

The Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018



Inspection proforma selling animals as pets

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.	<ul style="list-style-type: none"> The licence number must be displayed at the premises where the animals are permanently kept such as in the entrance or the reception area of the exhibition. A copy of the licence must also be taken to exhibits when these are held at other locations. 	
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.		
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.	<ul style="list-style-type: none"> Electronic records must be backed up. 	

<p>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.</p>		
<p>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.</p>	<ul style="list-style-type: none"> • The licence must clearly state the maximum numbers of each species or species group that may be used for the activity, with the exception of fish. <input type="checkbox"/> The licence holder may have under the maximum number of animals without informing the local authority but must inform them if this maximum number is to be exceeded. 	
<p>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.</p>	<ul style="list-style-type: none"> • Any animals kept as pets that are not included in the licence must not be exhibited. <input type="checkbox"/> The licence holder must be able to demonstrate that there are sufficient resources for each individual animal in any shared enclosure used for accommodation and that all animals within a shared enclosure are able to undertake similar activities at the same time, such as allowing all birds to perch or feed at the same time, and allowing animals to separate off from a social group. 	
<p>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.</p> <p><input type="checkbox"/> Written instructions must be provided for staff on the provision of health care and the procedures to be followed in the event of an incident involving any</p>	<ul style="list-style-type: none"> • No animal must be kept for exhibition or exhibited unless staff on duty are competent in the care and welfare of the animals exhibited and have a recognised qualification and/or suitable and demonstrable experience/training, including working within the exhibition environment in question (for example a film set, mobile animal exhibit, or theatre). 	

<p>venomous animal and a member of the public or staff member.</p>	<p><input type="checkbox"/> Licence holders keeping venomous species hazardous to human health must ensure that sufficient staff are trained in the specific venomous species management and available at all times.</p>	
<p>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.</p>	<ul style="list-style-type: none"> • Suitable and sufficient training of staff involved in animal care must be demonstrated to have been carried out in the following areas: <ul style="list-style-type: none"> ○ animal welfare, including recognising poor welfare; ○ animal handling; ○ animal behaviour; ○ cleanliness and hygiene; ○ feeding and food preparation; ○ disease and zoonosis control; ○ recognition of sick animals and abnormalities. 	
<p>4.3 The licence holder must provide and ensure the implementation of a written training policy for all staff.</p>	<ul style="list-style-type: none"> • The training policy must be reviewed and updated on an annual basis and must include: <ul style="list-style-type: none"> ○ annual appraisal ○ planned continued professional development ○ recognition of knowledge gaps ○ Use of online courses and literature ○ If no staff are employed the licence holder must demonstrate their own knowledge development. <input type="checkbox"/> It will be applicable to any members of staff and can be shown by engagement with courses, 	

	<p>written or online learning, keeping up to date with any research or developments for specific species and the documentation of the annual appraisal.</p> <p><input type="checkbox"/> Evidence of staff attendance or completion of the training must be provided</p>	
<p>5.0 Suitable Environment</p> <p>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.</p> <ul style="list-style-type: none"> • Care must be taken where aviaries or cages are constructed of newly galvanised mesh to prevent heavy metal poisoning, particularly in parrots which will often chew the metal. <input type="checkbox"/> Drainage must be effective to ensure there is no standing or pooling of liquids. Waste water must not run off into adjacent pens/ units. Drainage channels must be provided. <input type="checkbox"/> Where appropriate, animal pens and cages must open onto secure corridors or other secure areas so that animals are not able to escape from the premises. These corridors/areas must not be used as an exercise area. <input type="checkbox"/> Accommodation must be regularly inspected for damage and potential injury or escape points. Damaged accommodation must be repaired or replaced immediately. 	<ul style="list-style-type: none"> • Timber must be of good quality, well-kept and any damaged areas sealed or over clad. Wood must be smooth and treated and properly maintained. <input type="checkbox"/> Where appropriate, interior surfaces, including floors, must be smooth, impervious and able to be disinfected. Floors must have a non-slip, solid surface. Junctions between sections must be coved or sealed. <input type="checkbox"/> There must not be any sharp edges, projections, rough edges or other hazards which present risk of injury to an animal. No unprotected electrical cables must be within reach of any animal. <input type="checkbox"/> Materials must be non-toxic. <input type="checkbox"/> Windows must be escape-proof. Doors must be strong enough to resist impact, scratching and chewing, and must be capable of being effectively secured. Large apertures must be avoided. 	

	<ul style="list-style-type: none"> <input type="checkbox"/> Door openings must be constructed such that the passage of water/waste is not impeded, or allowed to gather due to inaccessibility. <input type="checkbox"/> All wire mesh/fencing must be kept in good repair to provide an escape and dig proof structure. Where metal bars and/or mesh and/or frames are used, they must be of suitable gauge with spacing adequate to prevent animals escaping or becoming entrapped. 	
<p>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—</p> <p>(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.</p> <ul style="list-style-type: none"> <input type="checkbox"/> All housing must allow an animal to: <ul style="list-style-type: none"> ○ lie fully stretched out; ○ stand in their natural posture; ○ enable animals to be able to move around freely climb, swim and jump where appropriate, and be comfortable in their environment; ○ rest comfortably; ○ hide from human view or other animals in the enclosure, where appropriate; ○ be kept in appropriate social groups; 	<ul style="list-style-type: none"> ● Animals must be provided with suitable housing and rest areas which will depend on the species or species group. All housing must be: <ul style="list-style-type: none"> ○ secure (predator proof, escape proof and lockable); ○ clean and free from parasites (and vermin); ○ free from hazards (e.g. sharp projections and edges); ○ ventilated (or oxygenated for aquatic species). Ventilation must be provided to all interior areas, as appropriate to the species and have no detrimental effect on temperature or humidity; ○ sheltered from extremes of weather; ○ at a temperature suitable to the species of animal. <input type="checkbox"/> Direct sunlight where no shade is available and other unintended heat sources must be avoided. Light must be provided in a suitable light: dark cycle for the species and where natural light is insufficient, suitable artificial lighting must be used. Where specific waveforms of light (e.g. UVB) forms an integral part of life support for the species, or 	

<ul style="list-style-type: none"> ○ where appropriate, have separate areas for sleeping, toileting, exercising and the ability to move away from the social group; ○ hide from potentially frightening stimuli. ☐ The enclosure size must be appropriate to the species, adjusted according to its size as the animal grows and where animals are kept communally any change in group dynamics may require separation or larger enclosures. ☐ Whilst being temporarily exhibited, enclosure sizes that are smaller than that considered best practice for long term husbandry can be used. ☐ Animals held or displayed outdoors must always have suitable protection from adverse weather conditions. ☐ Fish must be able to move freely and turn around in aquariums or ponds. ☐ Birds must be able to stretch their wings freely. 	<p>where inappropriate lighting is detrimental to the health of the animal, there must be a system in place to demonstrate to the inspector that appropriate lighting is provided. Animals must be able to move away from direct lighting.</p> <ul style="list-style-type: none"> ☐ Where tiered accommodation systems are utilised, water, food or waste products must not be allowed to contaminate lower levels. In certain systems, such as aquaria or mixed-species aviaries, where isolation is inappropriate, waste must be adequately managed to prevent contamination of food and water. ☐ Where water quality forms an integral part of life support for the species, or where poor water quality is detrimental to the health of the animal, water quality must be checked weekly and records kept of all tests. ☐ Noise disturbance must be minimised and demonstrable mitigating steps taken where problems arise. ☐ Where appropriate, animals must not be exposed to draughts. ☐ All housing must have: <ul style="list-style-type: none"> ○ a comfortable resting area that all animals housed together can use at the same time; ○ a suitable amount of clean bedding material of a type suitable for the species and individual animals. 	
<p>5.3 Staff must ensure that the animals are kept clean and comfortable</p>	<ul style="list-style-type: none"> ● Each occupied unit must be cleaned regularly and waste materials removed as required. ● For species which are in poor health or should not be disturbed during breeding seasons, cleaning 	

<p><input type="checkbox"/> Empty cages must be fully cleaned, disinfected and allowed to dry before new stock arrives. Substrate must be replaced as appropriate, and enclosure fixtures and fittings must be adequately sanitised.</p> <p><input type="checkbox"/> Working fish systems must not be treated with routine chemical sterilization. Fish must not be subject to rapid fluctuation in chemical composition of their water, other than for the controlled treatment of disease or as part of a controlled breeding programme. Acceptable conditions may vary substantially according to species and often counter intuitively. In case of doubt expert advice should be sought.</p>	<p>should be minimalized, provided that appropriately hygienic living conditions are maintained.</p> <p><input type="checkbox"/> Where appropriate, all animals kept must benefit from adequate routine grooming and other health regimes as required e.g. cleaning of eyes or keeping long fur from matting. This would include regular attention to coat, teeth, ears and nails and inspection for parasites.</p> <p><input type="checkbox"/> Any cleaning products used must be non-toxic to enclosure inhabitants and appropriate timed separation between disinfection and (re)introduction of livestock observed.</p> <p><input type="checkbox"/> Soiled bedding must be removed in a timely fashion and immediately replaced.</p>	
<p>5.4 Where appropriate for the species, a toileting area and opportunities for toileting must be provided.</p>		
<p>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.</p>	<ul style="list-style-type: none"> • To maintain a clean environment, a cleaning procedure must be provided and must detail the routine cleaning regime and the procedure for cleaning between periods of occupation as well as the management procedures with regard to any human disease risks. 	
<p>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.</p> <p><input type="checkbox"/> Leaving animals in vehicles must be minimalised and animals must never be left unattended in a car or</p>	<ul style="list-style-type: none"> • Any animals received or consigned must be transported according to the regulations laid down in current legislation. <input type="checkbox"/> The licence holder must demonstrate that a suitable vehicle is available to transport the animals. 	

<p>other vehicle when the temperature may pose a risk to the animal.</p> <p><input type="checkbox"/> Every animal needs to be checked for signs of injury, illness, distress or fear immediately before and after transportation and must receive prompt treatment and/or rest as required. An animal must not be transported if they are showing any signs of injury, illness, distress or fear, unless they are being taken to the veterinarian for treatment. In the latter situation, there must be barriers between carriers to reduce the transmission of disease and the vehicle and equipment must be appropriately disinfected following transportation.</p>	<p><input type="checkbox"/> Predators and prey must not be kept within sight, sound or smell during transport.</p> <p><input type="checkbox"/> Fully trained and hooded raptors can be safely transported on a cage provided they are under supervision otherwise raptors should be transported in specifically constructed travelling boxes which allow them at least to stand up fully and turn around.</p> <p><input type="checkbox"/> Birds must, where appropriate, have the opportunity to perch during transport.</p> <p><input type="checkbox"/> All animals must be provided with the temperature appropriate to their species whilst in transit. Hot and cold weather procedures must be in place.</p>	
<p>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.</p>	<p>• Enclosures must allow for visual inspection with minimal disturbance to the animal.</p> <p><input type="checkbox"/> Lights must be turned off to provide a period of darkness overnight unless the species requirements specify otherwise. Consideration must be given to the specific requirements of nocturnal species.</p>	
<p>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.</p> <p><input type="checkbox"/> Staff must be trained to recognise signs of group disruption (e.g. competition and aggression), which could compromise animal welfare.</p>	<p>• Resources include, but are not limited to: food, water, enrichment items and resting/sleeping areas.</p> <p><input type="checkbox"/> There must be sufficient resources for each individual animal in any shared enclosure to minimise dominance, and where this is identified, additional resources must be provided.</p> <p><input type="checkbox"/> Animals kept together must be carefully monitored, especially at feeding times.</p>	

<p>5.9 The animals must not be left unattended in any situation or for any period likely to cause them distress.</p> <p><input type="checkbox"/> All handling/interaction by the public with animals must be constantly supervised.</p>	<ul style="list-style-type: none"> • All animals must be attended as appropriate to the individual animal. Staff must visit the animals at regular intervals of between 4 to 6 hours during the day or as necessary for the individual health, safety and welfare of each animal according to its species. <input type="checkbox"/> A documented system of recording observation for illness, injury or behavioural problems must be maintained. 	
<p>6.0 Suitable Diet</p> <p>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.</p> <p><input type="checkbox"/> Live food intended for use must be housed in suitable escape proof containers. Live food, if uneaten in a short period, must be removed where it may pose a risk to the species housed e.g. crickets biting reptiles.</p> <p><input type="checkbox"/> The feeding of live vertebrate prey should be carried out only in exceptional circumstances (e.g. non-feeding snake). This must be on an individual animal basis for specified animals only. A written justification must have been completed, be made available to inspectors, and be agreed by senior staff, including veterinary advice, weighing up the welfare of predator and prey. Live feeding must be observed by a competent staff member and uneaten prey removed in a timely manner. Such feeding must not take place in the presence of the public.</p>	<ul style="list-style-type: none"> • Animals must be fed an adequate and balanced diet in accordance to the individual animal's nutritional needs. Animals must be fed a complete diet appropriate to their age, breed, species, activity level and stage in the breeding cycle. Staff must have knowledge of the requirements for all the species held. <input type="checkbox"/> If there are concerns about an individual animal's diet, appropriate nutritional/veterinary advice must be sought. <input type="checkbox"/> Food supplements, including vitamins and minerals, must be provided if necessary at the correct dosage for the individual species and in a form appropriate to ensure adequate supplementation is delivered to the target species. <input type="checkbox"/> Fresh foods must be kept refrigerated where appropriate. Frozen foods intended for use must be stored in an appropriate deep freeze and defrosted thoroughly to room temperature before use. 	

<p>6.2 Feed and (where appropriate) water intake must be monitored, and any problems recorded and addressed.</p> <p><input type="checkbox"/> For small mammals, guinea pigs, rabbits and birds, if there is no improvement in food intake within 12 hours following remedial action by a competent person or the condition of the individual deteriorates a veterinarian must be consulted.</p>	<ul style="list-style-type: none"> • Abnormalities in eating and/or drinking habits must be recorded, reported to the appropriate member of staff and acted upon. Appropriate veterinary advice must be sought if necessary. <input type="checkbox"/> Significant weight loss or gain must be assessed by a competent person. Where the underlying reason cannot be identified and/or remedial measures have been unsuccessful, the animal must be assessed by a veterinarian. If it is housed as part of a social group, the establishment must have the ability to isolate an individual to ascertain whether it is eating or not. 	
<p>6.3 Feed and drinking water provided to the animals must be unspoilt and free from contamination.</p>		
<p>6.4 Feed and drinking receptacles must be capable of being cleaned and disinfected, or disposable.</p>	<ul style="list-style-type: none"> • Receptacles must be maintained to a high standard of cleanliness and hygiene. They must be disposed of if damaged. 	
<p>6.5 Constant access to fresh, clean drinking water must be provided in a suitable receptacle for the species that requires it.</p> <p><input type="checkbox"/> Access to water for bathing or swimming must not be withheld for longer than is normal for the species. Raptors should be provided daily with fresh clean water in a bath but it should be withdrawn during freezing weather, where they are kept outdoors, to avoid health problems.</p>	<ul style="list-style-type: none"> • Water bottles must be free flowing and free from leakages and blockages. <input type="checkbox"/> Water must be kept away from sleeping areas to reduce risk of damp. <input type="checkbox"/> Fish must not be removed from water during exhibits. 	
<p>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.</p>	<ul style="list-style-type: none"> • Soap and hygienic hand drying facilities must be available. Alcoholic gel is not considered a suitable alternative to soap and running water. 	

<p><input type="checkbox"/> Human and animal food preparation must not take place in shared preparation areas at the same time or using shared utensils.</p> <p><input type="checkbox"/> Staff must not use receptacles for food and drink for any other purposes.</p>	<p><input type="checkbox"/> Food must be protected against dampness, deterioration, mould or from contamination by insects, birds, vermin or other pests.</p> <p><input type="checkbox"/> The food preparation area must be kept clean and vermin free.</p>	
<p>7.0 Monitoring of behaviour and training of animals</p> <p>7.1 Active and effective environmental enrichment must be provided to the animals in inside and any outside environments.</p> <p><input type="checkbox"/> 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.</p>	<ul style="list-style-type: none"> • Animals must be able to express natural behaviours in their living environment. This may require the provision of environmental enrichment such as objects and substrates (e.g. bedding) or designing the housing to provide certain physical (e.g. perches) or environmental (e.g. humidity level) requirements. These should not have the potential to cause injury and should be replaced if damaged. <input type="checkbox"/> Accessories must be disposable or be disinfected between animals. 	
<p>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.</p> <p><input type="checkbox"/> For birds it is advised that the aviary dimensions provide sufficient space for flight and at the very least be wide enough for the bird to fully open its wings. Exact measurements can be found the Guidance on the Sale of Pets. Birds must not be tethered permanently.</p>	<ul style="list-style-type: none"> • All animals must have daily exercise, as appropriate for species, age, ability, stage of training and physical capability. <input type="checkbox"/> If animals are unable to move fully (i.e. use their natural full range of movements, such as running and flying) in any temporary enclosure (e.g. whilst being exhibited), they must be given the chance to do so at least once each day and a record kept. 	

<p>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.</p> <p><input type="checkbox"/> Where an animal is showing signs of being nervous, stressed or fearful, steps must be taken immediately to address this including withdrawal during an exhibition.</p>	<ul style="list-style-type: none"> • The behaviour of individual animals must be monitored daily and changes in behaviour and/or behaviours indicative of stress, fear, pain and anxiety must be recorded and acted upon. <input type="checkbox"/> Staff with the responsibility for care of the animals must be able to identify animals that are anxious or fearful about contact and/or handling. Animals must only be exhibited if they are suitable for the type of exhibition involved (including any handling, noise, lighting, special effects, other animals), i.e. they are able to have their needs met and are not likely to be nervous, stressed or fearful. 	
<p>7.4 Where used, training methods or equipment must not cause pain, suffering or injury.</p>	<ul style="list-style-type: none"> • Training must be based on the principles of positive reinforcement (i.e. reward desired behaviour and ignore unwanted behaviour). Animals must not be physically forced to perform or punished if they do not perform. 	
<p>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.</p>	<ul style="list-style-type: none"> • There must be a plan in place for any animals to be familiarised early on with any stimulus or combination of stimuli they are likely to experience such as individual handling, audiences and crowds, loud noises and activities going on around them. 	
<p>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.</p>	<ul style="list-style-type: none"> • Where a client is handling an animal it is the responsibility of a competent member of staff to ensure the interaction is appropriate and is stopped if the animal shows sign of fear, suffering or fatigue. Clients handling animals must be supervised at all times and offered facilities to wash their hands before and afterwards. Animals which are showing signs of aggression should only be handled by competent staff. 	

<p>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.</p> <p><input type="checkbox"/> A policy must be in place for monitoring the introduction of new animals to existing groups to avoid stress to either new or resident animals and outlining steps that must be taken should a problem arise.</p>	<ul style="list-style-type: none"> • Where appropriate, all animals must be housed in social groups of suitable size. <input type="checkbox"/> Normally solitary species must not be kept in social groups. Ideally they should not be kept within sight of each other, but where this is not possible, a sufficient distance and visual barrier must be maintained to prevent stress. <input type="checkbox"/> Animals working together must be familiarised prior to attendance at events. Use of predator and prey species at the same time must be avoided. <input type="checkbox"/> Where appropriate, to help avoid unwanted litters, all animals must be sexed immediately on arrival to the premises and neutered or, if appropriate, housed in single sex groups. 	
<p>8.3 The animals must have at least daily opportunities to interact with people where such interaction benefits their welfare.</p>	<ul style="list-style-type: none"> • Animals must never be forced to interact with people, and must have a facility to avoid people, i.e. have access to a hiding place. 	
<p>9.0 Protection from Pain, Suffering, Injury and Disease</p> <p>9.1 Written procedures must—</p> <p>(a) be in place and implemented covering—</p> <p>(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);</p> <p>(b) be in place covering the care of the animals following the suspension or revocation of the licence or during and following an emergency.</p>	<ul style="list-style-type: none"> • 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 and all people responsible for the care of the animals must be made fully aware of these procedures. <input type="checkbox"/> The procedures must demonstrate how the conditions outlined in this guidance are met. 	

<p>9.2 All people responsible for the care of the animals must be made fully aware of these procedures.</p>		
<p>9.3 Appropriate isolation, in separate self-contained facilities, must be available for the care of sick, injured or potentially infectious animals.</p> <ul style="list-style-type: none"> • Any animals in the isolation facility must be checked regularly and unless a separate person is caring for them, they should be visited after the other animals. <input type="checkbox"/> Fish showing signs of illness or disease may be kept with other animals provided that all the fish in the same tank (or connected system) are given appropriate treatment. <input type="checkbox"/> Where infectious disease is present in a premises, barrier nursing procedures must be implemented. This includes use of protective clothing and footwear (where applicable) changed between enclosures; separate storage of equipment, including cleaning utensils, and segregation of waste. 	<ul style="list-style-type: none"> • Provision must be made for the isolation of sick/injured/infectious animals and those that might reasonably expected to be carrying serious infectious diseases. <input type="checkbox"/> Adequate isolation facilities may be on site or at another location, such as a local veterinary practice or through specific changes in management practices demonstrated by written procedures. If the isolation facility is at another location, such as a local licensee a letter must be provided by the practice stating that they are prepared to provide such facilities. <input type="checkbox"/> Animals showing signs of infectious disease must not be allowed in any shared outside exercise area, and must be removed from any exhibit where they will interact with the public or other animals. 	
<p>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.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Staff and customers must wash hands before and after handling animals. Any equipment used must be disinfected. 	<ul style="list-style-type: none"> • An up-to-date veterinary vaccination record must be seen to ensure that where relevant animals have current vaccinations. Vaccines used must be licenced for use in the UK. Homoeopathic vaccination is not acceptable. <input type="checkbox"/> If there is evidence of external parasites (fleas, ticks, lice) the animal must be treated with a product authorised for use by the Veterinary Medicines Directorate. 	

<p>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.</p>	<ul style="list-style-type: none"> • All excreta and soiled bedding for disposal must be kept in a hygienic manner. 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. 	
<p>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.</p>	<ul style="list-style-type: none"> • When an animal is suspected of being ill or injured a competent person must assess the animal and, where required, a veterinarian must be contacted for advice immediately. Any instructions for treatment given by a veterinarian must be recorded and strictly followed with further advice sought if there is ongoing concern. 	
<p>9.7 Where necessary, animals must receive preventative treatment by an appropriately competent person.</p>		
<p>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.</p>	<ul style="list-style-type: none"> • The name, address and telephone contact number of the veterinary practice used by the establishment must be accessible to all members of staff. The veterinary practice must be within a reasonable travel distance and out of hours arrangements must be known. Where access to a specialist vet is limited owing to availability, registration with a local vet who is willing to contact and take advice from a specialist can be used. □ The licence holder should ensure that the veterinary practice assesses their competence to act in relation to each species and, if knowledge is lacking in any area, help to make arrangements for access to specialist knowledge such as a competent secondary veterinary practice should the need arise for any specific 	

	species. The licence holder must provide information relating to any arrangement like this for each species held to demonstrate veterinary competence for those animals.	
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.		
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.	<ul style="list-style-type: none"> • Cleaning and disinfection products must be used in accordance with the manufacturer's instructions. Cleaning and disinfection products used shall be non-toxic and compatible with other products used. <input type="checkbox"/> Staff using cleaning products must be competent in the safe use of detergents and fluids. Cleaning products must be kept entirely out of the reach of animals, and must never be left in animal enclosures. 	
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;	<ul style="list-style-type: none"> • Where euthanasia is not carried out by, or under the direct supervision of, a veterinarian the rationale for why the animal was euthanased, the method deployed and the member of staff carrying out the euthanasia must be recorded and records made available at subsequent inspections. This does not apply to fish. 	

<p>(b) in the case of horses, a person who is competent, and who holds a licence or certificate, for such purpose.</p> <p>(c) a person who has been authorised by a veterinarian as competent for such purpose</p> <p><input type="checkbox"/> Where a licence holder is breeding or purchasing live vertebrate animals that are to be euthanased for the purpose of feeding to other stock held on the premises the method of euthanasia must be assessed by a veterinarian and signed off as to the satisfaction of the veterinarian that the method is humane and effective, and continues to be so. The method of euthanasia must be safe and humane for both the culled animal and the animal being fed.</p>	<ul style="list-style-type: none"> • Under no circumstances may an animal be euthanased other than in a humane and effective manner. In case of doubt as to humane and effective methods, veterinary advice must be sought. 	
<p>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. 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.</p>		
<p>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.</p>	<ul style="list-style-type: none"> • Checks must not cause unnecessary stress or disturbance. Visual checks are acceptable. <input type="checkbox"/> A system of recording abnormalities must be maintained. 	
<p>10.0 Emergencies</p>	<ul style="list-style-type: none"> • Entrances and fire exits must be clear of obstructions at all times. 	

<p>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.</p> <ul style="list-style-type: none"> • All electrical installations must be maintained in a safe condition for health and safety of staff and animals. There must be an effective contingency plan for essential heating, ventilation and aeration/ filtration systems, as appropriate, if electricity failed. <input type="checkbox"/> Staff must all have contact numbers of a veterinarian who will visit if required. 	<ul style="list-style-type: none"> <input type="checkbox"/> Suitable firefighting, prevention and detection equipment must be provided and maintained in good working order and regularly serviced. Staff must be properly trained on the use of equipment provided. <input type="checkbox"/> There must be a plan for accommodation of the animals should the premises become uninhabitable. <input type="checkbox"/> Before any of the animals arrive on-site of an exhibit location, an emergency plan must be in place. This should include the recovery and treatment of any escaped animals and evacuation procedures in the event of a fire, flood, etc. <input type="checkbox"/> An emergency plan must include a list of any listed species on the current Schedule of the Dangerous Wild Animal Act held, where applicable, and the specific action plan for their safe removal and immediate appropriate rehoming in the case of emergency. 	
<p>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.</p>		
<p>10.3 External doors and gates must be lockable.</p>		
<p>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.</p>	<ul style="list-style-type: none"> • A reasonable distance would, in normal conditions, be interpreted as no more than 30 minutes travelling time. 	

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

<p>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 —</p> <p>(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).</p>	<p><input type="checkbox"/> The register can be a stand-alone dedicated document or can be collated invoices and proof of sales receipts that allows an accurate representation of 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. This register is confidential and must be reviewed on site and not routinely removed.</p> <p><input type="checkbox"/> The register must contain sufficient detail as to allow identification of the source (i.e. the supplier) of the animals.</p> <p><input type="checkbox"/> The register must be available for inspection by the appropriate authority.</p>	
<p>2.2 Where an animal is undergoing any medical treatment—</p> <p>(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</p>	<p><input type="checkbox"/> Any animal with an abnormality which would materially affect its quality of life must not be offered for sale. In instances where animals are 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.</p> <p><input type="checkbox"/> When in doubt, veterinary advice must be sought.</p>	

<p><input type="checkbox"/> Where treatment is administered as part of any preventative medicine protocols and there is no known disease or contact with known diseased animals then this is not considered an animal under treatment e.g. worming treatment as part of new acquisition admission policies.</p>		
<p>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.</p>	<p><input type="checkbox"/> 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.</p> <p><input type="checkbox"/> For dogs and cats a specific photograph must be used. For other species, a stock photograph of the species is considered acceptable.</p> <p><input type="checkbox"/> 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.</p>	
<p>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.</p>	<p><input type="checkbox"/> Any advice with regards to accommodation size must exceed the minimum sizes outlined in this document. Advice on enclosure size should represent or exceed current higher standards as listed in the species specific schedules below when an animal is sold as a business to public sale.</p> <p><input type="checkbox"/> Staff must be able to provide the correct advice regarding the suitability of items for sale on the premises.</p>	

<p>3.2 The licence holder and all staff must ensure that the prospective owner is provided with information 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.</p>	<p><input type="checkbox"/> Pet care leaflets or other similar written or electronic instructions, given at the point of sale to the general public, in addition to outlining the Five Welfare Needs, must encourage responsible pet ownership and ideally make reference to an owner’s obligations as per the Animal Welfare Act (2006). Staff have the right to refuse a sale if they are concerned and/or are not satisfied to the best of their knowledge that the prospective owner is able to meet that animal’s welfare needs.</p> <p><input type="checkbox"/> Advice must be given on microchipping.</p>	
<p>DOGS</p>	<p><input type="checkbox"/> This must include advice on updating microchip registration, vaccinations, socialisation and neutering. A transitional feeding schedule must also be provided showing the day by day ratio if changing puppies on to a different food.</p> <p><input type="checkbox"/> A puppy contract and puppy information pack must be provided at the point of sale.</p>	
<p>CATS</p>	<p><input type="checkbox"/> This must include advice on, vaccinations, socialisation and neutering. A transitional feeding schedule must also be provided showing the day by day ratio if changing kittens on to a different food.</p>	
<p>RABBITS</p>	<p><input type="checkbox"/> Where sold singly, the licence holder and/or staff must ask if the purchaser owns a suitable conspecific and if not, encourage them to purchase one, or check that they have a care plan in place for a single housed rabbit. This must also include advice on vaccinations and reproductive health care.</p>	
<p>FERRETS</p>	<p><input type="checkbox"/> This must include advice on vaccinations, socialisation and reproductive management.</p>	
<p>REPTILES</p>	<p><input type="checkbox"/> Advice must be given on environmental conditions.</p>	
<p>3.3 Appropriate reference materials on the care of all animals for sale</p>	<p><input type="checkbox"/> Pet care leaflets or other similar written or electronic information must be made available to customers free of charge at the time of purchase, in addition to any offer to</p>	

<p>must be on display and provided to the prospective owner</p>	<p>purchase pet care books or leaflets. Information can be in the form of Codes of Practice issued by governments and may also be made available electronically.</p>	
<p>3.4 The licence holder and all staff must have been suitably trained to advise prospective owners about the animals being sold.</p>		
<p>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.</p>	<p><input type="checkbox"/> This must also include whether the animal was wild caught or captive bred, where known.</p>	
<p>4.0 Suitable accommodation 4.1 Animals must be kept in housing which minimises stress from other animals and the public.</p>	<p><input type="checkbox"/> The design and layout of the premises must allow animals to be able to control their visual access to surroundings and animals in other enclosures. It should also minimise the number of animals that staff disturb when removing any individual animal.</p> <p><input type="checkbox"/> Care must be taken to avoid sensory contact between prey and predator species.</p>	
<p>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.</p>	<p><input type="checkbox"/> 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.</p> <p><input type="checkbox"/> Clear signage must be in place at all times outlining health and safety risk to customers and appropriate behaviour around animals on site relevant to the specific species. In addition to signs, other measures may be required, such as limiting access to some sides of animal enclosures.</p>	
<p>4.3 Dangerous wild animals (if any) must be kept in enclosures that are secure and lockable and appropriate for the species</p>	<p><input type="checkbox"/> When considering species listed on the Dangerous Wild Animal Act (DWAA) Schedule, licence holders must be able to demonstrate that the safety of staff and the general public has been considered in the design of the</p>	

<p><input type="checkbox"/> Whilst pet shops are exempt from the DWAA, consideration must be given to complying with any special requirement(s) specified in the DWAA for the safe accommodation and care of any DWAA listed animal.</p>	<p>enclosures, lay out of the premises where the animals are kept, and in the design of any safety barriers that may be present. Design must also demonstrate that prevention of escape has been considered.</p> <p><input type="checkbox"/> Licence holders selling animals on the Schedule to the DWAA must inform the purchaser that they require a licence under the DWAA and also inform the issuing authority of the details of the purchase.</p>	
<p>5.0 Purchase and sale of 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.</p>	<p><input type="checkbox"/> Dogs, cats and ferrets must remain with their mother for the first eight weeks of life unless the mother dies or there is a health risk to the offspring from remaining with her. Where necessary, a veterinarian and/or certified clinical animal behaviourist may certify that it is in the best interests of the animal to be removed earlier.</p>	
<p>5.2 The sale of a dog must be completed in the presence of the purchaser on the premises.</p>		
<p>6.0 Protection from pain, suffering, injury and disease 6.1 All animals for sale must be in good health</p>	<p><input type="checkbox"/> 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.</p>	

	<p>Table 1 Acclimatisation periods</p> <table border="1"> <thead> <tr> <th data-bbox="801 213 967 288">Species or group</th> <th data-bbox="967 213 1525 288">Suitable acclimatisation period</th> </tr> </thead> <tbody> <tr> <td data-bbox="801 288 967 344">Rabbits</td> <td data-bbox="967 288 1525 344">2-3 days</td> </tr> <tr> <td data-bbox="801 344 967 400">Guinea pigs</td> <td data-bbox="967 344 1525 400">2-3 days</td> </tr> <tr> <td data-bbox="801 400 967 456">Chinchilla</td> <td data-bbox="967 400 1525 456">2-3 days</td> </tr> <tr> <td data-bbox="801 456 967 528">Small mammals</td> <td data-bbox="967 456 1525 528">1-2 days</td> </tr> <tr> <td data-bbox="801 528 967 584">Birds</td> <td data-bbox="967 528 1525 584">Feeding and behaving normally for the species</td> </tr> <tr> <td data-bbox="801 584 967 655">Reptiles and amphibians</td> <td data-bbox="967 584 1525 655">Feeding and behaving normally for the species</td> </tr> <tr> <td data-bbox="801 655 967 695">Fish</td> <td data-bbox="967 655 1525 695">Feeding and behaving normally for the species</td> </tr> </tbody> </table>	Species or group	Suitable acclimatisation period	Rabbits	2-3 days	Guinea pigs	2-3 days	Chinchilla	2-3 days	Small mammals	1-2 days	Birds	Feeding and behaving normally for the species	Reptiles and amphibians	Feeding and behaving normally for the species	Fish	Feeding and behaving normally for the species	
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<p>Higher Standard</p>	<ul style="list-style-type: none"> • A documented health checklist should be completed daily and must cover physical, psychological and behavioural issues and any abnormality recorded. 																	
<p>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</p>																		
<p>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.</p>																		

6.4 Animals must be transported or handed to purchasers in suitable containers for the species and expected duration of the journey		
Part C Dogs	p32 - 38	
Part D Cats	p39 - 44	
Part E Rabbits	p45 - 48	
Part F Guinea Pigs	p49 - 51	
Part G Ferrets	p52- 54	
Part H Small Domestic Rodents	p55 - 58	
Part I Other Non Domestic Species (Mammals)	p59 - 60	
Part J Birds	p61 - 66	
Part K Reptiles and Amphibians	p67 - 74	
Part L Fish	p75 - 82	

OFFICER ASSESSMENT

Scoring Matrix		Welfare Standards		
		Minor Failings (existing business that are failing to meet minimum standards)	Minimum Standards (as laid down in the schedules and guidance)	Higher Standards (as laid down in the guidance)
Risk	Low Risk	1 Star 1yr licence Min 1 unannounced visit within 12 month period	3 Star 2yr licence Min 1 unannounced visit within 24 month period	5 Star 3yr licence Min 1 unannounced visit within 36 month period
	Higher Risk	1 Star 1yr licence Min 1 unannounced visit within 12 month period	2 Star 1yr licence Min 1 unannounced visit within 12 month period	4 Star 2yr licence Min 1 unannounced visit within 24 month period

Applicant meets the relevant minimum conditions Yes No

OFFICE INSTRUCTION

Website updated Y N
 Forms and licence Scanned and attached to commercial file Y N