birds, a vet must be consulted without delay if: • there is no improvement in food intake within 12 hours following remedial action taken by a competent person • the condition of the animal deteriorates	
6.3 Feed and drinking water provided to the animals must be unspoilt and free from contamination.	Spoilt perishable foodstuffs must be removed after an appropriate time following a feeding time. The business must have fridges to store food. High risk feeds (such as cooked or raw meat and fish, or dairy products) and the remains of opened tins or pouches must be stored in covered, non-metal, leak proof containers in the fridge.	
6.4 Feed and drinking receptacles must be capable of being cleaned and disinfected, or disposable.	Water and food bowls must be checked daily, cleaned daily as appropriate and disinfected at least weekly.	

6.5 Constant access to fresh, clean drinking water must be provided in a suitable receptacle for the species that requires it.	Fresh, clean water must be available at all times. This is except for those species where it may be harmful, and when water supplies are being changed, for example when water bottles are removed for filling. Water bottles must be free flowing and free from leakages and blockages. Water must be located away from the sleeping area to help prevent this becoming damp or waterlogged if the bottle leaks. Raptors should be provided daily with fresh clean water in a bath. This should be removed during freezing weather, where they are kept outdoors, to avoid health problems.	
6.6 Where feed is prepared on the premises, there must be hygienic facilities for its preparation, including a working surface, hot and cold running water and storage.	Staff must maintain high standards of personal hygiene. They must follow good hygiene practices when preparing food. They need to be aware of the risk of cross contamination between equipment, utensils and surfaces. There must be appropriate disinfectants available to clean the food preparation area immediately following its use. A separate hand wash basin with an adequate supply of hot and cold water must be provided for staff to wash their hands. This must be connected to a suitable drainage system. Food must be fit for consumption protected against dampness, deterioration, mould or from contamination by insects, birds, vermin or other pests	

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	The food preparation area must be kept clean and vermin free Human and animal food preparation must not take place in shared preparation areas at the same time or using shared utensils. Where fresh food is used, there must be fridges. Staff must not use receptacles for an animal's food and drink for any other purposes.	
7.0 Monitoring of behaviour and training of animals 7.1 Active and effective environmental enrichment must be provided to the animals in inside and any outside environments.	Environmental enrichment accessories which stimulate natural behaviour must be provided as appropriate to the species maintained. These must not have the potential to cause welfare concerns, such as injury. They must be replaced if damaged. As appropriate to the species, enrichment devices must be changed on a regular basis to introduce novelty and maintain interest. When adding new enrichment devices, staff must ensure that the animal is closely monitored for signs of distress. Accessories must be disposable or be disinfected between animals.	
7.2 For species whose welfare depends partly on exercise, opportunities to exercise which benefit the animals' physical and mental health must be provided, unless advice from a veterinarian suggests otherwise.	Animals must be able to exhibit normal behaviour patterns. They may need additional suitable space for exercise. All animals must have daily exercise, as appropriate for species, age, ability and physical	

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	capability. Animals convalescing or within a resting or quarantine period should be allowed rest. Animals which cannot be exercised for veterinary reasons must be provided with additional enrichment.	
7.3 The animals' behaviour and any changes of behaviour must be monitored. Advice must be sought, as appropriate and without delay, from a veterinarian or, in the case of fish, any person competent to give such advice if adverse or abnormal behaviour is detected.		
7.4 Where used, training methods or equipment must not cause pain, suffering or injury.	Training must be reward based - rewarding good behaviour and ignoring unwanted behaviour.	
7.5 All immature animals must be given suitable and adequate opportunities to— (a) learn how to interact with people, their own species and other animals where such interaction benefits their welfare, and (b) become habituated to noises, objects and activities in their environment.	Where it will benefit their welfare, young animals must be adequately and appropriately socialised and habituated, by appropriately knowledgeable staff. This is to prevent fear behaviour towards, for example, people, animals, situations and environments they are likely to encounter in their adult lives.	
8.0 Animal Handling and Interactions 8.1 All people responsible for the care of the animals must be competent in the appropriate handling of each animal to protect it from pain, suffering, injury or disease.	When a customer or client is handling an animal, a competent member of staff must supervise and ensure the interaction is appropriate. They must stop the handling if the animal shows signs of fear, suffering or fatigue. Animals which may be aggressive must only be handled by, or in the presence of, competent staff.	

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	Customers must be offered and encouraged to use facilities to clean and sanitise their hands before and after handling, especially if they have had contact with faeces or urine.	
8.2 The animals must be kept separately or in suitable compatible social groups appropriate to the species and individual animals. No animals from a social species may be isolated or separated from others of their species for any longer than is necessary.	Where appropriate, all animals must be housed in social groups of suitable size. Group-housed animals must be monitored. Remedial action must be taken and documented if there are any signs of group disruption. Social species can be isolated or separated if remedial action hasn't worked and an animal shows signs of: ● disease ● injury ● danger ● stress All animals must be sexed immediately on arrival to the premises and housed in single sex groups where appropriate to avoid unwanted litters. This does not apply if it would compromise welfare (for example, separating a litter of puppies).	
8.3 The animals must have at least daily opportunities to interact with people where such interaction benefits their welfare.	Animals must never be forced to interact with people, and must be able to avoid people. For example, they should have access to a hiding place, unless this would adversely impact their welfare. Interaction includes handling and non-physical interactions with people.	

9.0 Protection from Pain, Suffering, Injury and Disease 9.1 Written procedures must— (a) be in place and implemented covering— (i) feeding regimes, (ii) cleaning regimes, (iii) transportation(iv) the prevention of, and control of the spread of, disease, (v) monitoring and ensuring the health and welfare of all the animals, vi) the death or escape of an animal (including the storage of dead animals); (b) be in place covering the care of the animals following the suspension or revocation of the licence or during and following an emergency.	Written procedures should be proportional to the size, and reflect the complexity of, the business. The written procedures must be made available to the inspectors. All people responsible for the care of the animals must be made fully aware of these procedures. The procedures must demonstrate how the conditions outlined in this guidance are met	
9.2 All people responsible for the care of the animals must be made fully aware of these procedures.		
9.3 Appropriate isolation, in separate self-contained facilities, must be available for the care of sick, injured or potentially infectious animals.	The facility must be able to isolate animals that are sick, injured or infectious or might be carrying serious infectious diseases Adequate isolation facilities may be provided: • on site or at another location, such as a local veterinary practice or wholesale • through changes in management, such as closing the pet shop, or a room in the shop Isolation plans must be documented in written procedures. If the isolation facility is at another location, the licence holder must be able to show that the	

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	location is prepared to provide such facilities - for example, a letter from the veterinary practice. All staff must understand the procedures to prevent the spread of infectious disease between animals. Staff must check animals in the isolation facility at least as frequently as other animals. Unless a separate person is looking after them, dogs in isolation must be checked after all the other animals. Where infectious disease is present in a premises: • the facility must use barrier nursing procedures • staff should wear protective clothing and footwear (where applicable) and change these between enclosures • equipment must be stored separately, including cleaning utensils • waste must be segregated Isolated animals must be kept in a secure, comfortable location where their condition and needs can be monitored and a record kept of their treatment. Sick animals must not be handled by members of the public.	
9.4 All reasonable precautions must be taken to prevent and control the spread among the animals and people of infectious diseases, pathogens and parasites.	Signage, care information and or staff must inform customers about the risks of infectious disease transmission. An animal which is suffering from or could reasonably be suspected of having come into	

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	contact with any other animal suffering from any infectious or contagious disease or which is clinically infested with parasites, must not be brought into or kept on the premises unless effectively isolated.	
9.5 All excreta and soiled bedding for disposal must be stored and disposed of in a hygienic manner and in accordance with any relevant legislation.	Excreta and soiled bedding must be removed from the premises on a regular basis. Disposal must happen at least weekly. The disposal method should: • satisfy the local authority • be in accordance with current regulations • follow good waste management practice All excreta and soiled bedding must be stored away from where food and animals are kept.	
9.6 Sick or injured animals must receive prompt attention from a veterinarian or, in the case of fish, an appropriately competent person and the advice of that veterinarian or, in the case of fish, that competent person must be followed.	Any sick or injured animal must receive appropriate care and treatment without delay. Only competent staff or vets must treat sick and injured animals. 'Care and treatment' may include euthanasia. Where an animal shows signs of disease, injury or illness it must be kept separate from the other animals. A vet, or a competent person in the case of fish, must be contacted for advice within 24 hours, unless otherwise stated in species specific Schedules. Any instructions for its treatment must be strictly followed.	
9.7 Where necessary, animals must receive preventative treatment by an appropriately competent person.		

9.8 The licence holder must register with a veterinarian with an appropriate level of experience in the health and welfare requirements of any animals specified in the licence and the contact details of that veterinarian must be readily available to all staff on the premises used for the licensable activity.	The vet's details must be displayed where they can be easily seen by all staff members. This must include: • name • address • telephone number • out of hours telephone number Where there is a lack of local veterinary expertise with regard to the species being sold then a competent secondary veterinary practice must provide support to the primary practice.	
9.9 Prescribed medicines must be stored safely and securely to safeguard against unauthorised access, at the correct temperature, and used in accordance with the instructions of the veterinarian.	Any prescribed medication given must be prescribed for the individual animal by a vet, and each instance of use must be recorded.	
9.10 Medicines other than prescribed medicines must be stored, used and disposed of in accordance with the instructions of the manufacturer or veterinarian.		
9.11 Cleaning products must be suitable, safe and effective against pathogens that pose a risk to the animals. They must be used, stored and disposed of in accordance with the manufacturer's instructions and used in a way which prevents distress or suffering of the animals.	The compatibility of different bactericides, fungicides and virucides (if used together or with a detergent) must be considered. Manufacturers' recommended guidelines for use, correct dilutions and contact time for use in cleaning and disinfection procedures must be followed. Any equipment that has been used on an infectious or suspected infectious animal must be cleaned and disinfected after use.	

9.12 No person may euthanase an animal except a veterinarian or a person who has been authorised by a veterinarian as competent for such purpose or —(a) in the case of fish, a person who is competent for such purpose; (b) in the case of horses, a person who is competent, and who holds a licence or certificate, for such purpose. (c) a person who has been authorised by a veterinarian as competent for such purpose	Where euthanasia is not carried out by or under the direct supervision of a vet, these details must be recorded: • the reason why the animal was euthanised • the method used • the member of staff carrying out the euthanasia These records must be made available at subsequent inspections. This does not apply to fish. Where a licence holder is breeding or purchasing live vertebrate animals to be euthanised and fed to other stock held on the premises, a vet must assess the method of euthanasia. The vet must sign off that they are satisfied the method is humane and effective and will continue to be. The method of euthanasia must be safe and humane for both the culled animal and the animal being fed. An animal must only be euthanised humanely and effectively. If you have any doubt about whether methods are humane and effective you must get veterinary advice.	
9.13 All animals must be checked at least once daily or more regularly as necessary to check for any signs of pain, suffering, injury, disease or abnormal behaviour. Vulnerable animals must be checked more frequently.	Checks must not cause unnecessary stress or disturbance. Visual checks are acceptable A system of recording abnormalities must be maintained.	

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9.14 Any signs of pain, suffering, injury, disease or abnormal behaviour must be recorded and the advice and further advice (if necessary) of a veterinarian (or in the case of fish, of an appropriately competent person) must be sought and followed.	Where necessary for specific species, vulnerable animals, such as young, whelping, sick or injured animals, must be checked more frequently than the minimum once daily.	
10.0 Emergencies 10.1 A written emergency plan, acceptable to the local authority, must be in place, known and available to all the people on the premises used for the licensable activity, and followed where necessary to ensure appropriate steps are taken to protect all the people and animals on the premises in case of fire or in case of breakdowns for essential heating, ventilation and aeration or filtration systems or other emergencies.	Staff must be aware of the emergency procedures. A copy must be displayed for staff to refer to. Suitable emergency response plans must cover arrangements for: ● emergency evacuation ● housing ● husbandry ● loss of services such as power and water Emergency evacuation must detail: ● how (and by what means) animals, staff and the public evacuate the facility ● identify designated fire assembly points ● designated holding areas for animals ● which animals can and cannot be evacuated (such as aquaria and ponds).	

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	The business must have a procedure for how they would remove all animals in the event of an emergency. Where emergencies are potentially life threatening, humans must not be put at risk attempting to remove animals. Emergency plans must consider business continuity management. This includes what to do in the case of life support failure, power cut or other utility failures that will have direct impacts on animal welfare. Emergency drills must be regularly practised. Practices must be recorded with any failings noted and addressed in the procedures. Drills must be undertaken at least annually, or as determined by fire risk assessments. All staff must undergo regular training. Records must be kept of such training. Sufficient nominated staff must be properly trained on the use of equipment provided. The emergency plan must include a list of any species held on site that are listed on the current Schedule of the Dangerous Wild Animals Act. There must be a specific action plan for how they will be removed safely and rehomed immediately and appropriately in the case of emergency. Entrances and fire exits must always be clear of obstructions. Businesses must comply with current health and safety, fire and electrical safety regulations.	
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	There must be an effective contingency plan for essential heating, ventilation, and aeration or filtration systems, where they are needed. All equipment must be maintained in a good state of repair and serviced according to manufacturer's guidelines.	
10.2 The plan must include details of the emergency measures to be taken for the extrication of the animals should the premises become uninhabitable and an emergency telephone list that includes the fire service and police.		
10.3 External doors and gates must be lockable.		
10.4 A designated key holder with access to all animal areas must at all times be within reasonable travel distance of the premises and available to attend in an emergency.	A reasonable distance would, in normal conditions, be interpreted as no more than 30 minutes travelling time. When the licensed premises are sited within other premises, the licensee or key holders must have access at all times to the premises containing the animals.	

Part B – Specific conditions: (Schedule 3 of the Regulations)

2.0 Records and advertisements 2.1 A register must be maintained for all the animals or, in the case of fish, all the groups of fish, on the premises. The register where they are kept for sale which must include — (a) the full name of the supplier of the animal, (b) the animal's sex (where known), (c) (except in the case of fish) the animal's age (where known), (d) details of any veterinary treatment (where known), (e) the date of birth of the animal or, if the animal was acquired by the licence holder, the date of its acquisition, (f) the date of sale of the animal by the licence holder, and (g) the date of the animal's death (if applicable).	The register can be a stand-alone dedicated document or can be business records, such as invoices and proof of sales receipts. It must accurately represent acquisitions and sales. This can be a centralised system but must be accessible in store Deaths can be recorded as part of daily observational records or as a standalone document. Actions taken following any unusual mortality must also be recorded. For fish, deaths should be recorded when mortality exceeds 5% of animals on site, over a 24 hour period. The register must include details of the supplier of the animals. The register must be available for inspection by the appropriate authority.	
2.2 Where an animal is undergoing any medical treatment— (a) this fact must be clearly indicated—(i) in writing next to it, or (ii) (where appropriate) by labelling it accordingly, and (b) it must not be sold	Any animal with an abnormality which would affect its quality of life must not be offered for sale. If an animal is being treated and it is in their best welfare interests to remain in their enclosure they can remain on display but must be clearly marked as under treatment. When in doubt, the business must seek veterinary advice. In the case of fish, this should be a competent person.	

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	Treatment administered as part of preventative medicine protocols where there is no known disease or contact with known diseased animals (for example, worming treatment) is not considered an animal under treatment.	
2.3 Any advertisement for the sale of an animal must— (a) include the number of the licence holder's licence, (b) specify the local authority that issued the licence, (c) include a recognisable photograph of the animal being advertised, (d) (except in the case of fish) display the age of the animal being advertised, (e) state the country of residence of the animal from which it is being sold, and (f) state the country of origin of the animal.	An advert refers to those used to advertise an animal to the public. It does not include internal sales in store and business to business sales. Adverts for dogs and cats must use a specific photograph. For other species, a stock photograph of the species is acceptable. The country of origin must refer to the country of birth of the specific animal. Where this is not known this can be the country of export of the specific animal.	
3.0 Prospective Sales: pet care and advice 3.1 The licence holder and all staff must ensure that any equipment and accessories being sold with an animal are suitable for the animal.	The business must advise buyers on housing size that exceeds the minimum sizes in this guide. When a business sells an animal to the public, they should advise on enclosure size that represents or exceeds the current higher standards listed in the species specific schedules. Staff must be able to provide the correct advice regarding the suitability of items for sale on the premises.	
3.2 The licence holder and all staff must ensure that the prospective owner is provided with information	Pet care leaflets or other similar written or electronic instructions must be given at the point of sale to encourage responsible pet ownership. They should refer to an owner's obligations in the Animal Welfare Act (2006). They must	

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on the appropriate care of the animal including in relation to— (a) feeding, (b) housing, (c) handling, (d) husbandry, e) the life expectancy of its species, (f) the provision of suitable accessories, and (g) veterinary care.	outline the 5 welfare needs set out in the Act. Staff have the right to refuse a sale if they are concerned or are not satisfied to the best of their knowledge that the prospective owner is able to meet that animal's welfare needs. Advice must be given on microchipping as relevant to the species.	
<i>DOGS – care and advice</i>	The business must give the buyer advice on: • updating microchip registration • vaccinations • socialisation • neutering If the new owner will put puppies on to a different food, a transitional feeding schedule must be provided. This must show the day by day ratio of old food and new food. A puppy contract and puppy information pack must be provided at the point of sale.	
<i>CATS - care and advice</i>	The business must give the buyer advice on: • microchip registration • vaccinations • socialisation • neutering If the new owner is going to feed kittens different food, a transitional feeding schedule must be provided. This must show the day by day ratio of old food and new food. A kitten checklist must be provided at the point of sale.	

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Small Rodents - care and advice	The business must give the buyer advice on: • compatible group size and gender • diet • housing • socialisation • behaviours Advice should be given on recognising basic signs of wellbeing or ill health in the relevant species.	
<i>Rabbits - care and advice</i>	Where sold singly, the licence holder or staff must ask if the purchaser owns a suitable conspecific. If they do not, the business should encourage them to buy one, or check that they have a care plan in place for a single housed rabbit. The business must give the buyer advice on vaccinations and reproductive health care.	
<i>Ferrets – care and advice</i>	The business must give advice on: • vaccinations • socialisation • reproductive management	
<i>Birds - care and advice</i>	If parrots are sold singly then the business should explain to the buyer the bird's need for daily companionship. The sale of parrots to purchasers who are unable to provide a suitable enclosure and suitable mental stimulation should be discouraged. The need for high quality lighting of a suitable spectrum should be explained to buyers.	
<i>Reptiles - care and advice</i>	The business must give the buyer advice on environmental conditions	

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<i>Fish - care and advice</i>	The business must give the buyer advice on environmental conditions and water quality	
3.3 Appropriate reference materials on the care of all animals for sale must be on display and provided to the prospective owner	Pet care leaflets or other similar written or electronic information must be made available to customers free of charge at the time of purchase. This is in addition to any offer to purchase pet care books or leaflets. You can use the following information: • Code of practice for the welfare of cats • Code of practice for the welfare of dogs	
3.4 The licence holder and all staff must have been suitably trained to advise prospective owners about the animals being sold.		
3.5 The licence holder and sales staff must ensure that the purchaser is informed of the country of origin of the animal and the species, and where known, the age, sex and veterinary record of the animal being sold.	This must also include whether the animal was wild caught or captive bred, where known.	
4.0 Suitable housing 4.1 Animals must be kept in housing which minimises stress from other animals and the public.	The design and layout of the premises must allow animals to be able to choose what they can see and who or what, for example they should be able to hide. It should also minimise the number of animals that staff disturb when removing any individual animal. Predators and prey should not be able to see, hear or smell each other.	

4.2 Where members of the public can view or come into contact with the animals, signage must be in place to deter disturbance of the animals.	If animals are on public display, signs must be displayed on enclosures to deter members of the public from tapping on glass or poking fingers into cages. Clear signs must be in place at all times outlining: • health and safety risk to customers • appropriate behaviour around the specific species Other measures may be required, such as limiting access to some sides of animal enclosures.	
4.3 Dangerous wild animals (if any) must be kept in enclosures that are secure and lockable and appropriate for the species	Licence holders keeping species listed on the Dangerous Wild Animal Act (DWAA) Schedule must be able to demonstrate that they have considered safety of staff and the general public: • in the design of the enclosures • in the layout of the premises • where the animals are kept • the design of any safety barriers The design of enclosures must help to prevent animals from escaping. Licence holders selling animals on the Schedule to the DWAA must inform: • the purchaser that they need a licence under the DWAA • their licence issuing authority of the details of the purchase - their authority will have issued them with the licence to keep or sell an animal that is listed under the DWAA Whilst pet shops are exempt from the DWAA, consideration must be given to complying with any special requirement(s)	

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	specified in the DWAA for the safe housing and care of any DWAA listed animal.	
5.0 Buying and selling animals 5.1 The purchase, or sale, by or on behalf of the licence holder of any of the following is prohibited— (a) unweaned mammals; (b) mammals weaned at an age at which they should not have been weaned; (c) non-mammals that are incapable of feeding themselves; (d) puppies, cats, ferrets or rabbits, aged under 8 weeks. (d)Guidance notes for conditions for selling animals as pets	Dogs, cats and ferrets must remain with their mother for the first 8 weeks of life unless the mother dies or there is a health risk to the offspring from remaining with her. Where necessary, a vet or certified clinical animal behaviourist may certify that it is in the best interests of the animal to be removed earlier. Puppies and kittens can only be sold by their breeder. The breeder must be the same named individual as the licence holder on the pet selling licence. The guidance on dog breeding sets out what licence conditions apply to that activity. The licence holder must be able to prove that they have bred the puppies or kittens by providing evidence that they had control over the decisions for the complete reproductive process from dam or sire selection, conception and gestation to birth. The inspector must be shown records of the matings for dogs and cats including: • the location of mating or fertilisation (including where this may have occurred on other premises) • the identity of the sire (where known) • how and where the animals are born, reared and kept until sale	

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	Businesses selling dogs and cats should expect prospective buyers to ask to see the offspring with the mother before making any purchasing decisions. The inspector should view • the mother and the offspring in the environment that will be used for potential buyers • licence holders' supporting evidence such as photographs, microchip and veterinary records to show that they housed and cared for the animal and its mother for the first 8 weeks of its life															
5.2 The sale of a dog must be completed in the presence of the purchaser on the premises.																
6.0 Protection from pain, suffering, injury and disease 6.1 All animals for sale must be in good health	Animals must be allowed to acclimatise before 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. <table><tr><th>Species or group</th><th>Suitable acclimatisation period</th></tr><tr><td>Rabbits</td><td>2 to 3 days</td></tr><tr><td>Guinea pigs</td><td>2 to 3 days</td></tr><tr><td>Chinchilla</td><td>2 to 3 days</td></tr><tr><td>Small Mammals</td><td>1 to 2 days</td></tr><tr><td>Birds</td><td>Until feeding and behaving normally for the species</td></tr><tr><td>Reptiles and amphibians</td><td>Until feeding and behaving normally for the species</td></tr></table>	Species or group	Suitable acclimatisation period	Rabbits	2 to 3 days	Guinea pigs	2 to 3 days	Chinchilla	2 to 3 days	Small Mammals	1 to 2 days	Birds	Until feeding and behaving normally for the species	Reptiles and amphibians	Until feeding and behaving normally for the species	
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	Fish	Until feeding and behaving normally for the species	
6.2 Any animal with a condition which is likely to affect materially its quality of life must not be moved, transferred or offered for sale but may be moved to an isolation facility or veterinary care facility if required until the animal has recovered			
6.3 When arranging for the receipt of animals, the licence holder must make reasonable efforts to ensure that they will be transported in a suitable manner.			
6.4 Animals must be transported or handed to purchasers in suitable containers for the species and expected duration of the journey			
Required higher standard for protecting pets from pain, suffering, injury and disease	A documented health checklist should be completed daily and must cover physical, psychological, and behavioural issues and any abnormality recorded.		
Part C Dogs			
Part D Cats			
Part E Rabbits			
Part F Guinea Pigs			
Part G Ferrets			

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Part H Small Domestic Rodents		
Part I Other Non Domestic Species (Mammals)		
Part J Birds		
Part K Reptiles and Amphibians		
Part L Fish		

OFFICER ASSESSMENT

Animals activity star rating system

	Minor failings	Minimum standards	Higher standards
Low risk	1 star rating, 1 year licence, at least 1 unannounced visit within 12 months	3 star rating, 2 year licence, at least 1 unannounced visit within 24 months	5 star rating, 3 year licence, at least 1 unannounced visit within 36 months
Higher risk	1 star rating, 1 year licence, at least 1 unannounced visit within 12 months	2 star rating, 1 year licence, at least 1 unannounced visit within 12 months	4 star rating, 2 year licence, at least 1 unannounced visit within 24 months

If the inspection raises concerns that the certified business may not be operating to the high standards or controlling risks appropriately, the inspector will address these in line with the guidance on procedural issues. The risk rating score should be adjusted accordingly. These concerns should also be reported directly to the UKAS-accredited body.