

2018 No. 486

ANIMALS, ENGLAND

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

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The Secretary of State is, in relation to England, the appropriate national authority for the purpose of exercising the powers conferred by section 13(2), (7), (8) and (10) of and Parts 1 and 3 of Schedule 1 to the Animal Welfare Act 2006^(a), and makes the following Regulations in exercise of those powers.

In accordance with section 13(9) of that Act, the Secretary of State has consulted such persons appearing to the Secretary of State to represent interests with which these Regulations are concerned as the Secretary of State considered appropriate.

In accordance with section 61(2) of that Act, a draft of this instrument has been laid before Parliament and approved by resolution of each House of Parliament.

PART 1

Introduction

Title, commencement and application

1.—(1) These Regulations—

- (a) may be cited as the Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018;
- (b) come into force on 1st October 2018.

(2) The following provisions of these Regulations apply in England only—

- (a) regulations 2 to 24,
- (b) regulations 27 to 29, and
- (c) Schedules 1 to 8.

Interpretation

2. In these Regulations—

“the Act” means the Animal Welfare Act 2006;

“adult dog” means a dog aged 6 months or more;

“general conditions” means the conditions set out in Schedule 2;

“horse” includes an ass, mule or hinny;

“licence”, except as the context otherwise requires in regulation 11(1)(b) and Schedule 8 or where more specifically provided, means a licence to carry on a licensable activity granted or renewed under these Regulations and cognate expressions are to be construed accordingly;

“licence conditions” means—

- (a) the general conditions, and
- (b) the relevant specific conditions;

“licensable activity” means an activity described in paragraph 2, 4, 6, 8 or 10 of Schedule 1;

“listed” means for the time being listed as authorised to carry out an inspection on the list of veterinarians drawn up by the Royal College of Veterinary Surgeons;

“local authority” means—

- (a) a district council,
- (b) a London borough council,

(a) 2006 c. 45. The appropriate national authority is defined in section 62(1) of the Act.

- (c) the Common Council of the City of London (in their capacity as a local authority),
- (d) the Council of the Isles of Scilly, or
- (e) a combined authority in England established under section 103 of the Local Democracy, Economic Development and Construction Act 2009^(a);

“operator” means an individual who—

- (a) carries on, attempts to carry on or knowingly allows to be carried on a licensable activity, or
- (b) where a licence has been granted or renewed, is the licence holder;

“pet” means an animal mainly or permanently, or intended to be mainly or permanently, kept by a person for—

- (a) personal interest,
- (b) companionship,
- (c) ornamental purposes, or
- (d) any combination of (a) to (c).

“puppy” means a dog aged less than 6 months;

“relevant specific conditions” means—

- (a) in relation to the activity of selling animals as pets (or with a view to their being later resold as pets) as described in paragraph 2 of Schedule 1, the conditions set out in Schedule 3;
- (b) in relation to the activity of providing or arranging for the provision of boarding for cats or dogs as described in paragraph 4 of Schedule 1, the conditions set out in the relevant Part of Schedule 4;
- (c) in relation to the activity of hiring out horses as described in paragraph 6 of Schedule 1, the conditions set out in Schedule 5;
- (d) in relation to the activity of breeding dogs as described in paragraph 8 of Schedule 1, the conditions set out in Schedule 6;
- (e) in relation to the activity of keeping or training animals for exhibition as described in paragraph 10 of Schedule 1, the conditions set out in Schedule 7;

“sleeping area” means a fully-enclosed indoor area in which a dog, or, in the context of Part 1 of Schedule 4, a cat, can rest, sleep or avoid seeing other people or animals;

“veterinarian” means—

- (a) a person who is for the time being registered in the register of veterinary surgeons maintained under section 2 of the Veterinary Surgeons Act 1966^(b), or
- (b) a person who is for the time being registered in the supplementary veterinary register maintained under section 8 of that Act;

“working day” means any day other than a Saturday, a Sunday, Christmas Day, Good Friday or a day which is a bank holiday in England and Wales under section 1 of the Banking and Financial Dealings Act 1971^(c).

Licensing of operators

3.—(1) Each licensable activity is a specified activity for the purposes of section 13(1) of the Act.

(a) 2008 c.20. Section 103 has been amended by sections 12(2) and 14(2) of the Cities and Local Government Devolution Act 2016 (2016 c.1).

(b) 1966 c. 36. Section 2(2) has been amended by article 12 and paragraph 1 of the Schedule to S.I. 2003/2919 and by article 2 and paragraph (2)(a) and (b) of the Schedule to S.I. 2008/1824.

(c) 1971 c. 80.

(2) A local authority is the licensing authority for any licensable activity carried on on premises in its area.

PART 2

Grant, renewal and variation with consent of a licence and inspection of premises

Conditions of grant or renewal of a licence

4.—(1) This regulation applies where—

- (a) a local authority has received from an operator an application in writing for the grant or renewal of a licence to carry on a licensable activity on premises in the local authority's area, and
- (b) the application gives such information as the local authority has required.

(2) The local authority must—

- (a) appoint one or more suitably qualified inspectors to inspect any premises on which the licensable activity or any part of it is being or is to be carried on, and
- (b) following that inspection, grant a licence to the operator, or renew the operator's licence, in accordance with the application if it is satisfied that—
 - (i) the licence conditions will be met,
 - (ii) any appropriate fee has been paid in accordance with regulation 13, and
 - (iii) the grant or renewal is appropriate having taken into account the report submitted to it in accordance with regulation 10.

(3) A local authority must attach to each licence granted or renewed—

- (a) the general conditions, and
- (b) the relevant specific conditions.

(4) On receipt of an application in writing for the grant or renewal of a licence in respect of the activity described in paragraph 6 of Schedule 1, if no inspector appointed under paragraph (2)(a) is a listed veterinarian, the local authority must appoint a listed veterinarian to inspect the premises with the inspector appointed under that paragraph.

(5) On receipt of an application in writing for the grant of a licence in respect of the activity described in paragraph 8 of Schedule 1, if no inspector appointed under paragraph (2)(a) is a veterinarian, the local authority must appoint a veterinarian to inspect the premises with the inspector appointed under that paragraph.

(6) Paragraph (5) does not apply where the application is for the grant of such a licence which is to have effect immediately after the remainder of the term of a licence mentioned in regulation 27(5).

(7) In considering whether the licence conditions will be met, a local authority must take account of the applicant's conduct as the operator of the licensable activity to which the application for the grant or renewal relates, whether the applicant is a fit and proper person to be the operator of that activity and any other relevant circumstances.

(8) A local authority must not grant a licence to an operator, or renew an operator's licence, in any circumstances other than those described in these Regulations.

(9) All licences granted or renewed in relation to any of the licensable activities are subject to the licence conditions.

Period of licence

5. A local authority may grant or renew a licence—

- (a) for a period of one, two or three years in respect of the activity or any part of the activity described in paragraph 2, 4, 6 or 8 of Schedule 1 if it is satisfied that a period of one, two or three years, as the case may be, is appropriate on the basis of its assessment, having regard to such guidance as may be issued by the Secretary of State, of—
 - (i) the risk of an operator breaching any licence conditions;
 - (ii) the impact on animal welfare of any such breaches; and
 - (iii) whether the operator is already meeting higher standards of animal welfare than are required by the licence conditions;
- (b) for a period of three years in respect of the activity or any part of the activity described in paragraph 10 of Schedule 1.

Power to take samples from animals

6. An inspector may, for the purposes of ensuring the licence conditions are being complied with, take samples for laboratory testing from any animals on premises occupied by an operator.

Duty to assist in the taking of samples from animals

7. An operator must comply with any reasonable request of an inspector to facilitate the identification and examination of an animal and the taking of samples in accordance with regulation 6 and, in particular, must arrange the suitable restraint of an animal if so requested by an inspector.

Hiring out horses: requirement for annual inspection of premises

8.—(1) Where there is a licence in force in relation to an activity described in paragraph 6 of Schedule 1, the local authority must appoint a listed veterinarian to inspect the premises on which the activity is being carried on.

(2) For the purposes of paragraph (1), the authority must make an appointment for an inspection to take place before the end of the first anniversary of the day on which the licence, as granted or renewed, came into force and before the end of each subsequent year in respect of which the licence remains in force.

Variation of a licence on the application, or with the consent, of a licence holder

9. A local authority may at any time vary a licence—
- (a) on the application in writing of the licence holder, or
 - (b) on its own initiative, with the consent in writing of the licence holder.

Inspector's report

10.—(1) Where a local authority arranges an inspection pursuant to regulation 4(2)(a), it must arrange for the submission to it of a report by the inspector.

- (2) The inspector's report must—
- (a) contain information about the operator, any relevant premises, any relevant records, the condition of any animals and any other relevant matter, and
 - (b) state whether or not the inspector considers that the licence conditions will be met.

Persons who may not apply for a licence

11.—(1) The following persons may not apply for a licence in respect of any licensable activity—

- (a) a person listed as a disqualified person in paragraph 4 or any of paragraphs 6 to 17 of Schedule 8 where the time limit for any appeal against that disqualification has expired or where, if an appeal was made, that appeal was refused;
- (b) a person listed in any of paragraphs 1 to 3 and 5 of Schedule 8 as having held a licence which was revoked where the time limit for any appeal against that revocation has expired or where, if an appeal was made, that appeal was refused.

(2) Any licence granted or renewed, or held by, a person mentioned in paragraph (1)(a) or (b) is automatically revoked.

Death of a licence holder

12.—(1) In the event of the death of a licence holder, the licence is deemed to have been granted to, or renewed in respect of, the personal representatives of that former licence holder.

(2) In the circumstances described in paragraph (1), the licence is to remain in force for three months beginning with the date of the death of the former licence holder or for as long as it was due to remain in force but for the death (whichever period is shorter) but remains subject to the provisions in Part 3.

(3) The personal representatives must notify in writing the local authority which granted or renewed the licence that they are now the licence holders within 28 days beginning with the date of the death of the former licence holder.

(4) If the personal representatives fail so to notify the local authority within the period specified in paragraph (3), the licence shall cease to have effect on the expiry of that period.

(5) The local authority which granted or renewed the licence may, on the application of the personal representatives, extend the period specified in paragraph (2) for up to three months if it is satisfied that the extension is necessary for the purpose of winding up the estate of the former licence holder and is appropriate in all the circumstances.

Fees

13.—(1) A local authority may charge such fees as it considers necessary for—

- (a) the consideration of an application for the grant, renewal or variation of a licence including any inspection relating to that consideration, and for the grant, renewal or variation,
- (b) the reasonable anticipated costs of consideration of a licence holder's compliance with these Regulations and the licence conditions to which the licence holder is subject in circumstances other than those described in sub-paragraph (a) including any inspection relating to that consideration,
- (c) the reasonable anticipated costs of enforcement in relation to any licensable activity of an unlicensed operator, and
- (d) the reasonable anticipated costs of compliance with regulation 29.

(2) The fee charged for the consideration of an application for the grant, renewal or variation of a licence and for any inspection relating to that consideration must not exceed the reasonable costs of that consideration and related inspection.

Guidance

14. A local authority must have regard in the carrying out of its functions under these Regulations to such guidance as may be issued by the Secretary of State.

PART 3

Enforcement and notices

Grounds for suspension, variation without consent or revocation of a licence

15. A local authority may, without any requirement for the licence holder's consent, decide to suspend, vary or revoke a licence at any time on being satisfied that—

- (a) the licence conditions are not being complied with,
- (b) there has been a breach of these Regulations,
- (c) information supplied by the licence holder is false or misleading, or
- (d) it is necessary to protect the welfare of an animal.

Procedure for suspension or variation without consent

16.—(1) Except as otherwise provided in this regulation, the suspension or variation of a licence following a decision under regulation 15 has effect at the end of a period of seven working days beginning with the date on which notice of the decision is issued to the licence holder or, if that date is not a working day, the next working day.

(2) If it is necessary to protect the welfare of an animal, the local authority may specify in the notice of its decision that the suspension or variation has immediate effect.

(3) A decision to suspend or vary a licence must—

- (a) be notified to the licence holder in writing,
- (b) state the local authority's grounds for suspension or variation,
- (c) state when it comes into effect,
- (d) specify measures that the local authority considers are necessary in order to remedy the grounds, and
- (e) explain the right of the licence holder to make written representations in accordance with paragraph (4) and give details of the person to whom such representations may be made and the date by the end of which they must be received.

(4) The licence holder may make written representations which must be received by the local authority within seven working days beginning with the date of issue of notice of the decision under regulation 15 to suspend or vary the licence or, if that date is not a working day, the next working day.

(5) Except in relation to notices under paragraph (2), where a licence holder makes written representations which are received by the local authority within the period specified in paragraph (4), the suspension or variation is not to have effect unless the local authority, after considering the representations, suspends or varies the licence in accordance with paragraph (6)(a).

(6) Within seven working days beginning with the date of receipt of any representations made in accordance with paragraph (5), the local authority must, after considering the representations—

- (a) suspend or vary the licence,
- (b) cancel its decision under regulation 15 to suspend or vary the licence,
- (c) confirm the suspension or variation of the licence under paragraph (2), or
- (d) reinstate the licence if it has been suspended, or cancel its variation if it has been varied, under paragraph (2).

(7) The local authority must issue to the licence holder written notice of its decision under paragraph (6) and the reasons for it within seven working days beginning with the date of receipt of any representations made in accordance with paragraph (4) or, if that date is not a working day, beginning with the next working day.

(8) The local authority's decision under paragraph (6) is to have effect on service of its notice under paragraph (7).

(9) Paragraph (10) applies if the local authority fails to comply with paragraph (6) or (7).

(10) Where this paragraph applies, after seven working days beginning with the date of receipt of any representations made in accordance with paragraph (4) or, if that date is not a working day, beginning with the next working day—

- (a) a licence suspended under paragraph (2) is to be deemed to be reinstated;
- (b) a licence varied under paragraph (2) is to be deemed to have effect as if it had not been so varied;
- (c) a licence suspended under paragraph (6)(a) is to be deemed to be reinstated;
- (d) a licence varied under paragraph (6)(a) is to be deemed to have effect as if it had not been so varied;
- (e) any licence held by the licence holder other than a licence suspended or varied under paragraph (2) or (6)(a) which the local authority decided to suspend or vary under regulation 15 is to be deemed to remain in force and not to be so varied.

(11) Once a licence has been suspended for 28 days, the local authority must on the next working day—

- (a) reinstate it without varying it,
- (b) vary and reinstate it as varied, or
- (c) revoke it.

(12) If the local authority fails to comply with paragraph (11), the licence is to be deemed to have been reinstated without variation with immediate effect.

Reinstatement of a suspended licence by a local authority

17.—(1) A local authority must reinstate a suspended licence by way of written notice once it is satisfied that the grounds specified in the notice of suspension have been or will be remedied.

(2) Where a local authority reinstates a licence under paragraph (1), it may reduce the period for which it is reinstated.

Notice of revocation

18.—(1) A revocation decision must—

- (a) be notified in writing to the licence holder,
- (b) state the local authority's grounds for revocation, and
- (c) give notice of the licence holder's right of appeal to the First-tier Tribunal and the period under regulation 24 within which such an appeal may be brought.

(2) The decision has effect on service of the notice.

Obstruction of inspectors

19. A person must not intentionally obstruct an inspector appointed for the purposes of the enforcement of these Regulations in the exercise of any powers conferred by or under the Act.

Offences

20.—(1) It is an offence for a person, without lawful authority or excuse—

- (a) to breach a licence condition;
- (b) to fail to comply with regulation 7 or 19.

(2) A person who commits an offence under paragraph (1) is liable on summary conviction to a fine.

Powers of entry

21. Breach of a licence condition must be treated as a relevant offence for the purposes of section 23 of the Act (entry and search under warrant in connection with offences).

Post-conviction powers

22. The relevant post-conviction powers contained in sections 34 and 42 of the Act apply in relation to a conviction for an offence under regulation 20.

Notices

23.—(1) Any notice issued by a local authority under these Regulations may be amended, suspended or revoked by the local authority in writing at any time.

(2) A notice may be served on a person by—

- (a) personal delivery,
- (b) leaving it or sending it by post to the person's current or last known postal address, or
- (c) emailing it to the person's current or last known email address.

PART 4

Appeals

Appeals

24.—(1) Any operator who is aggrieved by a decision by a local authority—

- (a) to refuse to grant or renew a licence, or
- (b) to revoke or vary a licence,

may appeal to the First-tier Tribunal.

(2) The period within which an operator may bring such an appeal is 28 days beginning with the day following the date of the decision.

(3) The First-tier Tribunal may on application and until the appeal is determined or withdrawn—

- (a) in the case of a decision to refuse to renew a licence, permit a licence holder to continue to carry on a licensable activity or any part of it subject to the licence conditions, or
- (b) suspend a revocation or variation under regulation 15.

(4) On appeal, the First-tier Tribunal may overturn or confirm the local authority's decision, with or without modification.

PART 5

Repeals, revocations and consequential amendments

Repeals and consequential amendments

25. Schedule 9 (repeals and consequential amendments) is to have effect.

Revocations and consequential amendments

26. Schedule 10 (revocations and consequential amendments) is to have effect.

PART 6

Transitional and saving provisions

Transitional and saving provisions

27.—(1) Any unexpired licence granted in accordance with the provisions of the Pet Animals Act 1951(a) shall continue in force for the remainder of its term subject to the provisions of that Act as it had effect on the relevant date.

(2) Any unexpired licence granted under the Animal Boarding Establishments Act 1963(b) shall continue in force for the remainder of its term subject to the provisions of that Act as it had effect on the relevant date.

(3) Any unexpired licence granted under of the Riding Establishments Act 1964(c) shall continue in force for the remainder of its term subject to the provisions of that Act as it had effect on the relevant date.

(4) Any unexpired provisional licence granted under the Riding Establishments Act 1970(d) shall continue in force for the remainder of its term subject to the provisions of that Act and, so far as relevant, the Riding Establishments Act 1964 as those Acts had effect on the relevant date.

(5) Any unexpired licence granted in accordance with the provisions of the Breeding of Dogs Act 1973(e) shall continue in force for the remainder of its term subject to the provisions of—

- (a) that Act,
- (b) the Breeding of Dogs (Licensing Records) Regulations 1999(f),
- (c) the Breeding and Sale of Dogs (Welfare) Act 1999(g), and
- (d) the Sale of Dogs (Identification Tag) Regulations 1999(h),

as those enactments had effect on the relevant date.

(6) Any registration of a person under the Performing Animals (Regulation) Act 1925(i) in force on the relevant date shall continue in force, subject to the provisions of that Act as it had effect on the relevant date, for a period of six months starting with the date on which these Regulations come into force.

(7) In this regulation—

“unexpired” means still in force on, and with any of its term remaining after, the relevant date;

“the relevant date” means the day before the date on which these Regulations come into force.

PART 7

Review and provision of information to the Secretary of State

Review

28.—(1) The Secretary of State must, from time to time—

- (a) carry out a review of the regulatory provision contained in these Regulations, and
- (b) publish a report setting out the conclusions of the review.

(a) 1951 c. 35 (14 & 15 Geo 6).
(b) 1963 c. 43.
(c) 1964 c. 70.
(d) 1970 c. 32.
(e) 1973 c. 60.
(f) S.I. 1999/3192.
(g) 1999 c. 11.
(h) S.I. 1999/3191.
(i) 1925 c. 38 (15 & 16 Geo 5).

- (2) The first report must be published before 1st October 2023.
- (3) Subsequent reports must be published at intervals not exceeding five years.
- (4) Section 30(4) of the Small Business, Enterprise and Employment Act 2015(a) requires that a report published under this regulation must, in particular—
- (a) set out the objectives intended to be achieved by the regulatory provision mentioned in paragraph (1)(a),
 - (b) assess the extent to which those objectives are achieved,
 - (c) assess whether those objectives remain appropriate, and
 - (d) if those objectives remain appropriate, assess the extent to which they could be achieved in another way which involves less onerous regulatory provision.
- (5) In this regulation, “regulatory provision” has the same meaning as in sections 28 to 32 of the Small Business, Enterprise and Employment Act 2015 (see section 32 of that Act).

Provision of information to the Secretary of State

29.—(1) Each local authority must provide the following information to the Secretary of State in writing for the purpose of assisting the Secretary of State to carry out the review in accordance with regulation 28—

- (a) the number of licences in force for each licensable activity in its area on each reference date, and
 - (b) the average level of fees it has charged for licences it has granted or renewed for each licensable activity in each reference period.
- (2) Each local authority must provide the information to the Secretary of State—
- (a) in electronic form, or secure that it is accessible to the Secretary of State in electronic form, and
 - (b) no later than the next 31st May following the relevant reference date.
- (3) In this regulation—

“reference date” means 1st April each year beginning with 1st April 2019;

“reference period” means the period beginning with 1st October 2018 and ending with 31st March 2019, the year beginning with 1st April 2019 and each subsequent year beginning with an anniversary of 1st April 2019.

16th April 2018

Gardiner of Kimble
Parliamentary Under Secretary of State
Department for Environment, Food and Rural Affairs

(a) 2015 c. 26.

SCHEDULE 1

Regulation 2

Licensable activities

PART 1

Business test

1. The circumstances which a local authority must take into account in determining whether an activity is being carried on in the course of a business for the purposes of this Schedule include, for example, whether the operator—

- (a) makes any sale by, or otherwise carries on, the activity with a view to making a profit, or
- (b) earns any commission or fee from the activity.

PART 2

Selling animals as pets

2. Selling animals as pets (or with a view to their being later resold as pets) in the course of a business including keeping animals in the course of a business with a view to their being so sold or resold.

3. The activity described in paragraph 2 does not include—

- (a) selling animals in the course of an aquacultural production business authorised under regulation 5(1) of the Aquatic Animal Health (England and Wales) Regulations 2009^(a), or
- (b) the activity described in paragraph 8.

PART 3

Providing or arranging for the provision of boarding for cats or dogs

4. Providing or arranging for the provision of accommodation for other people's cats or dogs in the course of a business on any premises where the provision of that accommodation is a purpose of the business by—

- (a) providing boarding for cats;
- (b) providing boarding in kennels for dogs;
- (c) providing home boarding for dogs; or
- (d) providing day care for dogs.

^(a) S.I. 2009/463.

5. The activity described in paragraph 4 does not include keeping a dog or cat on any premises pursuant to a requirement imposed under, or having effect by virtue of, the Animal Health Act 1981(a).

PART 4

Hiring out horses

6. Hiring out horses in the course of a business for either or both of the following purposes—
- (a) riding;
 - (b) instruction in riding.
7. The activity described in paragraph 6 does not include any activity—
- (a) solely for military or police purposes, or
 - (b) involving the instruction of students at a university on a course of study and examinations leading to a veterinary degree to which a recognition order under section 3 of the Veterinary Surgeons Act 1966(b) relates and for as long as such an order is in force.

PART 5

Breeding dogs

8. Either or both of the following—
- (a) breeding three or more litters of puppies in any 12-month period;
 - (b) breeding dogs and advertising a business of selling dogs.
9. The activity described in paragraph 8 does not include—
- (a) keeping a dog on any premises pursuant to a requirement imposed under, or having effect by virtue of, the Animal Health Act 1981,
 - (b) breeding only assistance dogs or dogs intended to be used as assistance dogs within the meaning of section 173 of the Equality Act 2010(c), or
 - (c) breeding three or more litters of puppies in any 12-month period if the person carrying on the activity provides documentary evidence that none of them have been sold (whether as puppies or as adult dogs).

PART 6

Keeping or training animals for exhibition

10. Keeping or training animals for exhibition in the course of a business for educational or entertainment purposes—
- (a) to any audience attending in person, or
 - (b) by the recording of visual images of them by any form of technology that enables the display of such images.
11. The activity described in paragraph 10 does not include—
- (a) keeping or training animals solely for military, police or sporting purposes,

(a) 1981 c. 22.

(b) Section 3(1)(b) has been amended by paragraph 3 of the Schedule to S.I. 2008/1824.

(c) 2010 c. 15.

- (b) any activity permitted under a licence to operate a travelling circus under the Welfare of Wild Animals in Travelling Circuses (England) Regulations 2012(a), or
- (c) any activity permitted under a licence for a zoo under the Zoo Licensing Act 1981(b).

SCHEDULE 2

General conditions

Regulation 2

Licence display

1.—(1) A copy of the licence must be clearly and prominently displayed on any premises on which the licensable activity is carried on.

(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.

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) The licence holder must keep all such records for at least three years beginning with the date on which the record was created.

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.

(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 on which the licensable activity is carried on.

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.

(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.

(3) The licence holder must provide and ensure the implementation of a written training policy for all staff.

Suitable environment

5.—(1) All areas, equipment and appliances to which the animals have access must present minimal risks of injury, illness and escape and must be constructed in materials that are robust, safe and durable, in a good state of repair and well maintained.

(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) S.I. 2012/2932.

(b) 1981 c. 37.

- (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.
- (3) Staff must ensure that the animals are kept clean and comfortable.
- (4) Where appropriate for the species, a toileting area and opportunities for toileting must be provided.
- (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 and the accommodation must be capable of being thoroughly cleaned and disinfected.
- (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.
- (7) All the animals must be easily accessible to staff and for inspection and there must be sufficient light for the staff to work effectively and observe the animals.
- (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.
- (9) The animals must not be left unattended in any situation or for any period likely to cause them distress.

Suitable diet

- 6.**—(1) The animals must be provided with a suitable diet in terms of quality, quantity and frequency and any new feeds must be introduced gradually to allow the animals to adjust to them.
- (2) Feed and (where appropriate) water intake must be monitored, and any problems recorded and addressed.
- (3) Feed and drinking water provided to the animals must be unspoilt and free from contamination.
- (4) Feed and drinking receptacles must be capable of being cleaned and disinfected, or disposable.
- (5) Constant access to fresh, clean drinking water must be provided in a suitable receptacle for the species that requires it.
- (6) Where feed is prepared on the premises on which the licensable activity is carried on, there must be hygienic facilities for its preparation, including a working surface, hot and cold running water and storage.

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.
- (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.
- (3) The animals' behaviour and any changes of behaviour must be monitored and 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.
- (4) Where used, training methods or equipment must not cause pain, suffering or injury.
- (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.

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.

(2) The animals must be kept separately or in suitable compatible social groups appropriate to the species and individual animals and no animals from a social species may be isolated or separated from others of their species for any longer than is necessary.

(3) The animals must have at least daily opportunities to interact with people where such interaction benefits their welfare.

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 carcasses);
- (b) be in place covering the care of the animals following the suspension or revocation of the licence or during and following an emergency.

(2) All people responsible for the care of the animals must be made fully aware of these procedures.

(3) Appropriate isolation, in separate self-contained facilities, must be available for the care of sick, injured or potentially infectious animals.

(4) All reasonable precautions must be taken to prevent and control the spread among the animals and people of infectious diseases, pathogens and parasites.

(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.

(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.

(7) Where necessary, animals must receive preventative treatment by an appropriately competent person.

(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 on which the licensable activity is carried on.

(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.

(10) Medicines other than prescribed medicines must be stored, used and disposed of in accordance with the instructions of the manufacturer or veterinarian.

(11) Cleaning products must be suitable, safe and effective against pathogens that pose a risk to the animals and 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.

(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.

(13) All animals must be checked at least once daily and more regularly as necessary to check for any signs of pain, suffering, injury, disease or abnormal behaviour and vulnerable animals must be checked more frequently.

(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.

Emergencies

10.—(1) A written emergency plan, acceptable to the local authority, must be in place, known and available to all the staff on the premises on which the licensable activity is carried on, 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 of essential heating, ventilation and aeration or filtration systems or other emergencies.

(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.

(3) External doors and gates must be lockable.

(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.

SCHEDULE 3

Regulation 2

Specific conditions: selling animals as pets

Interpretation

1. In this Schedule—

“prospective owner” means a person purchasing an animal to keep or to be kept as a pet;

“premises” means the premises on which the licensable activity of selling animals as pets (or with a view to their being later resold as pets) is carried on;

“purchaser” means a person purchasing an animal to keep as a pet or with a view to it later being resold as a pet.

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 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 the sale of the animal by the licence holder, and

- (g) the date of the animal's death (if applicable).
- (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.
- (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.

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.

(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.

(3) Appropriate reference materials on the care of all animals for sale must be on display and provided to the prospective owner.

(4) The licence holder and all staff must have been suitably trained to advise prospective owners about the animals being sold.

(5) The licence holder and all 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.

Suitable accommodation

4.—(1) Animals must be kept in housing which minimises stress including from other animals and the public.

(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.

(3) Dangerous wild animals (if any) must be kept in cages that are secure and lockable and appropriate for the species.

(4) For the purposes of sub-paragraph (3), “dangerous wild animal” means an animal of a kind specified in the first column of the Schedule to the Dangerous Wild Animals Act 1976(a).

(a) 1976 c. 38. The Schedule was substituted in relation to England and Wales by article 2 of S.I. 2007/2465.

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.

(2) The sale of a dog must be completed in the presence of the purchaser on the premises.

Protection from pain, suffering, injury and disease

6.—(1) All animals for sale must be in good health.

(2) Any animal with a condition which is likely to affect 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.

(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.

(4) Animals must be transported or handed to purchasers in suitable containers for the species and expected duration of the journey.

SCHEDULE 4

Regulation 2

Specific conditions: providing boarding for cats or dogs

PART 1

Providing boarding for cats

Interpretation

1. In this Part—

“cat unit” means the physical structure and area that comprises a sleeping area and an exercise run;

“exercise run” means an enclosed area forming part of the cat unit attached to and with direct and permanent access to the sleeping area;

“premises” means the premises on which the licensable activity of providing boarding for cats is carried on.

Suitable environment

2.—(1) Cats within the premises must be prevented from coming into direct contact with other animals from outside the premises.

(2) There must be a safe, secure, waterproof roof over the entire cat unit.

(3) A cat unit may only be shared by cats from the same household.

(4) Communal exercise areas are not permitted.

(5) Each cat unit must be clearly numbered and there must be a system in place which ensures that information about the cat or cats in each cat unit is available to all staff and any inspector.

(6) Each cat unit must provide the cat with sufficient space to—

- (a) walk,
- (b) turn around,
- (c) stand on its hind legs,
- (d) hold its tail erect,
- (e) climb,
- (f) rest on the elevated area, and
- (g) lie down fully stretched out,

without touching another cat or the walls.

(7) Each cat unit must have sufficient space for each cat to sit, rest, eat and drink away from the area where it urinates and defecates.

(8) Cats must have constant access to their sleeping area.

(9) A litter tray and safe and absorbent litter material must be provided at all times in each cat unit and litter trays must be regularly cleaned and disinfected.

(10) Each cat unit must include an elevated area.

(11) Adjoining cat units must have solid barriers covering the full height and full width of the adjoining wall.

(12) Any gaps between cat units must be a minimum of 0.6 metres wide.

(13) Any cat taken out of a cat unit must be secured in a suitable carrier.

(14) The sleeping area must form part of the cat unit and be free from draughts.

Monitoring of behaviour and training of cats

3.—(1) There must be an area within each cat unit in which the cat can avoid seeing other cats and people outside the cat unit if it so chooses.

(2) Each cat unit must include a facility for scratching and any surface within a cat unit available for scratching must either be disinfected between uses by different cats or disposed of.

(3) All cats must be provided with toys or feeding enrichment (or both) unless advice from a veterinarian suggests otherwise.

(4) All toys and other enrichment items must be checked daily to ensure they remain safe and must be cleaned and disinfected at least weekly.

Records

4. A register must be kept of all the cats on the premises which must include—

- (a) the dates of each cat's arrival and departure,
- (b) each cat's name, age, sex, neuter status and a description of it or its breed,
- (c) each cat's microchip number, where applicable,
- (d) the number of any cats from the same household,
- (e) a record of which cats (if any) are from the same household,
- (f) the name, postal address, telephone number (if any) and email address (if any) of the owner of each cat and emergency contact details,
- (g) in relation to each cat, the name, postal address, telephone number and email address of a local contact in an emergency,
- (h) the name and contact details of each cat's normal veterinarian and details of any insurance relating to the cat,
- (i) details of each cat's relevant medical and behavioural history, including details of any treatment administered against parasites and restrictions on exercise,
- (j) details of each cat's diet and related requirements,

- (k) any required consent forms,
- (l) a record of the date or dates of each cat's most recent vaccination, worming and flea treatments, and
- (m) details of any medical treatment each cat is receiving.

Protection from pain, suffering, injury and disease

5.—(1) A cat must remain in its assigned cat unit, except when it is moved to an isolation cat unit or to a holding cat unit.

(2) Where any other activity involving animals is undertaken on the premises, it must be kept entirely separate from the area where the activity of providing boarding for cats takes place.

(3) All equipment must be cleaned and disinfected before a cat is first introduced into a cat unit.

(4) A preventative healthcare plan agreed with the veterinarian with whom the licence holder has registered under paragraph 9(8) of Schedule 2 must be implemented.

(5) A holding cat unit must only be used in an emergency and must not be used for longer than is necessary and in any event for no longer than a total of 12 hours in any 24-hour period.

(6) In this paragraph, "holding cat unit" means a cat unit, separate from any other cat unit, in which a cat may be housed temporarily.

PART 2

Providing boarding in kennels for dogs

Interpretation

6. In this Part—

"exercise run" means an enclosed area forming part of a kennel unit attached to and with direct access to the sleeping area;

"kennel unit" means the physical structure and area that consists of a sleeping area and an exercise run;

"premises" means the premises on which the licensable activity of providing boarding in kennels for dogs is carried on.

Suitable environment

7.—(1) Dogs within the premises must be prevented from coming into contact with other animals from outside the premises.

(2) In each kennel unit, the sleeping area must—

(a) be free from draughts;

(b) provide the dog with sufficient space to—

(i) sit and stand at full height,

(ii) lie down fully stretched-out,

(iii) wag its tail,

(iv) walk, and

(v) turn around,

without touching another dog or the walls;

(c) have a floor area which is at least twice the area required for the dog in it to lie flat; and

(d) if built after the date on which these Regulations come into force, have a floor area of at least 1.9 square metres.

(3) Each kennel unit must be clearly numbered and there must be a system in place which ensures that information about the dog or dogs in each kennel unit is available to all staff and any inspector.

(4) Each dog must have constant access to its sleeping area.

(5) Each dog must have a clean, comfortable and warm area within its sleeping area where it can rest and sleep.

(6) Each exercise run must have a single, safe, secure, waterproof roof over a minimum of half its total area.

(7) Where a dog poses a health or welfare risk to other dogs, it must be kept on its own in a kennel unit and, if that kennel unit adjoins another kennel unit, any adjoining wall must be of full height and width so as to prevent the dog from coming into physical contact with any other dog.

(8) Only dogs from the same household may share a kennel unit.

Monitoring of behaviour and training

8.—(1) Any equipment that a dog is likely to be in contact with and any toy provided must not pose a risk of pain, suffering, disease or distress to the dog and must be correctly used.

(2) All dogs must be provided with toys or feeding enrichment (or both) unless advice from a veterinarian suggests otherwise.

(3) All toys and other enrichment items must be checked daily to ensure they remain safe and must be cleaned and disinfected at least weekly.

(4) Each dog must be exercised at least once daily away from its kennel unit as appropriate for its age and health.

(5) Any dog which, on the advice of a veterinarian, cannot be exercised must be provided with alternative forms of mental stimulation.

(6) There must be an area within each kennel unit in which a dog can avoid seeing people and other dogs outside the kennel unit if it so chooses.

Records

9.—(1) A register must be kept of all the dogs on the premises which must include—

- (a) the dates of each dog's arrival and departure;
- (b) each dog's name, age, sex, neuter status, microchip number and a description of it or its breed;
- (c) the number of any dogs from the same household;
- (d) a record of which dogs (if any) are from the same household;
- (e) the name, postal address, telephone number (if any) and email address (if any) of the owner of each dog and emergency contact details;
- (f) in relation to each dog, the name, postal address, telephone number and email address of a local contact in an emergency;
- (g) the name and contact details of the dog's normal veterinarian and details of any insurance relating to the dog;
- (h) details of each dog's relevant medical and behavioural history, including details of any treatment administered against parasites and restrictions on exercise;
- (i) details of the dog's diet and related requirements;
- (j) any required consent forms;
- (k) a record of the date or dates of each dog's most recent vaccination, worming and flea treatments;
- (l) details of any medical treatment each dog is receiving.

(2) When outside the premises, each dog must wear an identity tag which includes the licence holder's name and contact details.

Protection from pain, suffering, injury and disease

10.—(1) Where any other activity involving animals is undertaken on the premises, it must be kept entirely separate from the area where the activity of providing boarding for dogs in kennels takes place.

(2) A preventative healthcare plan agreed with the veterinarian with whom the licence holder has registered under paragraph 9(8) of Schedule 2 must be implemented.

(3) A holding kennel unit must only be used in an emergency and must not be used for longer than is necessary and in any event for no longer than a total of 12 hours in any 24-hour period.

(4) In sub-paragraph (3), “holding kennel unit” means a kennel unit, separate from any other kennel unit, in which a dog may be housed temporarily.

PART 3

Providing home boarding for dogs

Interpretation

11. In this Part—

“designated room” means a room within the home allocated to a dog;

“home” means a domestic dwelling on which the licensable activity of providing home boarding for dogs is carried on.

Home

12.—(1) Dogs must be accommodated within the home.

(2) The home must include—

- (a) direct access to a private, non-communal, secure and hazard-free external area, and
- (b) at least two secure physical barriers between any dog and any entrance to or exit from it.

Suitable environment

13.—(1) Dogs from different households may only be boarded at the same time with the written consent of every owner.

(2) Each dog must be provided with its own designated room where it can, if necessary, be kept separate from other dogs.

(3) Each dog must have a clean, comfortable and warm area within its designated room where it can rest and sleep.

(4) Each designated room must have a secure window to the outside that can be opened and closed as necessary.

(5) A dog must not be confined in a crate for longer than three hours in any 24-hour period.

(6) A dog must not be kept in a crate unless—

- (a) it is already habituated to it,
- (b) a crate forms part of the normal routine for the dog, and
- (c) the dog's owner has consented to the use of a crate.

(7) Any crate in which a dog is kept must be in good condition and sufficiently large for the dog to sit and stand in it at full height, lie flat and turn around.

Suitable diet

14. Each dog must be fed separately in its designated room unless its owner has given written consent to the contrary.

Monitoring of behaviour and training

15.—(1) Any equipment that a dog is likely to be in contact with and any toy provided must not pose a risk of pain, suffering, disease or distress to the dog and must be correctly used.

(2) Each dog must be exercised at least once daily as appropriate for its age and health.

(3) Dogs which on the advice of a veterinarian cannot be exercised must be provided with alternative forms of mental stimulation.

Housing with or apart from other dogs

16.—(1) Written consent must be obtained from the owner or owners (as the case may be) to keep dogs together in a designated room.

(2) Unneutered bitches must be prevented from mating.

(3) If any person aged under 16 years resides at the home, there must be procedures in place to regulate the interactions between the dogs and that person.

Records

17.—(1) A register must be kept of all the dogs accommodated in the home which must include—

- (a) the dates of each dog's arrival and departure;
- (b) each dog's name, age, sex, neuter status, microchip number and a description of it or its breed;
- (c) the number of any dogs from the same household;
- (d) a record of which dogs (if any) are from the same household;
- (e) the name, postal address, telephone number (if any) and email address (if any) of the owner of each dog and emergency contact details;
- (f) in relation to each dog, the name, postal address, telephone number and email address of a local contact in an emergency;
- (g) the name and contact details of each dog's normal veterinarian and details of any insurance relating to the dog;
- (h) details of each dog's relevant medical and behavioural history, including details of any treatment administered against parasites and restrictions on exercise;
- (i) details of each dog's diet and related requirements;
- (j) any required consent forms;
- (k) a record of the date or dates of each dog's most recent vaccination, worming and flea treatments;
- (l) details of any medical treatment each dog is receiving.

(2) When outside the premises, each dog must wear an identity tag which includes the licence holder's name and contact details.

Protection from pain, suffering, injury and disease

18.—(1) Before a dog is admitted for boarding, all equipment to be used by or in relation to that dog must be cleaned and disinfected.

(2) A preventative healthcare plan agreed with the veterinarian with whom the licence holder has registered under paragraph 9(8) of Schedule 2 must be implemented.

PART 4

Providing day care for dogs

Interpretation

19. In this Part, “premises” means the premises on which the licensable activity of providing day care for dogs is carried on.

No overnight stay

20. No dog may be kept on the premises overnight.

Suitable environment

21.—(1) Each dog must be provided with—

- (a) a clean, comfortable and warm area where it can rest and sleep, and
- (b) another secure area in which water is provided and in which there is shelter.

(2) Each dog must have access to areas where it can—

- (a) interact safely with other dogs, toys and people, and
- (b) urinate and defecate.

(3) There must be an area where any dog can avoid seeing other dogs and people if it so chooses.

Suitable diet

22. Any dog that requires specific feed due to a medical condition must be fed in isolation.

Monitoring of behaviour and training

23.—(1) All dogs must be screened before being admitted to the premises to ensure that they are not afraid, anxious or stressed in the presence of other dogs or people and do not pose a danger to other dogs or staff.

(2) Any equipment used that is likely to be in contact with the dogs and any toys provided must not pose a risk of pain, suffering, disease or distress to the dog and must be correctly used.

Housing apart from other dogs

24.—(1) Unneutered bitches must be prevented from mating.

(2) Dogs which need to be isolated from other dogs must be provided with alternative forms of mental stimulation.

Records

25.—(1) A register must be kept of all the dogs on the premises which must include—

- (a) the date of the dog’s attendance;
- (b) the dog’s name, age, sex, neuter status, microchip number and a description of it or its breed;
- (c) the name, postal address, telephone number (if any) and email address (if any) of the owner and emergency contact details;
- (d) the name and contact details of the dog’s normal veterinarian and details of any insurance relating to the dog;

- (e) details of the dog’s relevant medical and behavioural history, including details of any treatment administered against parasites and any restrictions on exercise;
 - (f) details of the dog’s diet and relevant requirements;
 - (g) any required consent forms;
 - (h) a record of the date or dates of the dog’s most recent vaccination, worming and flea treatments;
 - (i) details of any medical treatment the dog is receiving.
- (2) When outside the premises, each dog must wear an identity tag which includes the licence holder’s name and contact details.

Protection from pain, suffering, injury and disease

- 26.—(1) The dogs must be supervised at all times.
- (2) A preventative healthcare plan agreed with the veterinarian with whom the licence holder has registered under paragraph 9(8) of Schedule 2 must be implemented.
- (3) Any journeys in a vehicle must be planned to minimise the time dogs spend in the vehicle.

SCHEDULE 5

Regulation 2

Specific conditions: hiring out horses

Interpretation

1. In this Schedule, “client” means a person for whose use a horse is hired out.

Eligibility

- 2.—(1) The licence holder must—
- (a) hold an appropriate formal qualification, or have sufficient demonstrable experience and competence, in the management of horses, and
 - (b) hold a valid certificate of public liability insurance which—
 - (i) insures the licence holder against liability for any injury sustained by, and the death of, any client, and
 - (ii) insures any client against liability for any injury sustained by, and the death of, any other person,
 caused by or arising out of the hire of the horse.
- (2) The certificate mentioned in sub-paragraph (1)(b) must be clearly and prominently displayed on the premises.

Supervision

- 3.—(1) The activity must not at any time be left in the charge of a person aged under 18 years.
- (2) No horse may be hired out except under the supervision of a person aged 16 years or more unless the licence holder is satisfied that the person hiring the horse is competent to ride without supervision.
- (3) The following must be clearly and prominently displayed on the premises—
- (a) the full name, postal address (including postcode) and telephone number of the licence holder or other person with management responsibilities in respect of the activity;
 - (b) instructions as to the action to be taken in the event of a fire or other emergency.

Suitable environment

- 4.—(1) It must be practicable to bring all the horses on the premises under cover.
- (2) Suitable storage must be provided and used for feed, bedding, stable equipment and saddlery.
- (3) All arena surfaces must be suitable for purpose, well drained, free of standing water and maintained regularly to keep them level.

Suitable diet

- 5.—(1) At all times when any horses are kept at grass, adequate pasture, shelter and clean water must be available for them.
- (2) Supplementary feed and nutrients must be provided to any horse when appropriate.
- (3) Each horse must be fed a balanced diet of a quantity and at a frequency suitable for its age, health and workload to enable it to maintain an appropriate physical condition.

Protection from pain, suffering, injury and disease

- 6.—(1) The horses must be maintained in good health and must be in all respects physically fit.
- (2) A preventative healthcare plan agreed with the veterinarian with whom the licence holder has registered under paragraph 9(8) of Schedule 2 must be implemented
- (3) A daily record of the workload of each horse must be maintained and available for inspection at any reasonable time.
- (4) Each horse must be suitable for the purpose for which it is kept and must not be hired out if, due to its condition, its use would be likely to cause it to suffer.
- (5) Any horse found on inspection to be in need of veterinary attention must not be returned to work until the licence holder has, at the licence holder's expense, obtained from and lodged with the local authority a veterinary certificate which confirms that the horse is fit for work.
- (6) Each horse's hooves should be trimmed as often as is necessary to maintain the health, good shape and soundness of its feet and any shoes should be properly fitted and in good condition.
- (7) An area suitable for the inspection of horses by a veterinarian must be provided.
- (8) The following must not be hired out—
- (a) a horse aged under 3 years;
 - (b) a mare heavy with foal;
 - (c) a mare whose foal has not yet been weaned.
- (9) The licence holder must keep a register of all horses kept for the licensable activity on the premises, each such horse's valid passport showing its unique equine life number and a record of its microchip number (if any).

Equipment

7. All equipment provided to clients must be in good and safe condition and available for inspection at any reasonable time.

SCHEDULE 6

Regulation 2

Specific conditions: breeding dogs

Advertisements and sales

- 1.—(1) The licence holder must not advertise or offer for sale a dog—

- (a) which was not bred by the licence holder;
- (b) except from the premises where it was born and reared under the licence;
- (c) otherwise than to—
 - (i) a person who holds a licence for the activity described in paragraph 2 of Schedule 1;
or
 - (ii) a keeper of a pet shop in Wales who is licensed under the Pet Animals Act 1951(a) to keep the shop,knowing or believing that the person who buys it intends to sell it or intends it to be sold by any other person.

(2) Any advertisement for the sale of a dog 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 dog being advertised, and
- (d) display the age of the dog being advertised.

(3) The licence holder and all staff must ensure that any equipment and accessories being sold with a dog are suitable for it.

(4) The licence holder and all staff must ensure that the purchaser is informed of the age, sex and veterinary record of the dog being sold.

(5) No puppy aged under 8 weeks may be sold or permanently separated from its biological mother.

(6) A puppy may only be shown to a prospective purchaser if it is together with its biological mother.

(7) Sub-paragraphs (5) and (6) do not apply if separation of the puppy from its biological mother is necessary for the health or welfare of the puppy, other puppies from the same litter or its biological mother.

Suitable environment

2.—(1) Each dog must have access to a sleeping area which is free from draughts and an exercise area.

(2) Each dog must be provided with sufficient space to—

- (a) stand on its hind legs,
- (b) lie down fully stretched out,
- (c) wag its tail,
- (d) walk, and
- (e) turn around,

without touching another dog or the walls of the sleeping area.

(3) The exercise area must not be used as a sleeping area.

(4) Part or all of the exercise area must be outdoors.

(5) There must be a separate whelping area for each breeding bitch to whelp in which contains a suitable bed for whelping.

(6) Each whelping area must be maintained at an appropriate temperature (between and including 26 and 28 degrees centigrade) and include an area which allows the breeding bitch to move away from heat spots.

(7) Each dog must be provided with constant access to a sleeping area.

(a) 1951 c. 35 (14 & 15 Geo 6).

- (8) A separate bed must be provided for each adult dog.
- (9) No puppy aged under 8 weeks may be transported without its biological mother except—
- (a) if a veterinarian agrees for health or welfare reasons that it may be so transported, or
 - (b) in an emergency.
- (10) No breeding bitch may be transported later than 54 days after the date of successful mating except to a veterinarian.
- (11) No breeding bitch may be transported earlier than 48 hours after whelping except to a veterinarian where it is not otherwise practicable or appropriate for that person to attend to the bitch.
- (12) Each dog's sleeping area must be clean, comfortable, warm and free from draughts.
- (13) In this paragraph, "exercise area" means a secure area where dogs may exercise and play.

Suitable diet

3. Staff must—

- (a) ensure that each puppy starts weaning as soon as it is capable of ingesting feed on its own,
- (b) provide each breeding bitch with feed appropriate to its needs,
- (c) provide each puppy with feed appropriate for its stage of development, and
- (d) ensure that each puppy ingests the correct share of the feed provided.

Monitoring of behaviour and training

4.—(1) The licence holder must implement and be able to demonstrate use of a documented socialisation and habituation programme for the puppies.

(2) Each dog must be provided with toys or feeding enrichment (or both) unless advice from a veterinarian suggests otherwise.

(3) Except in the circumstances mentioned in sub-paragraph (4), all adult dogs must be exercised at least twice daily away from their sleeping area.

(4) Where a veterinarian has advised against exercising a dog, the dog must be provided with alternative forms of mental stimulation.

(5) Any equipment that a dog is likely to be in contact with and any toy provided must not pose a risk of pain, suffering, disease or distress to the dog and must be correctly used.

Housing with or apart from other dogs

5.—(1) Each adult dog must be provided with opportunities for social contact with other dogs where such contact benefits the dogs' welfare.

(2) Each adult dog must be given suitable and adequate opportunities to become habituated to handling by people.

(3) Procedures must be in place for dealing with dogs that show abnormal behaviour.

(4) There must be an area within each sleeping area in which dogs can avoid seeing people and other dogs outside the sleeping area if they so choose.

Protection from pain, suffering, injury and disease

6.—(1) All dogs for sale must be in good health.

(2) Any dog 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 it has recovered.

(3) The licence holder must ensure that no bitch—

- (a) is mated if aged less than 12 months;
 - (b) gives birth to more than one litter of puppies in a 12-month period;
 - (c) gives birth to more than six litters of puppies in total;
 - (d) is mated if she has had two litters delivered by caesarean section.
- (4) The licence holder must ensure that each puppy is microchipped and registered to the licence holder before it is sold.
- (5) No dog may be kept for breeding if it can reasonably be expected, on the basis of its genotype, phenotype or state of health that breeding from it could have a detrimental effect on its health or welfare or the health or welfare of its offspring.
- (6) The health, safety and welfare of each dog must be checked at the start and end of every day and at least every four hours during the daytime.
- (7) Breeding bitches must be adequately supervised during whelping and the licence holder must keep a record of—
- (a) the date and time of birth of each puppy,
 - (b) each puppy's sex, colour and weight,
 - (c) placentae passed,
 - (d) the number of puppies in the litter, and
 - (e) any other significant events.
- (8) The licence holder must keep a record of each puppy sale including—
- (a) the microchip number of the puppy,
 - (b) the date of the sale, and
 - (c) the age of the puppy on that date.
- (9) The licence holder must keep a record of the following in relation to each breeding dog—
- (a) its name,
 - (b) its sex,
 - (c) its microchip and database details,
 - (d) its date of birth,
 - (e) the postal address where it normally resides,
 - (f) its breed or type,
 - (g) its description,
 - (h) the date or dates of any matings, whether or not successful,
 - (i) details of its biological mother and biological father,
 - (j) details of any veterinary treatment it has received, and
 - (k) the date and cause of its death (where applicable).
- (10) In addition to the matters mentioned in sub-paragraph (7), the licence holder must keep a record of the following in relation to each breeding bitch—
- (a) the number of matings,
 - (b) its age at the time of each mating,
 - (c) the number of its litters,
 - (d) the date or dates on which it has given birth, and
 - (e) the number of caesarean sections it has had, if any.
- (11) Unless the licence holder keeps the dog as a pet, the licence holder must make arrangements for any dog no longer required for breeding to be appropriately rehomed.
- (12) A preventative healthcare plan agreed with the veterinarian with whom the licence holder has registered under paragraph 9(8) of Schedule 2 must be implemented.

(13) The licence holder must keep a record of any preventative or curative healthcare (or both) given to each dog.

(14) Where any other activity involving animals is undertaken on the premises on which the licensable activity of breeding dogs is carried on, it must be kept entirely separate from the area where that licensable activity is carried on.

SCHEDULE 7

Regulation 2

Specific conditions: keeping or training animals for exhibition

Insurance

1. The licence holder must hold valid public liability insurance in respect of the licensable activity of keeping or training animals for exhibition.

Emergencies

2. A written policy detailing contingency measures in the event of the breakdown of a vehicle used to transport the animals or any other emergency must be available to all staff.

Suitable environment

3. Suitable temporary accommodation must be provided for all the animals at any venue where they are exhibited.

Monitoring of behaviour and training

4. The animals must be trained by competent staff and given suitable and adequate opportunities to become habituated to being exhibited, using positive reinforcement.

Housing with or apart from other animals

5.—(1) Social animals must not be exhibited if their removal from and reintroduction to the group with which they are usually housed causes them or any other animal within that group stress, anxiety or fear.

(2) Animals must be prevented from coming into contact with each other during any exhibition where such contact would be likely to cause any of them to show signs of aggression, fear or distress.

(3) All persons likely to come into contact with the animals during an exhibition must be briefed about how to behave around the animals so as to minimise anxiety, fear and stress in the animals.

(4) No female animal with unweaned offspring may be removed from its home environment and newborn, unweaned or dependent offspring must not be removed from their mothers.

Records

6. The licence holder must keep a list of each animal kept, or trained, for exhibition with all the information necessary to identify that animal individually (including its common and scientific names) and must provide the local authority with a copy of the list and any change to it as soon as practicable after the change.

Protection from pain, suffering, injury and disease

7.—(1) A register must be kept of each animal exhibited or to be exhibited which must include—

- (a) the full name of its supplier,
 - (b) its date of birth,
 - (c) the date of its arrival,
 - (d) its name (if any), age, sex, neuter status, description and microchip or ring number (if applicable),
 - (e) the name and contact details of the animal's normal veterinarian and details of any insurance relating to it,
 - (f) details of the animal's relevant medical and behavioural history including details of any treatment administered against parasites and any restrictions on exercise or diet,
 - (g) a record of the date or dates of the animal's most recent vaccination, worming and flea treatments, and
 - (h) the distance to and times taken for it to travel to and from each exhibition event.
- (2) A record of when the animals are exhibited must be kept and an animal rotation policy must be put in place to ensure that the animals have enough rest between and during exhibition events.
- (3) All the animals used in exhibition events must be in good physical and mental health.
- (4) The exhibited animals must be suitable for the specific conditions, type of enclosure and actions involved in the exhibition.
- (5) Any equipment, chemicals and other materials used in the exhibition must not cause the animals pain, discomfort, fatigue or stress.
- (6) The animals must be transported in suitable, secure and appropriately labelled carriers.
- (7) The licence holder or the licence holder's staff must undertake a risk assessment before each exhibition event.
- (8) The animals must not be handled by persons whose behaviour appears at the time to be influenced by the consumption of alcohol or by any psychoactive substance.

SCHEDULE 8

Regulation 11

Persons who may not apply for a licence

1. A person who has at any time held a licence which was revoked under regulation 15 of these Regulations.
2. A person who has at any time held a licence which was revoked under regulation 17 of the Animal Welfare (Breeding of Dogs) (Wales) Regulations 2014(a).
3. A person who has at any time held a licence which was revoked under regulation 13 of the Welfare of Wild Animals in Travelling Circuses (England) Regulations 2012(b).
4. A person who is disqualified under section 33 of the Welfare of Animals Act (Northern Ireland) 2011(c).
5. A person who has at any time held a licence which was revoked under regulation 12 of the Welfare of Racing Greyhounds Regulations 2010(d).
6. A person who is disqualified under section 34 of the Act.
7. A person who is disqualified under section 40(1) and (2) of the Animal Health and Welfare (Scotland) Act 2006(e).

(a) S.I. 2014/3266 (W.333).
 (b) S.I. 2012/2932.
 (c) 2011 c. 16.
 (d) S.I. 2010/543.
 (e) 2006 asp 11.

- 8.** A person who is disqualified under section 4(1) of the Dangerous Dogs Act 1991**(a)**.
- 9.** A person who is disqualified under Article 33A of the Dogs (Northern Ireland) Order 1983**(b)**.
- 10.** A person who is disqualified under section 6(2) of the Dangerous Wild Animals Act 1976**(c)** from keeping a dangerous wild animal.
- 11.** A person who is disqualified under section 3(3) of the Breeding of Dogs Act 1973**(d)** from keeping a breeding establishment for dogs.
- 12.** A person who is disqualified under section 4(3) of the Riding Establishments Act 1964**(e)** from keeping a riding establishment.
- 13.** A person who is disqualified under section 3(3) of the Animal Boarding Establishments Act 1963**(f)** from keeping a boarding establishment for animals.
- 14.** A person who is disqualified under section 5(3) of the Pet Animals Act 1951**(g)** from keeping a pet shop.
- 15.** A person who is disqualified under section 1(1) of the Protection of Animals (Amendment) Act 1954**(h)** from having custody of an animal.
- 16.** A person who is disqualified under section 4(2) of the Performing Animals (Regulation) Act 1925**(i)**.
- 17.** A person who is disqualified under section 3 of the Protection of Animals Act 1911**(j)** from the ownership of an animal.

SCHEDULE 9

Regulation 25

Repeals and consequential amendments

Performing Animals (Regulation) Act 1925

- 1.**—(1) The Performing Animals (Regulation) Act 1925 is amended as follows.
- (2) Section 1(1) (restriction on exhibition and training of performing animals) ceases to have effect in relation to England.
- (3) In section 1—
- (a) in subsection (1), after “animal” insert “in Wales”;
- (b) in subsection (2)—
- (i) for “Great Britain” substitute “Wales”;
- (ii) after “districts” insert “in Wales”.

-
- (a) 1991 c. 65; section 1(1) has been amended but the amendments are not relevant.
- (b) S.I. 1983/764 (N.I. 8) as amended by S.I. 1991/2292 (N.I. 21) and by sections 17(1) and 18(1) of, and paragraph 3 of the Schedule to the Dogs (Amendment) Act (Northern Ireland) 2011 (c.9) and by article 2 of, and the Schedule to S.R. 2011 No. 281.
- (c) 1976 c. 38; section 6(2) has been amended but the amendments are not relevant.
- (d) 1973 c. 60; section 3(3) was amended by section 5(1) of the Breeding and Sale of Dogs (Welfare) Act 1999 (c. 11).
- (e) 1964 c. 70; section 4(3) was amended by paragraph 6(2) of Schedule 3 to the Animal Welfare Act 2006.
- (f) 1963 c. 43; section 3(3) was amended by paragraph 5(2) of Schedule 3 to the Animal Welfare Act 2006.
- (g) Section 5(3) was amended by paragraph 3(2) of Schedule 3 to the Animal Welfare Act 2006.
- (h) 1954 c. 40 (2 & 3 Eliz 2); section 1 was repealed by Schedule 4 to the Animal Welfare Act 2006.
- (i) 1925 c. 38 (15 & 16 Geo 5); section 4(2) was amended by paragraph 1 of Schedule 3 to the Animal Welfare Act 2006.
- (j) 1911 c. 27 (1 & 2 Geo 5); section 3 was repealed by Schedule 4 to the Animal Welfare Act 2006.

(4) In section 4(1) (offences and legal proceedings), in each of paragraphs (a), (b) and (e), after “animal” insert “in Wales”.

(5) In section 5(a) (interpretation, rules, and expenses)—

(a) in subsection (1), for the definition of “local authority” substitute—

“The expression “local authority” means a county council in Wales or a county borough council in Wales.”;

(b) in subsection (3), omit the words from “, and” to the end.

Pet Animals Act 1951

2.—(1) The Pet Animals Act 1951 is amended as follows.

(2) Section 1(1) (restriction on keeping a pet shop) ceases to have effect in relation to England.

(3) In section 1—

(a) in subsection (1), after “shop” insert “in Wales”;

(b) in subsection (2), after “Every local authority” insert “in Wales”;

(c) in subsection (3), after “shop” and “a local authority” insert “in Wales”;

(d) in subsection (4), after “local authority” insert “in Wales”.

(4) In section 4(1) (inspection of pet shops), after “A local authority” insert “in Wales”.

(5) In section 6 (power of local authority to prosecute)—

(a) the existing text becomes subsection (1) and in that text omit “England or”;

(b) after subsection (1) insert—

“(2) A local authority in England may prosecute proceedings for an offence under section 2 committed in the area of the authority.”.

Animal Boarding Establishments Act 1963

3.—(1) The Animal Boarding Establishments Act 1963 is amended as follows.

(2) Section 1(1) (licensing of boarding establishments for animals) ceases to have effect in relation to England.

(3) In section 1(1) after “animals” insert “in Wales”.

(4) In section 4 (power of local authorities to prosecute) omit “in England or Wales”.

(5) In section 5(2) (interpretation), in the definition of “local authority”, for the words from “means the” to “London” substitute—

“means a county council in Wales or a county borough council in Wales”.

Riding Establishments Act 1964

4.—(1) The Riding Establishments Act 1964 is amended as follows.

(2) Section 1(1) (licensing of riding establishments) ceases to have effect in relation to England.

(3) In section 1(1) after “establishment” insert “in Wales”.

(4) In section 5 (power of local authorities to prosecute)—

(a) in subsection (1), omit “in England or Wales”.

(b) in subsection (2), omit “In England and Wales”.

(5) In section 6 (interpretation)—

(a) in subsection (1) omit paragraph (c);

(a) Subsections (1) and (3) were amended by section 16 of, and paragraph 17 of Schedule 8 to, the Local Government Act 1985 (1985 c. 51).

- (b) in subsection (4), in the definition of “local authority”(a), for the words from “means the council of a district” to “county borough”, substitute—
“means a county council in Wales or a county borough council in Wales”.

Breeding of Dogs Act 1973

5. The Breeding of Dogs Act 1973 is repealed.

Local Government Act 1974

6. In the Local Government Act 1974(b), in Schedule 7 (minor and consequential amendments), paragraph 15 is omitted.

Dangerous Wild Animals Act 1976

- 7.—(1) The Dangerous Wild Animals Act 1976(c) is amended as follows.

- (2) In section 5(d) (exemptions)—

- (a) after paragraph (2), insert—

“(2A) premises in England on which the activity described in paragraph 2 of Schedule 1 to the Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018 (read with paragraph 3 of that Schedule: selling animals as pets etc) is carried on under a licence under those Regulations;”;

- (b) in paragraph (3), after “premises” insert “in Wales”.

- (3) In section 6(e) (penalties)—

- (a) in subsection (2) omit “or the Breeding of Dogs Act 1973;”;

- (b) at the end insert—

“(3C) Where a person is convicted of an offence under section 13(6) of the Animal Welfare Act 2006 arising from the contravention of section 13(1) of that Act in relation to the carrying on of an activity in England, or of an offence under the Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018, subsections (2) and (3) apply as they do to convictions under this Act.”.

Zoo Licensing Act 1981

8. In section 4(5) of the Zoo Licensing Act 1981(f) (grant or refusal of licence)—

- (a) after the entry which begins “section 13(6)” insert—

“section 13(6) of the Animal Welfare Act 2006, so far as the offence arises from the contravention of section 13(1) of that Act in relation to the carrying on of an activity in England;”;

- (b) at the end insert—

“;

-
- (a) This definition has been amended by section 251(2) and 272(1) of, and Schedule 29 and paragraph 42 of Schedule 30 to, the Local Government Act 1972 and by section 22(3) of, and paragraph 7 of Schedule 9 to, the Local Government (Wales) Act 1994. There is another amendment but it is not relevant.
- (b) 1974 c. 7.
- (c) 1976 c. 38.
- (d) Section 5 has been amended but the amendments are not relevant.
- (e) Subsection (2) was amended by section 64 of, and paragraphs 9(b) to (d) of Schedule 3 to, the Act. Subsection (3A) was inserted, in relation to Scotland, by article 2(1) of, and paragraph 8 of Schedule 1 to, SSI 2006/536. Subsection (3B) was inserted, in relation to Wales, by regulation 26 of, and paragraph 4 of Schedule 2 to, SI 2014/3266 (W.333).
- (f) 1981 c. 37. Subsection (5) was amended by section 64 of, and paragraphs 11(a) to (c) of Schedule 3 to, the Act and, in relation to Wales, by regulation 26 of, and paragraph 5 of Schedule 2 to, SI 2014/3266 (W.333). There were other amendments to section 4 but they are not relevant.

the Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018.”.

Animals (Scientific Procedures) Act 1986

9. In the Animals (Scientific Procedures) Act 1986(a), section 27(3) (repeal, consequential amendments and transitional provisions) is omitted.

Breeding of Dogs Act 1991

10. The Breeding of Dogs Act 1991(b) is repealed.

Breeding and Sale of Dogs (Welfare) Act 1999

11. The Breeding and Sale of Dogs (Welfare) Act 1999(c) is repealed.

Local Authorities (Functions and Responsibilities) (England) Regulations 2000

12. Paragraph B of Schedule 1 to the Local Authorities (Functions and Responsibilities) (England) Regulations 2000(d) (licensing and registration functions not to be the responsibility of an authority’s executive) is amended as follows—

- (a) in column (1) (function)—
 - (i) for “29. Power to license premises for the breeding of dogs.” substitute “29. Power to grant or renew a licence for a licensable activity under the Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018 (selling animals as pets, providing or arranging for the provision of boarding for cats or dogs, hiring out horses, breeding dogs or keeping or training animals for exhibition).”;
 - (ii) omit “30. Power to license pet shops and other establishments where animals are bred or kept for the purposes of carrying on a business” and “31. Power to register animal trainers and exhibitors”;
- (b) in column (2) (provision of Act or statutory instrument)—
 - (i) in relation to the entry relating to item 29, for “Section 1 of the Breeding of Dogs Act 1973 (c. 60), and section 1 of the Breeding and Sale of Dogs (Welfare) Act 1999 (c. 11).” substitute “Regulation 4 of those Regulations.”;
 - (ii) omit the entries relating to items 30 and 31.

Courts Act 2003

13. In the Courts Act 2003(e), paragraphs 171 and 383 of Schedule 8 (minor and consequential amendments) are omitted.

Criminal Justice Act 2003

14. In the Criminal Justice Act 2003(f), paragraph 72 of Schedule 25 (summary offences no longer punishable with imprisonment) is omitted.

(a) 1986 c. 14. Section 27(3) was amended by regulations 2 and 26(14) of S.I. 2012/3039.
(b) 1991 c. 64.
(c) 1999 c. 11.
(d) S.I. 2013/2190. Schedule 1 has been amended but the amendments are not relevant.
(e) 2003 c. 39.
(f) 2003 c. 44.

Regulatory Enforcement and Sanctions Act 2008

15.—(1) The Regulatory Enforcement and Sanctions Act 2008(a) is amended as follows.

(2) In Schedule 3 (enactments specified for the purpose of Part 1), the following entries are omitted—

- (a) “Breeding and Sale of Dogs (Welfare) Act 1999 (c 11)”;
- (b) “Breeding of Dogs Act 1973 (c 60)”;
- (c) “Breeding of Dogs Act 1991 (c 64)”.

(3) in Schedule 6 (enactments specified for the purposes of orders under Part 3), the following entries are omitted—

- (a) “Breeding of Dogs Act 1973 (c 60)”;
- (b) “Breeding of Dogs Act 1991 (c 64)”.

Deregulation Act 2015

16. In the Deregulation Act 2015(b), paragraphs 35, 36 and 41 of Schedule 23 (legislation no longer of practical use) are omitted.

SCHEDULE 10

Regulation 26

Revocations and consequential amendments

Performing Animals Rules 1925

1. In rule 2 of the Performing Animals Rules 1925(c), for the first indented paragraph substitute “In Wales:— The City of Cardiff.”

Sale of Dogs (Identification Tag) Regulations 1999

2. The Sale of Dogs (Identification Tag) Regulations 1999(d) are revoked.

Breeding of Dogs (Licensing Records) Regulations 1999

3. The Breeding of Dogs (Licensing Records) Regulations 1999(e) are revoked.

EXPLANATORY NOTE

(This note is not part of the Regulations)

These Regulations provide for the licensing of persons involved in England in selling animals as pets, providing or arranging for the provision of boarding for cats or dogs, hiring out horses, breeding dogs and keeping or training animals for exhibition.

Regulation 3 specifies these activities for the purposes of section 13(1) of the Animal Welfare Act 2006 (“the 2006 Act”) and provides for local authorities to be the licensing authorities. The consequence of this specification is that, subject to qualifying criteria, any person wishing to carry on any of these activities in England must obtain a licence from their local authority under these Regulations. This requirement replaces the requirement, in England, to be registered under the Performing Animals (Regulation) Act 1925 or to obtain a licence under the Pet Animals Act 1951;

(a) 2008 c. 13.
(b) 2015 c. 20.
(c) SI 1925/1219.
(d) SI 1999/3191.
(e) SI 1999/3192.

the Animal Boarding Establishments Act 1963; the Riding Establishments Act 1964 or the Breeding of Dogs Act 1973.

A person who carries on any of these activities in England without a licence under these Regulations commits an offence under section 13(6) of the 2006 Act and is liable to imprisonment for a term of up to six months, a fine or both. Under section 30 of the 2006 Act, local authorities may prosecute for any offence under the Act.

Part 2 of the Regulations sets out how a person may apply to the local authority for a licence and sets out matters in respect of which a local authority must be satisfied when considering the granting or renewing of a licence. It provides for a local authority to charge fees to cover the costs it incurs in performing this function, considering a licence holder's compliance with these Regulations, enforcement and administration. It requires a local authority to have regard to guidance issued by the Secretary of State in carrying out their functions under these Regulations. It makes provision for the inspection of premises and provides powers for inspectors to take samples from animals.

Part 3 sets out the circumstances and procedures under which a licence may be suspended, varied or revoked. It also provides that the breach of a condition of a licence or the obstruction of any inspector appointed for the purposes of enforcement of these Regulations is an offence and applies relevant post-conviction powers contained in the 2006 Act.

Part 4 provides for appeals against licensing decisions by local authorities. Part 6 makes transitional and saving provision for unexpired licences or registrations under the pre-existing statutory regime and Part 7 contains a requirement for the Secretary of State to carry out reviews of these Regulations and for local authorities to provide information to the Secretary of State for the purpose of such reviews.

Schedule 1 describes each type of licensable activity. Schedule 2 sets out the general conditions that apply to all licensable activities and Schedules 3 to 7 set out the specific conditions that apply to each licensable activity. Schedule 8 lists persons who may not apply for a licence and Schedules 9 and 10 provide for repeals, revocations and consequential amendments.

An impact assessment of the effect that this instrument will have on the costs to business and the voluntary sector is available from the Animal Welfare Team of the Department for Environment, Food and Rural Affairs, Area 5B, Nobel House, 17 Smith Square, London SW1P 3JR and is published with the Explanatory Memorandum alongside this instrument on www.legislation.gov.uk.

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Department
for Environment
Food & Rural Affairs

**The Animal Welfare (Licensing of Activities
Involving Animals) (England) Regulations 2018**
Procedural guidance notes for local authorities
October 2018

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Introduction and intended audience

1. This guidance is for local authorities who need to license activities involving animals and the relevant establishments. It can also be used by those who currently have a licence or wish to apply for one.
2. Local authorities, existing licence holders and anyone planning to apply for a licence should also read The Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018⁽¹⁾ (the “Regulations”) to understand their obligations and duties under the new Regulations and the licences granted under these Regulations.

Definitions used in this Guidance

3. Terms used in this guidance have the same meaning as in the Regulations, unless stated otherwise.
4. For ease of reference some of the key definitions used in this guidance are set out below:

A “licensable activity” means one of five activities involving animals: selling animals as pets, providing for or arranging for the provision of boarding for cats or dogs (includes boarding in kennels or catteries, home boarding for dogs and day care for dogs), hiring out horses, dog breeding and keeping or training animals for exhibition.

An “operator” means an individual who—

- (a) carries on, attempts to carry on or knowingly allows to be carried on a licensable activity, or
- (b) where a licence has been granted or renewed, is the licence holder;

The “local authority” means—

- (a) a district council,
- (b) a London borough council,
- (c) the Common Council of the City of London (in their capacity as a local authority),
- (d) the Council of the Isles of Scilly, or
- (e) a combined authority in England established under section 103 of the Local Democracy, Economic Development and Construction Act 2009.

A “listed veterinarian” means a veterinarian who for the time being is listed as being authorised to carry out an inspection on the list of veterinarians drawn up by the Royal College of Veterinary Surgeons.

Who and what to license

5. The Regulations apply to an operator of a licensable activity in England.
6. Local authorities must make sure that the person who carries on, attempts to carry on or knowingly allows a licensable activity to be carried on, the “operator”, either does not

(1) [The Animal Welfare \(Licensing of Activities Involving Animals\) \(England\) Regulations 2018](#)

need a licence due to not meeting the requirements in the Regulations, holds a licence in accordance with the Regulations or that appropriate enforcement action is taken on unlicensed activity.

7. The licence holder must be a named person who is not disqualified from holding a licence in accordance with the requirements of regulation 11 (Persons who may not apply for a licence).
8. Responsibility for ensuring that the correct licence has been obtained and is kept up to date with the relevant local authority or authorities falls to the licence holder or prospective licence holder.
9. Where businesses operate a franchise model each establishment should have its own licence and star rating.

How long licences last

10. For the activity of “Keeping or Training Animals for Exhibition”, all licences are for three years on the basis that these activities have hitherto been subject to a simple registration system. There is no risk assessment applied to such activities.
11. For all other activities, if a **new applicant** (someone who has no compliance history with a local authority or UKAS) is successful, they will automatically be considered as high risk due to a lack of history.
12. Such operators will have the length of their licence determined by their risk rating (automatically high risk) and whether the operator is already meeting the specified higher standards of animal welfare rather than the minimum required by the licence conditions.
13. If an **existing operator** is applying for the renewal of a licence, then the length of time the licence is granted for will be determined by their risk rating and the licence length can be up to three years. Those with longer licences will receive fewer inspections because inspections tend to be on renewal, and therefore they will pay less for inspection fees as a result.
14. The risk model guidance set out in paragraph 61 onwards must be used in determining the length of licence to award.

Before you grant a new animal activity licence

15. Once a local authority receives an application for the grant or renewal of a licence it must do all of the following before granting or renewing a licence:
 - (a) You must consider whether the conduct displayed by the applicant indicates that they are a fit and proper person to carry out the licensable activity and meet their licence conditions.
 - (b) Inspect the site of the licensable activity and assess if it's likely to meet the licence conditions. You'll need to have a suitably qualified inspector present (as well as a veterinarian for the initial inspection of a dog breeding establishment, or a listed veterinarian for inspections of horse riding establishments). The inspector must prepare a report, in accordance with the requirements of regulation 10, to be submitted to the local authority following their inspection.

- (c) The inspector's report will contain information about the operator, any relevant premises, any relevant records, the condition of any animals and any other relevant matter and state whether or not the inspector considers that the licence conditions will be met.
- (d) Ensure that the appropriate fees have been paid, these can include fees for the consideration of the application, the reasonable anticipated costs of consideration of a licence holder's compliance with these Regulations, the reasonable anticipated costs of enforcement in relation to any licensable activity of an unlicensed operator and any fees in relation to the provision of information to the secretary of state.

Suitably qualified inspectors

16. All inspectors must be suitably qualified. This is defined as:

- (a) Any person holding a Level 3 certificate or equivalent granted by a body, recognised and regulated by the Office of Qualifications and Examinations Regulation which oversees the training and assessment of persons in inspecting and licensing animal activities businesses, confirming the passing of an independent examination. A person is only considered to be qualified to inspect a particular type of activity if their certificate applies to that activity. Or;
- (b) Any person holding a formal veterinary qualification, as recognised by the Royal College of Veterinary Surgeons ("RCVS"), together with a relevant RCVS continuing professional development record;
- (c) Until October 2021, any person that can show evidence of at least one year of experience in licensing and inspecting animal activities businesses.

Deciding on a licence application

17. You must consider the inspectors' report and any comments or conduct made by the applicant when deciding whether or not to approve a new licence application.

18. You must refuse to grant a licence if you:

- (a) Think the applicant is not capable of meeting their licence conditions.
- (b) Think that granting a licence might negatively affect the welfare, health or safety of the animals involved in the activity.
- (c) You can refuse to grant a licence if the accommodation, staffing or management are inadequate for the animals' well-being or for the activity or establishment to be run properly. The relevant guidance documents for the activity will explain in detail the requirements and conditions that must be met so you should have regard to these documents.
- (d) You can also refuse to grant a licence if the applicant has been disqualified from holding a licence as per Schedule 8 of the Regulations.

Granting a licence

19. The application form must be completed by the applicant for each of the licensable activities being applied for and sent to the relevant local authority along with payment

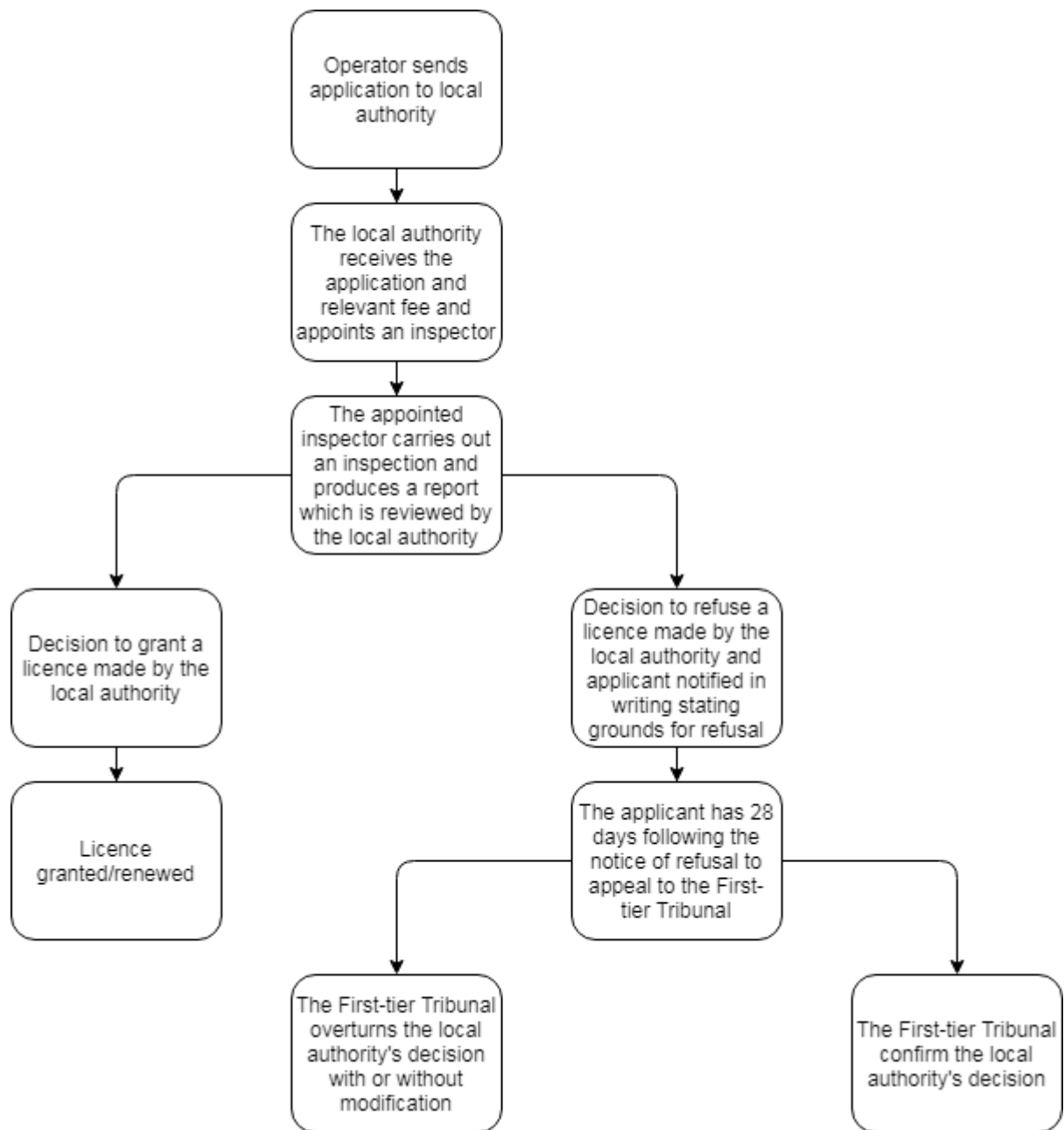
for the application fee. The relevant local authority will be the one in which the premises at which the majority of the licensable activities take place.

20. You should aim to issue a decision on an application within 10 weeks of receiving it. It is possible that the process may take longer, for example if further information is required from the applicant or if it proves difficult to make the arrangements for the inspection.

Renewing a licence

21. Local authorities should advise each licence holder in writing 3 months before their licence expires that they will need to renew it.
22. The licence holder must apply for a renewed licence at least 10 weeks before their current licence expires if they wish to continue to operate the licensable activity without a break.
23. Local authorities must carry out an inspection of the premises before renewing the licence. The form of the inspection will depend on the licensable activity in question.
24. Consider the inspection report (and any response from the applicant) when deciding whether to renew the licence or not.

Figure 1 Application flowchart



Suspension, variation or revocation of a licence

25. A local authority may at any time vary a licence:

- (a) On the application in writing of the licence holder, or
- (b) On your own initiative, with the consent in writing of the licence holder.
- (c) In addition to the above a local authority may suspend, vary or revoke a licence without the consent of the licence holder if:
 - i. The licence conditions are not being complied with,
 - ii. There has been a breach of the Regulations,
 - iii. Information supplied by the licence holder is false or misleading, or
 - iv. It is necessary to protect the welfare of an animal.

26. Such a suspension, variation or revocation of a licence will normally take effect 7 working days after the decision has been issued to the licence holder unless the reason is to protect the welfare of an animal in which case you may stipulate that the decision has immediate effect.

27. The decision to vary or suspend the licence must be notified to the licence holder in writing, explain the reasoning for the decision, and provide information regarding when the suspension, variation or revocation comes into effect and the rights of the licence holder, as well as any specific changes that you deem necessary in order to remedy the situation.

28. The decision to vary or suspend a licence should be dependent on the severity of the situation, if an operator fails to meet administrative conditions or provide information when requested then this could potentially lead to the suspension of a licence if it happens repeatedly. Revocation of a licence should occur in an instance where poor welfare conditions are discovered or it would otherwise benefit the welfare of the animals involved to be removed from the activity. Variations can occur if adjustments need to be made, whether that is to the licence itself or to the premises/animals referred to in the licence.

29. Under paragraph 16(2) of the Regulations if it is necessary to protect the welfare of an animal the local authority may specify in the notice of suspension, variation or revocation that it takes immediate effect.

30. A local authority notice must be delivered in one of three ways, in person; by leaving it at or sending it by post to the person's current or last known postal address; or by emailing it to the person's current or last known email address.

31. Following the issuing of the notice the licence holder will then have 7 working days to make written representation. Upon receipt of this you must decide whether to continue with the suspension, variation or revocation of the licence or cancel the decision to make changes to the licence. If the licence has been altered to protect the welfare of an animal then you must indicate that this is the reason and whether the change is still in effect.

32. The business will not be able to trade once the suspension of a licence has come into effect and cannot do so until the decision is overturned by either the local authority

upon being satisfied that licence conditions are being met or by the First-tier Tribunal who may decide the local authority's decision was incorrect.

33. If a licence is suspended for a significant period of time then the local authority should ensure that the animals are checked on regularly to ensure that the welfare of the animals is maintained.
34. As with applications the licence holder may appeal to a First-tier Tribunal if they do not agree with the decision made by the local authority. This must be done within 28 days of the decision.
35. Note that if representation is not responded to within 7 working days of receipt then the initial decision the local authority made is deemed to be overturned, this is also the case if a licence which is initially suspended has no further action taken on it within 28 days.

Figure 2: Suspension or variation of a licence

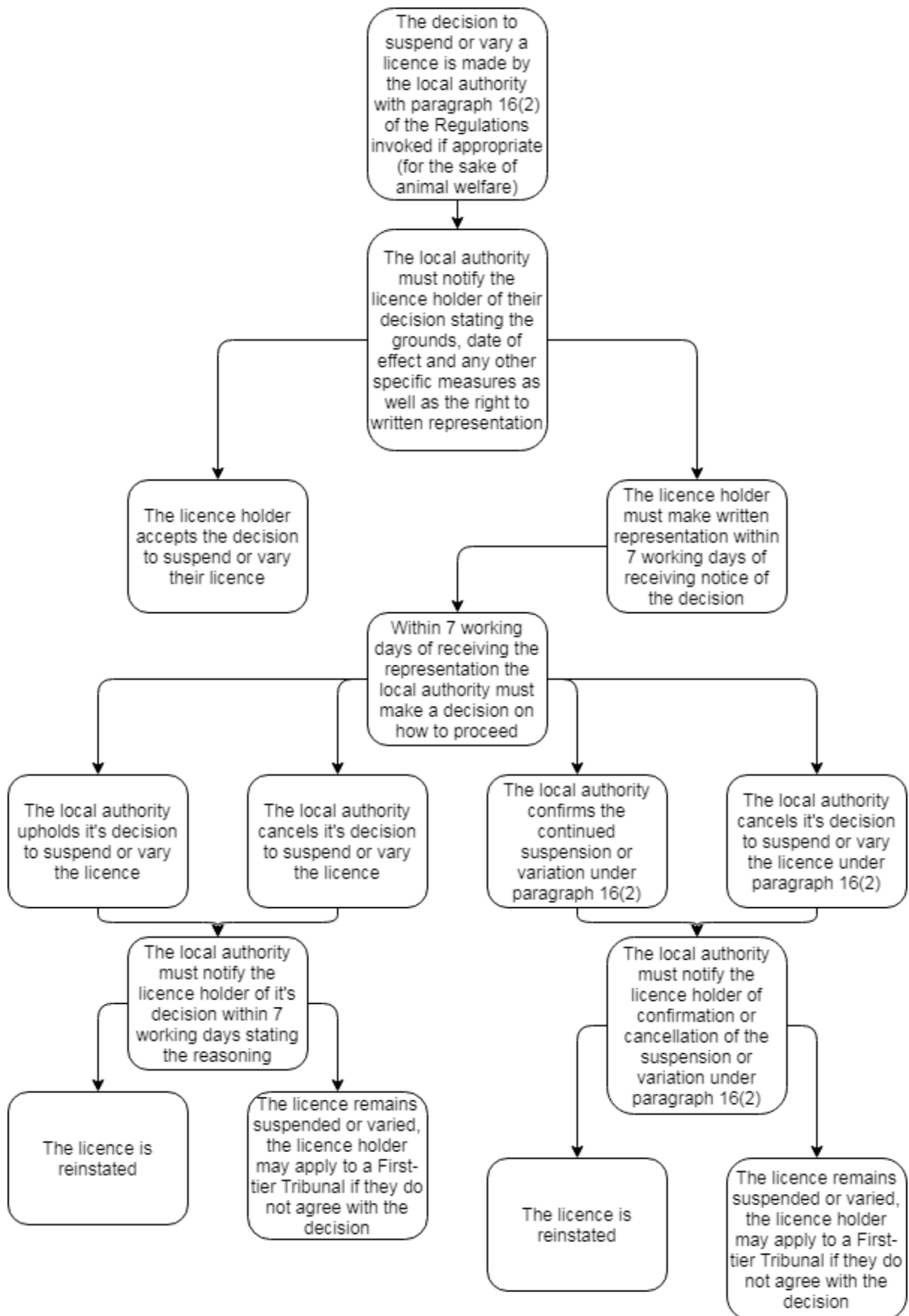
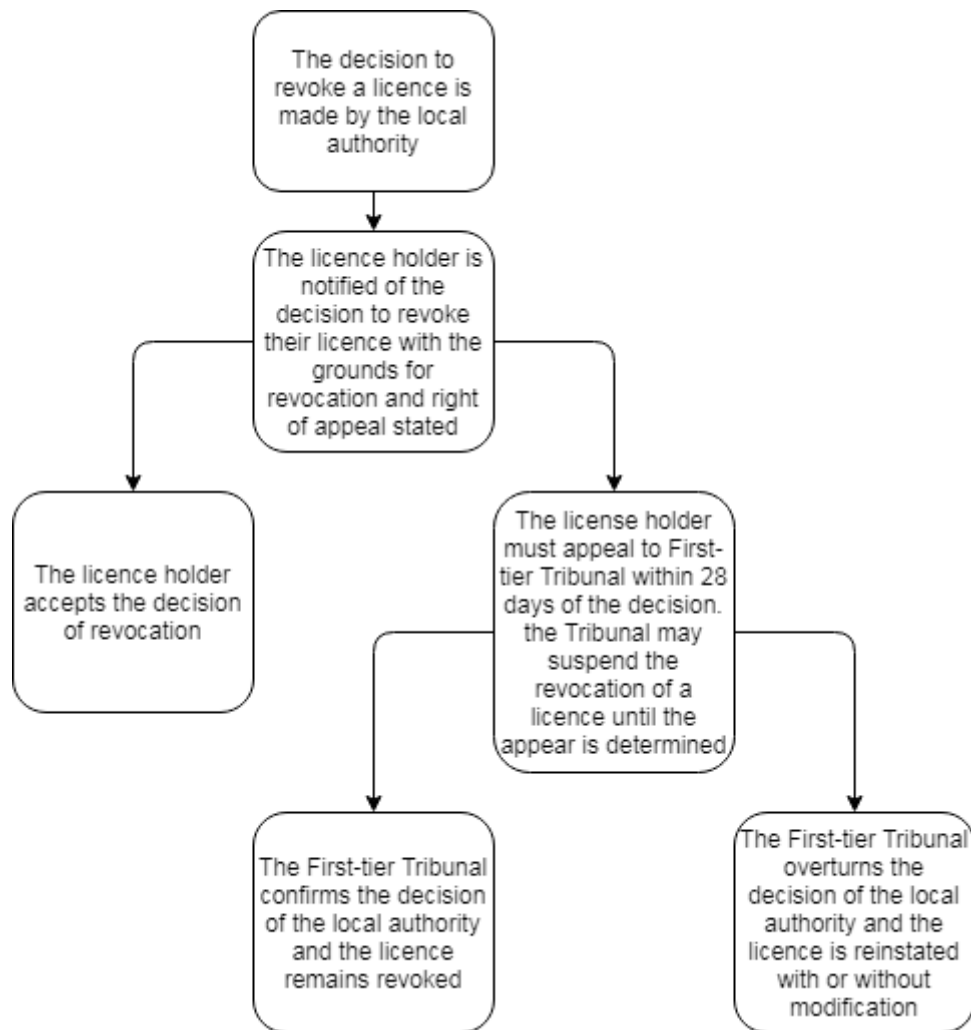


Figure 1 - Revocation of a licence



Provision of information to the Secretary of State

36. Each local authority must provide the following information to the Secretary of State in writing:
- (a) the number of licences in force for each licensable activity in its area on each reference date (1st April each year), and
 - (b) the average level of fees it has charged for licences it has granted or renewed for each licensable activity in each reference period.
37. These must be provided in an electronic form no later than 31st May each year from 2019 onwards.
38. The reference period means the period beginning with 1st October 2018 and ending with 31st March 2019, the year beginning with 1st April 2019 and each subsequent year beginning with an anniversary of 1st April 2019.
39. In addition to the information above which must be provided each year Defra may also contact you to request further information such as the average star rating given out for each establishment type or other pieces of information which could be useful for informing policy or the progress on implementation, it is not a requirement of the Regulations to provide this information however.

Inspections during the term of a licence

40. There will be cases where inspections must be carried out during the term of a licence.
41. For the activity of hiring out horses, there is a requirement for an annual inspection by a listed veterinarian, regardless of the total length of the licence. The local authority must appoint a listed veterinarian to inspect the premises on which the activity is being carried on before the end of the first year after the licence is granted and then each subsequent year.
42. Unannounced inspections can also be carried out and should be used in the case of complaints or other information that suggests licence conditions are not being complied with or that the welfare of the animals involved in a licensed activity is at risk.
43. During the course of an inspection the inspector may choose to take samples for laboratory testing from the animals on the premises occupied by an operator. The operator must comply with any reasonable request of an inspector to facilitate the identification, examination and sampling of an animal including ensuring that suitable restraints are provided if requested.

Death of a licence holder

44. If a licence holder dies, the procedure in regulation 12 of the Regulations applies. It allows the personal representative of the deceased to take on the licence provided that they inform the local authority within twenty-eight days of the death that they are now the operators of the licensable activity. The licence will then remain in place for three months from the death of the former holder or for the rest of the time it was due to

remain in force if that time period is shorter. The new licence holder should then apply for a new licence one month before the expiry of this new period.

45. Additionally a local authority can extend the three month period by up to another three months if requested by the representative and if they believe this time is needed to wind up the estate of the former licence holder.
46. If the personal representative does not notify the local authority within 28 days of the death of the licence holder the licence will cease to have effect after those 28 days.

Powers of entry

47. An inspector may not enter any part of premises which is used as a private dwelling unless 24 hours' notice of the intended entry is given to the occupier, parts of the premises which are not a private dwelling may be entered by an inspector if the premises is specified in a licence as premises on which the carrying on of an activity is authorised or is a premises on which he reasonably believes an activity to which a licence relates is being carried on.
48. A justice of the peace can issue a warrant authorising an inspector or a constable to enter a premises on the request of an inspector or constable using reasonable force if necessary in order to search for evidence of the commission of a relevant offence.
49. The justice will only issue a warrant if there are reasonable grounds for believing that a relevant offence has been committed on the premises, or that evidence of the commission of a relevant offence is to be found on the premises, and that section 52 of the Animal Welfare Act 2006 is satisfied in relation to the premises.
50. All other considerations from the Animal Welfare Act 2006 also apply.

Offences

51. It is an offence to breach any licence condition. It is also an offence not to comply with an inspector's request in the process of taking a sample from an animal. Samples should be as non-invasive as possible however inspectors may deem more invasive samples necessary if there are concerns over the welfare of the animals, the provision for sampling is primarily aimed at veterinarians carrying out inspections and it is not expected that samples be taken by those without the training to properly and safely do so.
52. It is also an offence to obstruct an inspector who has been appointed by a local authority to enforce the Regulations. Committing either of these offences could result in an unlimited fine.
53. Anyone who carries on any of the licensable activities without a licence is liable to imprisonment for a term of up to six months, a fine or both, section 30 of the Animal Welfare Act 2006 allows for local authorities to prosecute for any offences under that Act.

Post-conviction powers

54. The post-conviction power from section 34 of the Animal Welfare Act 2006 is in place whereby a person convicted of an offence under the Act is disqualified from owning, keeping, participating in the keeping of animals and from being party to an

arrangement under which they can control or influence the way an animal is kept, they are also may not transport or deal in animals. Breaching these disqualifications is an offence.

55. The post-conviction power from section 42 of the Animal Welfare Act is also in place whereby a court can cancel a currently existing licence and disqualify a person from owning a licence for any period it sees fit if that person is convicted of an offence under the Act.

Transitional provisions

56. Any unexpired licences granted under the Pet Animals Act 1951, Animal Boarding Establishments Act 1963, Riding Establishments Act 1964, Riding Establishments Act 1970 will continue in force for the rest of their terms under the relevant Act.
57. An unexpired licence granted under the Breeding of Dogs Act 1973 will continue in force for the rest of its term subject to the provisions of that Act, the Breeding of Dogs (Licensing Records) Regulations 1999, the Breeding and Sale of Dogs (Welfare) Act 1999 and the Breeding and Sale of Dogs (Welfare) Act 1999.
58. Any registration of a person under the Performing Animals (Regulation) Act 1925 will continue in force, for six months from the date on which these Regulations come into force. These Regulations come into force on 1 October 2018 so this registration will expire on 1 April 2019.

Fee setting

59. When setting fees, local authorities should have regard to Open for business: LGA guidance on locally set licence fees², which sets out the steps that must be taken to set fair and reasonable fees, and explains the EU Services Directive upon which the LGA guidance is based. Local authorities should also have regard to the BEIS Guidance for Business on the Provision of Services Regulations. As with other areas of licensing, regard should also be had to the principles in the Regulators' Code. "Reasonable anticipated costs" will be fact specific and dependent on the local authority in question. The "Open for business: LGA guidance on locally set licence fees" guidance includes information on what could be considered reasonable.

Activities covered by the licensing fees

60. Regulation 13 of the Regulations set out what a local authority may charge fees for:
- (a) The costs of consideration of an application, including any inspection relating to that consideration;
 - (b) The reasonable anticipated costs of consideration of a licence holder's compliance with the Regulations and the licence conditions to which a licence holder is subject. This includes the costs of any further inspections related to compliance;
 - (c) The reasonable anticipated costs of enforcement in relation to any licensable activity of an unlicensed operator; and

² <https://www.local.gov.uk/open-business-lga-guidance-locally-set-licence-fees>

- (d) The reasonable anticipated costs of the local authority compiling and submitting the data required by regulation 29 to the Secretary of State.

Determining the length of a licence and the star rating of a business:

Assessing risk & standards

61. This guidance describes the risk-based system that must be used when issuing animal activities licences under the Regulations with the exception of “Keeping or Training Animals for Exhibition” where all licences are issued for 3 years. This system should be used to determine both the length of the licence and the star rating to award. Local authorities in England are expected to follow it in full.
62. The purpose is to ensure consistency in implementation and operation of the licensing system by local authorities, and to ensure that consumers can be confident that the star rating applied to businesses is an accurate reflection of both their risk level and the animal welfare standards that they adopt.

Animals activity star rating system

63. The scoring matrix for a premises is displayed in Table 1.

Table 1 – The Scoring Matrix

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

64. The model takes into account both the animal welfare standards adopted by a business as well as their level of risk (based on elements such as past compliance). This model should be used every time a licence is granted or renewed.
65. Businesses must be given a star rating, ranging from 1 star to 5 stars, based on this model, and the results of their inspection. This star rating must be listed on the licence by the issuing local authority officer. The system incorporates safeguards to ensure fairness to businesses. This includes an appeal procedure and a mechanism for requesting a re-inspection for the purposes of re-rating when improvements have been made.
66. In order to use this model to calculate the length of the licence and associated star rating, it is necessary to address the following questions, based on the inspection and on records of past compliance:
- (a) Does the business meet the minimum standards?
 - (b) Does the business meet the higher standards?
 - (c) Is the business low or higher risk?

Does the business meet the minimum standards?

67. To obtain a licence for a single activity i.e. dog breeding, the applicant must meet the minimum standards set out in the specific Schedules to the Regulations (i.e. for Dog Breeding, Schedule 6) in addition to those in the General Schedule (Schedule 2). All businesses should meet the minimum standards but see paragraph 69 below for minor failings.
68. Additional information on how to meet these standards for each activity are outlined in the relevant specific guidance documents. During an inspection, the inspector should assess whether or not the business is meeting each of these minimum standards. If this is the case, they will qualify for a minimum of a two star rating (but subject to paragraph 69 below for minor failings).

Minor failings

69. If an existing business has a number of minor failings with regards to the minimum standards laid down in the schedules and the guidance, they should receive a risk rating score of 1 star. These minor failings should be predominantly administrative or if they are in relation to standards, they must not compromise the welfare of the animals. If animal welfare is being compromised, a licence should not be granted/renewed or, if already in place, should be suspended or revoked.

Does the business meet the higher standards?

70. For each activity, a number of higher standards have been agreed. Meeting the higher standards is optional but is the only way to gain a higher star rating. The higher standards are classified in to two types: **required** and **optional** and are outlined in the relevant guidance documents for the activity in question. To distinguish required standards from optional ones they have each been given a specific colour which is used in each guidance document. **Higher standards that appear in blue text are required**, whereas **those that appear in red text are optional**. To qualify as meeting the higher standards, the business needs to achieve all of the required higher standards as well as a minimum of 50% of the optional higher standards. During an

inspection, the inspector should assess whether or not the business meets the required number of higher standards.

71. Where a scheme utilising UKAS accredited certification is operational, it will be operated against either the minimum or higher standards as set out in the certification scheme criteria and as agreed with UKAS as part of the accreditation process. If a business is certified by a UKAS-accredited certification body to the higher standards, they should automatically be considered as meeting these standards, unless there is significant evidence of poor animal welfare or non-compliance is identified during the inspection.

Is the business low or high risk?

72. Table 2 Risk Scoring Table below should be used to determine if a business that is not certified by a UKAS accredited body is low or higher risk.
73. The risk assessment is not meant to reconsider specific issues taken into account in assessment of compliance with the minimum or higher standards. It does, however, require an assessment on the likelihood of satisfactory compliance being maintained in the future.
74. In considering risk, “management” covers the system as a whole. For a multi-site business, the company wide management system and procedures are a key element of this but local site / premises management is also important as that will influence how these systems and procedures are applied
75. Assessments of the written procedures should be based on the principle of proportionality, i.e. commensurate with the nature and size of the business. For small businesses which present lower risks, it may be sufficient that the business has in place good welfare practices and understands and applies them, i.e. it meets its prerequisites.

Certification by a UKAS-accredited body

76. Any business that is certified by a UKAS-accredited body and has three or more years of compliance history with this body should be considered low risk and receive the higher star ratings (unless there is significant evidence of poor animal welfare or non-compliance) as the welfare and risk management systems have been reviewed by an accredited third party.
77. New businesses that do not have three years of compliance history with a local authority or a UKAS-accredited body should automatically be considered high risk as they have no operational history.
78. If concerns are raised at the inspection indicating 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 and the risk rating score adjusted accordingly. In addition these concerns should be reported directly to the UKAS-accredited body so that they can also intervene and / or suspend or withdraw the business’s certification.
79. Where businesses are certified by a UKAS-accredited body, that body can inform the relevant local authority with a list of the certified businesses in their area. Where notified, and where covered by confidentiality waivers, the local authority may request the UKAS-accredited body’s inspection reports and can use that information to inform

its own inspection including using the UKAS-accredited body's assessment of compliance.

80. For existing licensed businesses that are not certified by a UKAS-accredited body that are applying for a licence renewal, the following risk management table (Table 2) should be used to generate a risk score for the business. Each element should be reviewed and a score given (1 for low risk and 2 for high risk). An overall score can then be arrived at.
81. Where there is any uncertainty, if a business cannot provide satisfactory evidence that it is low risk in a given category, it should be scored as high risk.
82. A score of 17 or less is required for the business to be classed as low risk and a score of 18 or more means that the business will be classed as higher risk.

Table 2 – Risk Scoring Table

	Low (Score 1)	High (Score 2)	Score
Compliance History - inspections	Documented evidence from formal inspections over the previous three years reveal consistent and high levels of compliance in terms of welfare standards and risk management.	Formal inspections over the previous three years reveal some degree of non-compliance that has required the intervention of the inspector for the business to ultimately recognise and address these. More serious breaches would attract other enforcement action: suspension, revocation, prosecution.	
Compliance History – follow up action	No evidence of follow-up action by local authority in the last year apart from providing the licence holder with a copy of the inspection report, or sending them a letter identifying some minor, administrative areas for improvement (e.g. minor record keeping issues).	Follow up action by the local authority, such as sending them letters, triggered by low level non-compliance that is not addressed, or the business does not recognise the significance of the need to address the non-compliance.	
Compliance History – re-inspection	No re-inspection necessary (apart from standard unannounced inspection) before next planned licence inspection / renewal	Re-inspection necessary to ensure compliance.	

	Low (Score1)	High (Score 2)	Score
Complaint History – complaints to the LA	No complaints received direct to the LA that are justified in relation to welfare standards or procedural issues during the previous three years.	Low level substantiated complaints identifying concerns over the business / licence holder have been received within the previous three years.	
Complaint History – complaints to the business	Licence holder records and documents any feedback received directly, in order to demonstrate compliance and willingness to address issues, and can provide evidence of this.	Licence holder does not record feedback received directly or show willingness to address any issues identified.	
Appreciation of welfare standards - enrichment	Sound understanding by the licence holder of relevant environmental enrichment applicable to the activity (guided by expert advice), with demonstrated implementation.	Little environmental enrichment present, inconsistently used and its importance not understood or really valued.	
Appreciation of hazards / risks	Licence holder clearly understands their role and responsibilities under the legislation. Hazards to both staff and animals clearly understood, properly controlled and reviewed with supporting evidence where applicable.	Licence holder not fully engaged with their role/responsibilities, lacks time to fulfil role, no system for review and reassessment of hazards to both animals and staff.	
Appreciation of hazards / risks - maintenance	A suitably planned maintenance, repair and replacement program for infrastructure and equipment is in place.	No planned maintenance program. Building, installations and equipment allowed to deteriorate before action is implemented.	
Appreciation of hazards / risks – knowledge and experience	Staff have specialist and appropriate knowledge of the taxa / species that are kept. There is sufficient staff, time and resource for daily, adequate routine monitoring, evidenced through records and staff rotas.	Key staff lack experience / knowledge of the species. Staff appear overburdened and / or unsupported by management, corners being cut.	

	Low (Score1)	High (Score 2)	Score
Appreciation of hazards / risks – dealing with issues	Clear defined roles / responsibilities of staff, with clear processes for reporting and addressing any identified issues.	Lack of any process, or ownership and responsibility within the business to identify and deal with issues.	
Welfare management procedures – written procedures	Written procedures / policies clearly documented, implemented and reviewed appropriately.	Limited written procedures / policies. No overall strategic control or direction.	
Welfare management procedures – supervision of staff	Appropriate supervision of staff evident where applicable.	Inadequate supervision of staff evident on inspection or from the training records.	
Welfare management procedures – record keeping	All required records maintained and made available.	Poor standard of record keeping, records out of date or appear to be being manufactured – relevance of records not appreciated.	
Welfare management procedures - training	Planned training programme for staff to review and assess competency, with documented training records.	Little or no evidence of relevant training or system for review and reassessment.	
Total Score of 17 or less = Low risk Score of 18 or more = Higher risk.			
Risk Rating			

Frequently asked questions

The process of providing a risk rating

Q1. When should businesses be rated?

83. Businesses should be rated following an inspection that takes place prior to grant/renewal of the licence or a requested re-inspection. Businesses may also be re-rated following an unannounced or additional inspection (e.g. following a complaint), if major issues are highlighted that require follow up action.

Q2. When should new businesses be rated?

84. New businesses should be rated following their initial inspection.

Q3. Where businesses have a licence for multiple activities within the scope of the regulations, should each activity be rated separately?

85. The licence holder should receive only one rating, which must cover all the activities. Where they are meeting different standards for different activities (e.g. meeting the higher standards for dog breeding, but the minimum standards for dog boarding), the overall score should reflect the lower of the two.

Q4. What information should the local authority provide with the star rating following the inspection at which a rating was determined?

86. The following information should be provided in writing:

- (a) The star rating itself.
- (b) Details of why the business was rated as it was. This should include a list of the higher standards that the business is currently failing to meet, or a list of the minimum standards that the business is failing to meet if it is considered to be in the minor failing category. This should also include a copy of the risk management table showing the scores under each point. Details recorded must be sufficient to support the score given for each element to facilitate internal monitoring or enable review where an appeal is made.
- (c) Details of the appeals process and the deadline by which an appeal must be made.

The appeals process

87. To ensure fairness to businesses, local authorities must have an appeal procedure in place for businesses to dispute the star rating given in respect of their business. The appeal procedure is relevant where the business wishes to dispute the star rating given as not reflecting the animal welfare standards and risk level of their business at the time of the inspection. This should not be used if the business has made improvements to their business and wishes to be reassessed – in this case, they should apply for re-inspection

Q5. How can a business appeal their star rating?

88. If a business wishes to appeal the star rating given by the 'inspecting officer' (i.e. the officer undertaking the inspection) on behalf of the local authority, the appeal should be made in writing (including by email) to the local authority.

89. A business disputing a rating should be encouraged to discuss this informally first with the 'inspecting officer' so that there is an opportunity to help explain to the business

how the rating was worked out, as this may help resolve the matter without the business having to lodge an appeal. Any such discussions do not form part of the formal appeal process and do not change the deadline within which an appeal must be lodged. This should be made clear to the business so that they may lodge an appeal, and may subsequently withdraw it, if they wish.

90. Businesses have 21 days (including weekends and bank holidays) following the issue of their licence in which to appeal the star rating.

Q6. How will a local authority determine the outcome of the appeal?

91. The appeal should be determined either by the head of the department that issued the licence within the local authority, or by a designated deputy, or by the equivalent in another authority. No officer involved in the production of the rating, or in the inspection on which the rating is based should consider the appeal.
92. The local authority then has 21 days (including weekends and bank holidays) from the date they receive the appeal to consider the appeal, within which time they must issue a decision to the business.
93. A local authority will determine the outcome of an appeal by considering the paperwork associated with the inspection and the past record of the business. In some circumstances, a further visit to the establishment may be required. The appeal process should be transparent. The costs of any additional inspections related to the appeal will be borne by the applicant unless it results in a higher rating being awarded. This will depend on the nature of the dispute and whether a decision can or cannot be made on the basis of the paperwork.

Q7. What if the business disagrees with the outcome of the appeal?

94. If the business disagrees with the outcome of the appeal, they can challenge the local authority's decision by means of judicial review. The business also has recourse to the local authority complaints procedure (including taking the matter to the Local Government Ombudsman where appropriate) if they consider that a council service has not been properly delivered

Requests for re-inspections for re-rating purposes

95. To ensure fairness to businesses, local authorities must have a procedure in place for undertaking re-inspections at the request of the business for re-assessing their star rating.
96. The re-inspection mechanism applies in cases where businesses with ratings of '1' to '4' have accepted their rating and have subsequently made the necessary improvements to address non-compliances identified during the local authority's previous inspection. Businesses should be aware that re-inspection for re-rating purposes could lead to a lower rating being awarded rather than an increase in rating.

Q7. Who pays for a re-inspection visit?

97. Re-inspection falls under full cost recovery, and so the business will be required to pay for the costs of the inspection.

Q8. When is the inspection carried out?

98. The re-inspection should be carried out within three months of receipt of the request. Where an inspection does not occur within the three months, the business can raise the issue with the head of the licensing department within the local authority. If the

matter cannot be resolved, the business has recourse to the local authority complaints procedure.

Q9. How many re-inspections can a business request?

99. There is no limit to the number of re-inspection visits a business can request, however, there will be a fee for each visit charged at full cost recovery.

Q10. How should a business request a re-inspection?

100. The request should be made in writing (including by email) and should outline the case for a re-inspection, i.e. it should indicate the actions that have been taken by the business to improve the level of compliance or welfare since the inspection and, where appropriate, should include supporting evidence. The supporting case should refer to those actions that the local authority informed the business would need to be made in order to achieve a higher rating.

Q11. Must the local authority accede to all requests for re-inspections?

101. No. If the case made by the business is not substantiated or insufficient evidence is provided, the local authority can refuse to undertake a re-inspection on that basis. In doing so, the local authority must explain why the request is being refused at this stage and should re-emphasise the priority actions that must be taken in order to improve the rating and indicate what evidence will be required for agreement to a re-inspection to be made on further request. If the business disagrees with the local authority's decision to refuse a request for a re-inspection, they can raise the issue with the head of the licensing department within the local authority. If the matter cannot be resolved, the business has recourse to the local authority complaints procedure.

Q12. Where there is a supporting case, must a re-inspection be made or can a new rating be given on the basis of documentary evidence?

102. A re-inspection must be made. A new rating must not be given on the basis of documentary evidence only.

Q13. Where a re-inspection is to be undertaken, should this be unannounced?

103. This will depend on the reason for the re-inspection. This can be by appointment, unless an unannounced visit is necessary to ensure that compliance is checked properly (e.g. if the non-compliance was related to cleanliness standards).

Q14. If standards have not improved or have deteriorated at the time of the re-inspection, should a lower rating be given?

104. At the time of the re-inspection, the local authority officer should not only check that the required improvements have been made, but should also assess the ongoing standards. This means that the rating could go up, down or remain the same, change in licence length should be handled using the varying process described in paragraphs 25-35.

Q15. Should the ratings be published?

105. The star rating must be added to the licence and the licence should be displayed by the business. In addition, we encourage local authorities to maintain a list of licensed businesses and their associated ratings on their websites.



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Department
for Environment
Food & Rural Affairs

**The Animal Welfare (Licensing of Activities
Involving Animals) (England) Regulations 2018**
Guidance notes for conditions for breeding dogs
October 2018

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Introduction

1. This guidance is aimed at local authority inspectors in England and should be read in conjunction with the Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018⁽¹⁾. Guidance documents are available for each licensable activity under the regulations: dog breeding, pet selling, hiring out horses, boarding for dogs, boarding for cats, home boarding for dogs, dog day care and keeping or training animals for exhibition. There is also Procedural Guidance on the general issues that apply to all activities including on how to assess the star rating of establishments.

What is in and out of the scope: breeding dogs

2. Schedule 1 of the Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018 (“the regulations”) defines the licensable activities for each sector. In all cases except dog breeding the licensable activity is solely restricted to businesses or those operating on a commercial basis. For dog breeders a limit on the number of litters is also in place unless it can be proved that none of the puppies from these litters are sold.

Business Test

3. The Regulations specify two example business tests to be considered when determining whether an activity is considered commercial, and thus within scope. They are not the exclusive factors to be considered but are examples and other factors, such as those listed in the nine badges of trade set out by HMRC, are also relevant. The regulations include the following on this issue:
4. The circumstances which a local authority must take into account in determining whether an activity is being carried on in the course of a business for the purposes of this Schedule include, for example, whether the operator—
 - (a) makes any sale by, or otherwise carries on, the activity with a view to making a profit, or
 - (b) earns any commission or fee from the activity.
5. This guidance is intended to assist inspectors in determining whether or not an activity may be subject to the regulations noting that ultimately there will be an element of judgement required.
6. Set out below are examples of the type of activity that should or should not be considered within the scope of the regulations and the indicators that should be considered when deciding whether a licence is required.
7. Local authority inspectors should take account of all elements of the advice below and weigh them against each other before reaching a decision as to whether an activity falls within scope of the regulations.

Breeding dogs: definition in Schedule 1 of the regulations

“8. Either or both of the following—

- (a) breeding three or more litters of puppies in any 12-month period;

(1) [Animal Welfare \(Licensing of Activities Involving Animals\) \(England\) Regulations 2018](#)

- (b) breeding dogs and advertising a business of selling dogs.
9. The activity described in paragraph 7 does not include—
- (a) keeping a dog on any premises pursuant to a requirement imposed under, or having effect by virtue of, the Animal Health Act 1981⁽²⁾,
 - (b) breeding only assistance dogs or dogs intended to be used as assistance dogs within the meaning of section 173 of the Equality Act 2010⁽³⁾, or
 - (c) breeding three or more litters of puppies in any 12-month period if the person carrying on the activity provides documentary evidence that none of them have been sold (whether as puppies or as adult dogs).”

In scope criteria

Activities that fulfil one or more of the following criteria are subject to licensing:

1. Anyone breeding three or more litters of puppies per year (unless they can show that none of the puppies have been sold).
2. Anyone breeding puppies and advertising a business of selling them, as defined under the business test outlined above. This is irrespective of the number of litters produced per year. This is not restricted to registered businesses – individuals can also be classed as a business depending on the extent of their activities.
3. Factors that should be considered when determining whether someone is “advertising a business” include:
4. The number, frequency and/or volume of sales - systematic and repeated transactions using the same means of advertising are likely to indicate a commercial activity.
5. High volumes of animals sold or advertised for sale could indicate a business.
6. Low volumes of animals sold or advertised could indicate a business where high sales prices or large profit margins are involved.
7. High range and variability in the breeds traded. A wide variety of breeds being advertised could indicate the commercial nature of the activity.
8. High numbers of advertisements of puppies for sale, including on classified websites, could indicate commercial behaviour, even where there is no actual sale taking place via the internet. This could be high numbers of advertisements at any one time or over a short period of time, and/or regularly.
9. Advertising through a variety of sites, forums or media could indicate a commercial activity.

Out of scope criteria

Activities that fulfil one or more of the following criteria are not subject to licensing:

1. Breeders who can provide documented evidence, if requested, that none of the puppies were sold or that they kept all of the puppies themselves. Documented evidence will need to include records of the new owners of all of the puppies and provide details on why there was no transaction involved (including in kind).

(2) [Animal Health Act 1981](#)

(3) [Equality Act 2010](#)

2. Registered charities that rehome puppies that are born to rescue dogs, unless such registered charities are in practice running this element of their operations as a commercial activity.
3. Anyone breeding only assistance dogs as defined in the Equality Act 2010 (e.g. Guide Dogs for the Blind).
4. Anyone keeping a dog under the Animal Health Act 1981.
5. Organisations regulated under the Animals (Scientific Procedures) Act 1986.
6. Breeders that breed a small number of puppies (i.e. less than 3 litters per year), and that sell them without making a profit.

Guideline indicators of “out of scope” activities

The following may assist consideration of the criteria listed above:

- The Government announced in Budget 2016 a new allowance of £1,000 for trading income from April 2017. Anyone falling under this threshold would not need to be considered in the context of determining whether they are a business.

Overview of the conditions and explanatory guidance

1. This document outlines the conditions that must be complied with in order to receive an animal activities licence for the activity of breeding dogs. The conditions set out in schedules to the regulations are given in bold throughout this document, whilst the explanatory guidance notes are provided as bullet points.
2. In order to receive a licence a business will need to meet all of the minimum standards outlined in this document. In addition, businesses are encouraged to apply higher standards. A business that meets the higher standards will be able to gain a 4 or 5 star rating in the Animals Activity Star Rating System and will qualify for a longer licence (e.g. two or three years as opposed to a one-year licence) and thereby pay a lower licence fee.
3. Whilst applying the higher standards is optional, certain standards are required in order to attract the higher star ratings. To distinguish required higher standards from optional ones they have each been given a specific colour which is used in each guidance document. Higher standards that appear in **blue** text are required in order for a business to be classed as high standard, whereas those that appear in **red** text are optional. See the Procedural Guidance for a full explanation of the Animals Activity Star Rating System and how it incorporates a risk assessment of the business.
4. Paragraph numbering in the following parts of this guidance document relate to the numbering of the conditions in the relevant Schedules of the regulations.

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

1.0 Licence Display

Condition (paragraph numbers relate to the numbering in the Regulations)

1.1 A copy of the licence must be clearly and prominently displayed on any premises used for the licensable activity.

Guidance

- The licensed premises' address must be displayed on the licence.
- The licence must be displayed in a public-facing area of the premises such as the entrance or animal introduction area or in a home environment shown to any potential purchasers.

Condition

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

Conditions

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.

Guidance

- Electronic records must be backed up

3.0 Use, number and type of animals

Condition

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.

Guidance

- The licence conditions must clearly state the total numbers of dogs that are kept for the licensable activity permitted at the premises including puppies.

Condition

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.

4.0 Staffing

Condition

- 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.**

Guidance

- Where there is evidence that the welfare needs of the animals are not being met, the inspector should consider if the staffing levels are appropriate. The inspector should take into account:
 - The size of the premises
 - The layout of the premises i.e. how many dogs may be permitted in each separate area
 - The type of dog e.g. breed, age, health status and needs
 - The qualifications/experience of the staff
 - Advice from the local authority's veterinarian
 - Use of part-time or voluntary staff
- As a guide, the ratio of staff to dogs in established businesses will be around 1:20.

Higher standard

- Staffing levels will be 1 full-time equivalent attendant per 10 adult dogs kept.

Condition

- 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.**

Guidance

- Suitable and sufficient training of staff involved in animal care must be demonstrated to have been carried out in the following areas:
 - animal welfare, including recognising poor welfare;
 - animal handling;
 - animal behaviour;
 - cleanliness and hygiene;
 - feeding and food preparation;
 - Disease control;
 - Recognition and first aid treatment of sick animals and abnormalities.
 - New information on disease and inherited disease, legislation and behaviour
- Training must be a minimum of an OFQUAL regulated level 2 qualification in a relevant subject, or clear evidence of knowledge and experience.

Higher standards

- Where there are staff employed at least one must have an OFQUAL regulated Level 3 qualification in a relevant subject and must be present during the working day.
- A suitably qualified behaviour expert must be appointed in relation to the licensable activity and active engagement recorded.

Condition

4.3 The licence holder must provide and ensure the implementation of a written training policy for all staff.

Guidance

- The training policy must be reviewed and updated on an annual basis and must include:
 - 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.
- It will be applicable to any members of staff and can be shown by engagement with courses, written or online learning, keeping up to date with any research or developments for specific species and the documentation of the annual appraisal.
- Evidence of staff attendance or completion of the training must be provided

5.0 Suitable Environment

Condition

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

Guidance

- Kennel Environment:
 - 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 to render it impervious.
 - Interior surfaces, including floors, must be smooth, impervious and able to be disinfected, where appropriate. Floors must have a non-slip, solid surface. Junctions between sections must be coved or sealed.
 - There must not be any sharp edges, projections, rough edges or other hazards which present risk of injury to a dog.
 - 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 to unlock a door must be avoided.
- Gaps or apertures must be small enough to prevent a dog's head passing through, or entrapment of any limb or body parts. To protect against entrapment any such gaps must prevent the passage of a 50mm sphere, or smaller if appropriate.
- Unit doors must open inwards to protect the health and safety of attending staff. Where this is not feasible there must be a documented procedure in place to demonstrate the safety of staff.
- Door openings must be constructed such that the passage of water/waste is not impeded, or allowed to gather due to inaccessibility.
- Access doors must not be propped open.
- All wire mesh/fencing must be strong and rigid and 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 (minimum 2mm diameter, approximately British Standard 14 gauge) with spacing adequate to prevent dogs escaping or becoming entrapped.
- Drainage must be effective to ensure there is no standing or pooling of liquids. A minimum gradient of 1:80 is advised to allow water to run off. Waste water must not run off into adjacent pens/dog units.
- Drainage channels must be provided so that urine is not allowed to pass over walk areas in corridors and communal access areas or there must be an alternative means of removing excess liquid in place. There must be no access to the drainage channels by the dogs housed in the dog units.
- Any drain covers in areas where dogs have access must be designed and located to prevent toes/claws from being caught.
- For kennels where there are facing dog units accessed by an indoor corridor, the corridor must be at least 1.2 m wide. If this is not feasible, demonstrable measures must be in place to protect the safety of staff e.g. routes taken to remove dogs from kennel units and where dogs are placed within the establishment.
- Kennels and runs must open onto secure corridors or other secure areas so that dogs are not able to escape from the premises. These corridors / areas must not be used as an exercise area.
- Each unit must have minimum headroom height of 2m and be designed to allow staff to access dogs and clean all parts of the unit safely. Where this is not feasible there must be a documented procedure in place to demonstrate the safety of staff.
- Where new kennels are built, they must be built in compliance with good building practice, on a concrete base with a damp proof membrane.
- Home Environment:
 - The home must be well maintained and in good repair. There must not be any sharp edges, projections, rough edges or other hazards, such as chemicals and loose cables, which may present risk of injury to a dog. No standing water from cleaning or urine is acceptable.

- Doors to the outside must be escape proof, securable, strong enough to resist impact and scratching, and to prevent injury. External doors/gates must be lockable. Those involved in the care of the dogs and residents must have easy access to keys and/or any key code in case of emergency. Doors must have secure latches or other secure closing devices.
- All outdoor fencing must be strong and rigid and kept in good repair to provide an escape and dig proof structure. Where dogs have access to mesh, the diameter of the wire must not be less than 2.0 mm (British Standard 14 gauge welded mesh). Mesh size must not exceed 50 mm in any direction.
- Each room used for the activity must have a securable, full height door for access and security. Internal doors must open inwards in order to protect the health and safety of attending people and reduce the risk of escape. Where this is not feasible there must be a documented procedure in place to demonstrate the safety of the licensee / attending people. Where appropriate, doors to rooms must be kept shut at night. Each dog room must have a secure latch or other secure closing device.
- All interior surfaces to which dogs have access must be maintained in good order and repair. Wherever possible, interior surfaces must be smooth, impervious and able to be cleaned, with no gaps or protrusions on which claws can be caught. All floors must be suitably clean. Floors must be non-hazardous for dogs to walk on, in particular to avoid slipping.
- Any electrical sockets and appliances in the dog room must be secure and protected against damage.

Higher standard

- Dogs must be provided with a design and layout that provides them with choice beyond minimum enrichment requirements. This can be achieved by, for example, inclusion of raised platforms or more than one room.

Condition

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.**

Guidance

- Dogs must not be restricted to areas when climatic conditions may cause them distress. Insulation and temperature regulation in the kennels must aim to keep the ambient temperature in the dog sleeping accommodation above an absolute minimum of 10°C and below a maximum of 26°C.
- Additional local heating must be provided within the whelping enclosure for the first 10 days after birth.

- Dogs must be monitored to check if they are too hot or too cold. If an individual dog is showing signs of heat or cold intolerance steps must be taken to ensure the welfare of the dog.
- A dog must be able to remove itself from a direct source of heat or light.
- Dogs must have exposure to natural light for at least parts of the day
- Ventilation must be provided to all interior areas to avoid excess humidity

Higher standard

- Ventilation must be a managed, fixed or portable, air system to ensure appropriate temperatures are maintained in all weathers. This can be an air conditioning unit or use of removable fans.
- A noise management plan must be in place e.g. physical barriers, sound absorbing materials, positive reinforcement training to keep barking down, kennel design to prevent noise generation with demonstration of effectiveness.

Condition

5.3 Staff must ensure that the animals are kept clean and comfortable

Guidance

- Each occupied kennel must be cleaned daily at a minimum.
- Dogs must be removed from the area whilst it is being cleaned.
- All dogs kept must benefit from adequate routine grooming and other health regimes as needed e.g. cleaning of eyes or keeping long fur from matting. This should include regular attention to coat, teeth, ears and nails and inspection for parasites.

Conditions

5.4 Where appropriate for the species, a toileting area and opportunities for toileting must be provided.

Guidance

- For kennelled dogs there will be regular access to a run for toileting during the working day
- In a home environment dogs will have access to a secure outside area for toileting.
- Bitches must be allowed a minimum of four periods a day for toileting and exercise away from their puppies.

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.

Guidance

- Kennels, including outside runs, must be inspected daily and kept in a clean condition, in accordance with the documented cleaning and disinfection procedure.
- Kennels must be disinfected at least once a week and at occupancy change.
- Faeces must be removed from all areas a minimum of twice a day.

Condition

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.

Guidance

- Any animals received or delivered must be transported according to the regulations laid down in current legislation.
- The licence holder must demonstrate that a suitable vehicle is available to transport dogs. It does not have to be owned by the licence holder. Dogs must be suitably restrained using a dog crate or dog guard. Dog crates need to be of adequate size, designed to provide good ventilation and firmly secured.
- Vehicles must be cleaned and disinfected after each collection / delivery of any new dogs.
- Leaving dogs in vehicles must be minimalised and dogs must never be left unattended in a car or other vehicle where the temperature may pose a risk to the animal. Consideration must be given to whether it is necessary to transport animals when the temperature poses a risk.
- If transporting dogs by road, sufficient breaks must be offered for water and the chance to go to the toilet.
- Injured, diseased or ill dogs must not be transported unless they are being taken to a veterinarian for treatment. In these situations, there should be barriers between carriers to reduce the transmission of disease and the vehicle and equipment should be appropriately disinfected following transportation.

Condition

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.

Guidance

- Where practicable this must be natural light, but artificial light must be available.
- Where artificial lighting is used, this must be within a range of 10 to 12 hours daily.
- Lights must be turned off to provide a period of darkness overnight.

Condition

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.

Guidance

- Resources include, but are not limited to, food, water, enrichment items and resting/sleeping areas.
- There must be multiples of all resources (food, water bowls and sleeping areas), equal or greater than the number of dogs in the unit. Dogs must be carefully monitored, especially at feeding times.
- Each weaned dog must be provided with a non-slip water bowl.

- Each bitch must have access to food that is not accessible to the puppies.

Condition

5.9 The animals must not be left unattended in any situation or for any period likely to cause them distress.

Guidance

- All dogs must be observed regularly throughout the day. The licence holder or responsible person must visit the dogs at regular intervals (of no more than 4 hours apart during the working day e.g. starting at 0800, until 1800), or as necessary for the individual health, safety and welfare of each dog.

Higher standard

- All individual dogs must be inspected at least once at an appropriate interval during the out of hours period (e.g. 1800-0800).

6.0 Suitable Diet

Condition

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.

Guidance

- Adult dogs must be fed at least once per day and in accordance with the individual dog's needs. Dogs must be fed a complete diet appropriate to their age, breed, activity level and stage in the breeding cycle.
- A plan/record of the type, quantity, frequency of food each dog receives must be kept.
- During pregnancy and lactation, each bitch must have sufficient appropriate food to satisfy the demands being made upon her.
- The licence holder must be able to show how the diet of pregnant bitches is managed, and have an appropriate procedure in place for doing so.
- During lactation the bitch must be closely monitored for signs of complications (e.g. eclampsia, mastitis). The feeding level required for the bitch after weaning will depend upon her body condition.
- Where a proprietary food source is used the manufacturer's guide must be followed. Veterinary advice must be sought if in doubt.
- If there are concerns about an individual dog's diet, veterinary advice must be sought.
- All breeders must have a plan for weaning puppies. They must ensure that each puppy starts weaning as soon as it is capable of ingesting feed on its own and provide each puppy with feed appropriate for its stage of development; and ensure that each puppy ingests the correct share of the feed provided. Puppies at weaning must initially be offered food four to five times a day. The initial diet may be liquid progressing to solid food over the ensuing period; the transitional feeding schedule must also be provided showing the day by day ratio if weaning puppies on to a different food.

Higher standard

- Dogs must be fed twice a day with a feeding plan for each dog balancing feeding with food enrichment such as use of scatter feeders. Inspector must see the enrichment tools and plan for each dog.
- A minimum of a weeks supply of the puppies' current diet must be included when they go to their new home.

Condition

6.2 Feed and (where appropriate) water intake must be monitored, and any problems recorded and addressed.

Guidance

- Dogs must not remain inappetent (without appetite) for longer than 24 hours without seeking veterinary advice. If there are specific concerns veterinary advice must be sought earlier.
- The general condition of the dogs must be observed and dogs displaying significant weight loss/gain must be evaluated by a veterinarian and treated as necessary.
- Weekly records of weight and Body Condition Scoring (BCS) must be kept to ensure the health of puppies and to allow any issues to be tracked.
- The weight and BCS of adult dogs must be monitored to ensure they are healthy and any issues tracked

Conditions

6.3 Feed and drinking water provided to the animals must be unspoilt and free from contamination.

Guidance

- Food must not be left out for more than 24 hours.
- Refrigeration facilities for food storage must be provided.
- Food must be stored away from risk of vermin and in appropriately cool and dry places.

6.4 Feed and drinking receptacles must be capable of being cleaned and disinfected, or disposable.

Guidance

- Receptacles must be non-porous.
- Receptacles must be cleaned daily and disinfected at least once a week. If damaged they must be disposed of.

Condition

6.5 Constant access to fresh, clean drinking water must be provided in a suitable receptacle for the species that requires it.

Guidance

- Fresh water must be provided daily in a clean container and changed or refreshed as often as necessary.
- One water bowl must be provided per adult dog in a kennel environment.

Condition

6.6 Where feed is prepared on the premises used for the licensable activity, there must be hygienic facilities for its preparation, including a working surface, hot and cold running water and storage.

Guidance

- In establishments where staff are employed a separate hand wash basin with an adequate supply of hot and cold water must be provided for them to wash their hands. This must be connected to a suitable drainage system.
- Soap and hygienic hand drying facilities must also be available.
- The food preparation area must be kept clean and vermin free at all times.
- Receptacles for food and drink must not be used for any other purposes.

7.0 Monitoring of behaviour and training of animals

Condition

7.1 Active and effective environmental enrichment must be provided to the animals in inside and any outside environments.

Guidance

- A programme must be available setting out enrichment both inside and outside including training, grooming, socialisation and play. All dogs must receive appropriate toys and / or feeding enrichment such as scatter feeders unless veterinary advice suggests otherwise.
- All items of enrichment must be checked daily for any signs of damage. Damaged/broken items must be discarded and replaced.

Condition

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.

Guidance

- Opportunities to exercise must involve at least one walk per day or access to a secure open space. Consideration must be given to life stage, physical and mental health and breed when planning daily exercise.
- Dogs must be monitored whilst in outdoor exercise areas.
- Puppies cannot be walked so will require at least four opportunities to engage in play and human interaction during the day.
- Dogs which cannot be exercised for veterinary reasons must be provided with alternative forms of mental stimulation.

Higher standard

- There must a clear plan setting out two walks per dog each working day for a minimum of 20 minutes each or two sessions of access to a secure open area. There must be an alternative form of enrichment planned for dogs which cannot be exercised for veterinary reasons

Condition

- 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.**

Guidance

- The behaviour of individual dogs must be monitored daily and changes in behaviour and/or behaviours indicative of suffering, stress, fear, aggression and anxiety must be acted upon. Records of assessment must be kept and all staff must be able to identify dogs that are anxious or fearful about contact.
- Where necessary advice must be available from a suitably qualified clinical animal behaviourist.
- Dogs likely to, or showing, signs of being nervous or stressed must be located in a suitable part of the establishment, bearing in mind their individual disposition. This could include: elderly dogs; nervous dogs; dogs on some medications. Where a dog shows signs of being nervous, stressed or fearful, steps must be taken to address this.

Condition

- 7.4 Where used, training methods or equipment must not cause pain, suffering or injury.**

Guidance

- Training must be reward based (i.e. reward desired behaviour and ignore unwanted behaviour).

Condition

- 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.**

Guidance

- From 3 weeks old puppies must be habituated to events likely to be encountered throughout their adult lives. This must include the sights and sounds in households, such as appliances, as well as differing surfaces on which to walk. Introduction to novel sights and sounds must be gradual so that puppies do not show a fearful response such as startling or withdrawal.
- Puppies must also be introduced to a variety of people. Beneficial and positive contact can include grooming, exercise, play, petting and training as appropriate for the individual.

8.0 Animal Handling and Interactions

Condition

- 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.**

Guidance

- Dogs must always be handled humanely and appropriately to suit the requirements of the individual dog and to minimise fear, stress, pain and distress. Dogs must never be punished so that they are frightened or exhibit aversive behaviour.
- People must have the competence to handle dogs correctly and be able to identify dogs that are anxious or fearful about contact. They must also have the ability to recognise and act upon undesirable or abnormal behaviours.

Condition

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.

Guidance

- Dogs must be held in socially-harmonious groups with a minimum of two, i.e. a pair after pre-screening has been carried out to ensure no aggressive behaviour is shown.
- Dogs which show significant signs of fear, anxiety or aggression associated with contact with other dogs may be better housed and exercised separately, as long as they are provided with sufficient human contact. They must not be used for breeding.
- A policy must be in place for monitoring the introduction of new dogs to other dogs in either domestic or kennel environments, to avoid stress to either new or resident animals.
- Dogs must not be muzzled to facilitate group or pair housing.

Condition

8.3 The animals must have at least daily opportunities to interact with people where such interaction benefits their welfare.

Guidance

- Dogs must have beneficial human contact and interaction e.g. staff on a daily basis.
- Suitable intervals for puppies to be visited are frequent, as they require to be socialised. This must be a minimum of 4 times per day with 20 minutes of interaction per litter.
- Animals should be encouraged but never be forced to interact with people.

9.0 Protection from Pain, Suffering, Injury and Disease

Condition

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 carcasses);
- (b) be in place covering the care of the animals following the suspension or revocation of the licence or during and following an emergency.

Guidance

- The procedures must demonstrate how the conditions outlined in this guidance are met.

Conditions

9.2 All people responsible for the care of the animals must be made fully aware of these procedures.

9.3 Appropriate isolation, in self-contained facilities, must be available for the care of sick, injured or potentially infectious animals.

Guidance

- Provision must be made for the isolation of sick/injured/infectious animals and those that might reasonably be expected to be carrying serious infectious diseases.
- In a kennel environment, isolation facilities for dogs with infectious diseases must be provided. In a domestic environment, it must be demonstrated as to how a dog can be kept an appropriate distance from any litters of puppies or places where the litters go for 14 days.
- If the isolation facility is at another location, such as a local veterinary practice a letter must be provided by the practice stating that they are prepared to provide such facilities.
- All staff must understand the procedures to prevent the spread of infectious disease between any infected animals and the other dogs.
- Where infectious disease is present in the whole premises, barrier nursing procedures, and people trained in these, must be implemented. This includes use of protective clothing and footwear (where applicable) changed between enclosures; separate storage of equipment and segregation of waste.
- Dogs showing signs of infectious disease must not be allowed in any shared outside exercise area.
- Protective clothing and footwear must be worn when handling dogs in the isolation facility, and sanitation protocols adhered to.
- Separate feeding and water bowls, bedding and cleaning utensils must be stored in the isolation unit ready for immediate use.
- Dogs in the isolation facility must be checked at least as frequently as other dogs as a minimum and unless it is a separate person looking after them, after all the other dogs.

Condition

9.4 All reasonable precautions must be taken to prevent and control the spread among animals and people of infectious diseases and parasites.

Guidance

- An up-to-date veterinary vaccination record must be seen to ensure that dogs have current vaccinations against canine parvovirus, canine distemper, canine adenovirus/infectious canine hepatitis, leptospirosis. Vaccination against other diseases such as Bordetella bronchiseptica (kennel cough) or Canine parainfluenza virus may be required by the establishment.
- Certification from a veterinarian of a recent protective titre test may be accepted instead of a booster vaccination as required by the establishment. The certificate must state the specific disease it is for and that it is valid for the current period.
- Vaccines used must be licenced for use in the UK. Homoeopathic vaccination is not acceptable.
- If there is evidence of external parasites (fleas, ticks, lice) the dog must be treated with a product authorised by the Veterinary Medicines Directorate and licensed to be used in the UK. Treatment must be discussed with a veterinarian before administration.

Condition

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.

Guidance

- This must be in a clearly-marked bin which is emptied either daily or when full, whichever is the sooner. Excreta must be removed in accordance with the documented cleaning and disinfection procedure.
- Storage of excreta must be away from areas where animals or food is kept.

Condition

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.

Guidance

- People caring for the dogs must be familiar with the signs of pain and stress that are displayed by animals.
- When a dog is suspected of being ill or injured a veterinarian must be contacted for advice immediately and any instructions for treatment recorded.

Condition

9.7 Where necessary, animals must receive preventative treatment by an appropriately competent person.

Guidance

- Vaccinations must only be administered by either a veterinarian or registered veterinary nurse under the direction of a veterinarian.
- Routine and documented treatment must in place for internal and external parasites (adult dogs and puppies must be wormed and given flea and tick treatment as appropriate).

- All animals must receive appropriate vaccination, as advised by the appointed veterinarian. Veterinary advice must be sought whenever necessary. Vaccination courses must begin at the appropriate age.

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.

Guidance

- The name, address and telephone contact number, including out of hours provision, of the veterinarian used by the establishment must be displayed in a prominent place and accessible to all members of staff.
- The veterinary practice must be in a reasonable travel distance (e.g. approximately 20 minutes or less).

Condition

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

Guidance

- All courses must be completed to the specifications given by the veterinarian.
- A fridge must be available to store medicine which requires being kept at certain low temperatures.

Conditions

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.

Guidance

- The choice of cleaning and disinfectant products must be based on suitability, safety, compatibility and effectiveness. Disinfectant products must be virucidal as well as bacteriocidal.
- Cleaning and disinfection products must be used in accordance with the manufacturer's instructions.
- People 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 kennels.
- Any equipment that has been used on an infectious or suspected infectious animal must be cleaned and disinfected after use or disposed of.
- Standing water must not be allowed to accumulate due to the possibility of pathogens residing in these moist environments.

Condition

- 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.**

Guidance

- Euthanasia must be carried out using a humane and effective method that is carried out in a manner compliant with current legislation, including, but not limited to, the Animal Welfare Act (2006).
- Only a veterinarian may euthanase a dog.
- The licence holder must be able to demonstrate which veterinary practice is to be called and keep a record of all euthanasia and the identity of the qualified veterinarian that carried it out.

Condition

- 9.13 All animals must be checked at least once daily and 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.**

Guidance

- A system of recording observations must be maintained. Records and any associated checklists must be made available to inspectors. Any signs of ill health, injury or unusual behaviour must be recorded and veterinary advice sought and followed without delay.
- Presence or absence of faeces and urine must be monitored daily. Any abnormalities must be recorded and acted upon as appropriate.

10.0 Emergencies

Condition

- 10.1 A written emergency plan, acceptable to the local authority, must be in place, known and available to all staff 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.**

Guidance

- Entrances and fire exits must be clear of obstructions at all times.
- Suitable firefighting, prevention and detection equipment must be provided and maintained in good working order. Any buildings must have at least one working smoke detector (or other suitable fire detection system) installed in a suitable location on each separate level / floor of the property and there must be at least one carbon monoxide detector

- An emergency drill programme must be in place with annual testing, or as determined by fire risk assessments. All new members of staff must have this as part of their induction program and must be properly trained on the use of equipment provided.
- There must be an appropriate plan for accommodation of the dogs should the premises become uninhabitable.
- There must be a documented policy in place for dealing with extremes of temperature and weather conditions (both hot and cold).
- All electrical installations and appliances must be installed by appropriately qualified persons and maintained in a safe condition; and sited such that they do not present a risk.
- All electrical installations and appliances 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.

Conditions

- 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.**

Guidance

- A reasonable distance would, in normal conditions, be interpreted as no more than 30 minutes travelling time.
- For a non-home based facility emergency contact name / number must be displayed on the outside of the premises.

Higher standard

- **A competent person must be on site at all times.**

Part B – Specific conditions: breeding dogs (Schedule 6 of the Regulations)

1.0 Advertisements and sales

Condition

- 1.1 The licence holder must not advertise or offer for sale a dog—**
- (a) which was not bred by the licence holder;**
 - (b) except from the premises where it was born and reared under the licence;**
 - (c) otherwise than to—**
 - (i) a person who holds a licence for the activity described in paragraph 2 of Schedule 1; or**
 - (ii) a keeper of a pet shop in Wales who is licensed under the Pet Animals Act 1951 to keep the shop,**
- knowing or believing that the person who buys it intends to sell it or intends it to be sold by any other person.**

Guidance

- The complete sales route from birth to sale must be clear, and the inspector must be shown how and where puppies are bred, born, reared and kept until sale. The inspector must also see what potential buyers are shown.

Conditions

- 1.2 Any advertisement for the sale of a dog 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 dog being advertised, and**
 - (d) display the age of the dog being advertised.**
- 1.3 The licence holder and all staff must ensure that any equipment and accessories being sold with a dog are suitable for it.**
- 1.4 The licence holder and all staff must ensure that the purchaser is informed of the age, sex and veterinary record of the dog being sold.**
- 1.5 No puppy aged under 8 weeks may be sold or permanently separated from its biological mother**

Guidance

- Dogs must remain with their mother for the first eight weeks of life unless the mother dies or there is a health risk to the puppy or its littermates or the mother from remaining with her. Where necessary, a veterinarian may certify that it is in the best interests of the animal to be removed earlier.

Condition

- 1.6 A puppy may only be shown to a prospective purchaser if it is together with its biological mother.**

Guidance

- Puppies must be seen interacting with the mother and any siblings.

Condition

1.7 Sub-paragraphs (5) and (6) do not apply if separation of the puppy from its biological mother is necessary for the health or welfare of the puppy, other puppies from the same litter or its biological mother.

- In the event of the mother's death before the puppy is sold, or if her health or that of the puppy would be compromised by interacting with each other, this must be documented in the records and explained to the buyer.
- Buyers must be able to access the environment in which the mother and her puppies are kept.

Higher standards

- The breeder must give all details of the sire to the buyer including date of birth, microchip number, registration body if applicable and details of any inherited diseases to which the father's breed is prone and any screening tests or surgery to amend confirmation the father received.
- The breeder must give all details of the bitch to the buyer including date of birth, microchip number, registration body if applicable and details of any inherited diseases to which the bitch's breed is prone and any screening tests or surgery to amend conformation that the bitch received.
- The breeder will ensure all breeding stock or puppies are recorded in the UK with a registration organisation which must make available record of parent or lineage including coefficient of inbreeding and record of health screening test results.

2.0 Suitable Environment

Condition

2.1 Each dog must have access to a sleeping area which is free from draughts and an exercise area.

Guidance

- Dogs kept in domestic premises must have free access to more than one room.
- Dogs must have access to an outside exercise area
- Dogs kept in a kennel environment will have an adjoining run or secure outside space.

Condition

2.2 Each dog must be provided with sufficient space to—

- (a) stand on its hind legs,**
- (b) lie down fully stretched out,**
- (c) wag its tail,**
- (d) walk, and**
- (e) turn around,**

without touching another dog or the walls of the sleeping area

Guidance

- The minimum kennel size must be as below. This must be increased in relation to size, and number of dogs. The minimum area is per non whelping adult dog with each additional dog requiring the additional space listed per animal:

	Min area	Additional area per additional dog
Dogs less than 5kg	4m ²	0.5m ²
Dogs between 5 to 10Kg	4m ²	1m ²
Dogs between 10 to 15Kg	4m ²	1.5m ²
Dogs between 15 to 20Kg	4m ²	2m ²
Dogs over 20Kg	8m ²	4m ²
Dogs over 30Kg	These sizes must be scaled up accordingly and must be proportionate	

- Bitches with litters must be provided with double this space allowance.
- Puppies must be housed in litter groups but have the ability to move away from litter mates.

Conditions

2.3 The exercise area must not be used as a sleeping area.

2.4 Part or all of the exercise area must be outdoors.

Guidance

- Dogs must have constant access to shade and shelter so they can avoid extremes of weather.

Condition

2.5 There must be a separate whelping area for each breeding bitch to whelp in which contains a suitable bed for whelping.

Guidance

- There must be a whelping bed raised off the floor and with sides high enough to prevent new born puppies from falling out. The bed must contain sufficient bedding to ensure a soft surface for the bitch and to enable the absorption of mess resulting

from whelping. The bed must be constructed of easily cleanable impervious material and must be thoroughly cleaned and disinfected between litters.

- Bitches must be moved to their whelping accommodation 60 days after mating or sooner if signs of imminent whelping are shown.
- There must be access to the whelping area without disturbing other dogs.
- Where a bitch is whelped in a domestic environment it is acceptable for a temporary disposable covering to be used.

Condition

2.6 Each whelping area must be maintained at an appropriate temperature (between and including 26 and 28 degrees centigrade) and include an area which allows the breeding bitch to move away from heat spots.

Guidance

- Monitoring of temperature must be in place.

Conditions

2.7 Each dog must be provided with constant access to a sleeping area.

2.8 A separate bed must be provided for each adult dog.

Guidance

- Clean and dry beds and bedding material must be provided for each dog. Any bedding material used must clearly be non-toxic, be absorbent, non-allergenic and padded so not to cause injury.
- Bedding material must be cleaned or disposed of in accordance with the documented cleaning and disinfection procedure.
- The bed must be: easy to clean and disinfect; sited away from draughts; and free from hazards. Bedding material must be: non-irritant and dry; and used in sufficient amounts to provide the necessary comfort and warmth required. Examples of suitable bedding material include blankets or quilted dog bedding.

Conditions

2.9 No puppy aged under eight weeks may be transported without its biological mother except—

(a) if a veterinarian agrees for health or welfare reasons that it may be so transported, or

(b) in an emergency.

2.10 No breeding bitch may be transported later than 54 days after the date of successful mating except to a veterinarian.

Guidance

- Breeders must make reasonable effort for the veterinarian to visit the premises rather than transport the bitch.

Condition

2.11 No breeding bitch may be transported earlier than 48 hours after whelping except to a veterinarian where it is not otherwise practicable or appropriate for that person to attend to the bitch.

Guidance

- Breeders must make reasonable effort for the veterinarian to visit the premises rather than transport the bitch.

Conditions

2.12 Each dog's sleeping area must be clean, comfortable, warm and free from draughts.

2.13 In this paragraph, "exercise area" means a secure area where dogs may exercise and play.

3.0 Suitable Diet

Condition

3.1 Staff must—

- (a) ensure that each puppy starts weaning as soon as it is capable of ingesting feed on its own,**
- (b) provide each breeding bitch with feed appropriate to its needs,**
- (c) provide each puppy with feed appropriate for its stage of development, and**
- (d) ensure that each puppy ingests the correct share of the feed provided.**

4.0 Monitoring of behaviour and training

Condition

4.1 The licence holder must implement and be able to demonstrate use of a documented socialisation and habituation programme for the puppies.

Guidance

- The facility must have in place an adequate programme to socialise puppies and prepare them for life in the environment in which they are going to live. Procedures must be available so that all staff know how to appropriately socialise puppies.
- Where bitches are anxious or aggressive when puppies are approached, this process must be gradual.
- Puppies must be handled regularly from shortly after birth for short periods (e.g. gently picking up and examining) to habituate them to human contact and to examine them for any sign of disease and to ensure they are feeding properly.
- Toilet training of puppies must be started before sale.
- Harsh handling or potentially painful or frightening equipment must not be used.

Condition

4.2 Each dog must be provided with toys or feeding enrichment (or both) unless advice from a veterinarian suggests otherwise.

Guidance

- Food provision can be used to enhance enrichment, for example through the use of devices increasing the time and effort taken to access food (e.g. puzzle feeders, activity balls, stuffed rubber toys)

- Where dogs are kept in pairs or larger groups, more devices must be available than the number of dogs and use must be supervised carefully to identify where adverse behaviour occurs.
- Dogs which show adverse behaviour associated with feeding, or when provided with food based enrichment, must be separated from other dogs prior to feeding.

Condition

4.3 Except in the circumstances mentioned in sub-paragraph (4), all adult dogs must be exercised at least twice daily away from their sleeping area.

Guidance

- There are various options for exercise – a secure exercise space, or on-lead walk.
- Pregnant and lactating bitches will require frequent opportunity to toilet with short gentle exercise. Consideration must be given to bitches within 48 hours of birth to access short toilet breaks

Condition

4.4 Where a veterinarian has advised against exercising a dog, the dog must be provided with alternative forms of mental stimulation.

Guidance

- Walks must be replaced with two extra periods of human interaction during the day using grooming or toys/play. Toys will ideally be on a rotation so that their preferences for different toys can be established, and to minimise stress.

Condition

4.5 Any equipment that a dog is likely to be in contact with and any toy provided must not pose a risk of pain, suffering, disease or distress to the dog and must be correctly used.

Guidance

- All toys must be inspected and cleaned where appropriate in between each usage. Damaged toys must be disposed of
- Any equipment used to walk dogs must protect the dog's welfare and must be correctly fitted and used.

5.0 Housing with or apart from other dogs

Condition

5.1 Each adult dog must be provided with opportunities for social contact with other dogs where such contact benefits the dogs' welfare.

Guidance

- Dogs must not be kept separate from other dogs where possible. Mothers and puppies, must be kept together in a kennel area of sufficient size for their sole occupancy, with a divider that allows the mother space away from the puppies.
- Suitable facilities must be available to securely separate male dogs from bitches in season to avoid frustration.

Conditions

5.2 Each adult dog must be given suitable and adequate opportunities to become habituated to handling by people.

5.3 Procedures must be in place for dealing with dogs that show abnormal behaviour.

Guidance

- This will include people competent in understanding and handling difficult dogs and the use of appropriate equipment. Professional advice must be sought as necessary and such advice applied.

Condition

5.4 There must be an area within each sleeping area in which dogs can avoid seeing people and other dogs outside the sleeping area if they so choose.

Guidance

- The design and layout of kennels must allow dogs to be able to control their visual access to surroundings and dogs in other kennels. It must also minimise the number of dogs that staff disturb when removing any individual dog and ensure the safety of staff when passing other dogs.
- There must be facility for a dog to be able to hide to avoid visual contact with other dogs

6.0 Protection from pain, suffering, injury and disease

Conditions

6.1 All dogs for sale must be in good health.

6.2 Any dog 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 it has recovered.

6.3 The licence holder must ensure that no bitch—

(a) is mated if aged less than 12 months;

(b) gives birth to more than one litter of puppies in a 12 month period;

(c) gives birth to more than six litters of puppies in total;

(d) is mated if she has had two litters delivered by caesarean section.

Guidance

- Mating must not begin until the appropriate time after the previous mating.
- Breeders must not permit mating of any bitch beyond her sixth litter.

Higher standards

- All bitches must be at least 18 months old before they are used for mating.
- A bitch must not be mated if she is 8 years of age or older.
- A bitch must not give birth to more than four litters of puppies in total.
- A bitch must not be bred from if they have had one caesarean.

Conditions

6.4 The licence holder must ensure that each puppy is microchipped and registered to the licence holder before it is sold.

Guidance

- It is the responsibility of the breeder to get the dog microchipped by a suitably qualified professional, as it must be done by eight weeks after birth and it is not possible to rehome before eight weeks. Any health exemptions must be supported by a veterinary certificate. The details must be recorded on a compliant database.
- The breeder must be registered as the first keeper.

Higher standard

- The licence holder must ensure that the microchipping database is amended with the puppy buyer's details.

Condition

6.5 No dog may be kept for breeding if it can reasonably be expected, on the basis of its genotype, phenotype or state of health that breeding from it could have a detrimental effect on its health or welfare or the health or welfare of its offspring.

Guidance

- Licence holders must take all reasonable steps to ensure that the dogs are of good physical and genetic health, of acceptable temperament and fit for function (e.g. be able to see, breathe normally, and be physically fit and able to exercise freely). Licence holders must be aware of any health risks that may be specific to that type or breed. Where appropriate veterinary advice on the suitability of an animal for breeding must be sought.
- Dogs that have required surgery to rectify an exaggerated conformation that has caused adverse welfare, or require lifelong medication, must not be bred from.
- Bitches that have had two litters delivered by caesarean section must not be bred from.
- The prospective purchaser must be provided with written guidance on any relevant conformation issues and how to manage them in the relevant literature handed over with each sale.
- Licence holders must not breed from stock which shows fear or aggression.

Higher standards

- Licence holders must test all breeding stock for hereditary disease using the accepted and scientifically validated health screening schemes relevant to their breed or type, and must carefully evaluate any test results as well as follow any breeding advice issued under each scheme, prior to breeding. No mating must take place if the test results indicate that it would be inadvisable in the sense that it is likely to produce health or welfare problems in the offspring and/or it is inadvisable in the context of a relevant breeding strategy.
- No bitch will be intentionally mated when the Coefficient of Inbreeding of the puppies would exceed the breed average or 12.5% if no breed average exists as measured from a minimum five generation pedigree.

- [Surgery to correct exaggerated conformation must be reported to the appropriate organisation.](#)

Condition

6.6 The health, safety and welfare of each dog must be checked at the start and end of every day and at least every four hours during the daytime.

Guidance

- All dogs must be observed regularly throughout the day. The licence holder or responsible person must visit the dogs at regular intervals (of no more than 4 hours apart during the working day e.g. starting at 8am, until 6pm), or as necessary for the individual health, safety and welfare of each dog.

Condition

6.7 Breeding bitches must be adequately supervised during whelping and the licence holder must keep a record of—

- (a) the date and time of birth of each puppy,**
- (b) each puppy's sex, colour and weight,**
- (c) placentae passed,**
- (d) the number of puppies in the litter, and**
- (e) any other significant events.**

Guidance

- Puppies must be checked for birth defects and medical conditions and the buyer made aware of such.

Higher standard

- [The puppy must be checked by a veterinarian before sale with proof of such held and available to the puppy buyer.](#)

Condition

6.8 The licence holder must keep a record of each puppy sale including—

- (a) the microchip number of the puppy,**
- (b) the date of the sale, and**
- (c) the age of the puppy on that date.**

Higher standard

- [A puppy contract must be used, which must include undertakings and warranties around health, vaccinations and socialisation carried out by the seller prior to sale, and also make clear the responsibilities of the buyer relative to the dog. This must then give both parties confidence that a transaction has taken place in good faith.](#)

Conditions

6.9 The licence holder must keep a record of the following in relation to each breeding dog—

- (a) its name,**
- (b) its sex,**
- (c) its microchip and database details,**

- (d) its date of birth,
- (e) the postal address where it normally resides,
- (f) its breed or type,
- (g) its description,
- (h) date or dates of any matings, whether or not successful,
- (i) details of its biological mother and biological father,
- (j) details of any veterinary treatment it has received, and
- (k) the date and cause of its death (where applicable).

6.10 In addition to the matters mentioned in sub-paragraph (7), the licence holder must keep a record of the following in relation to each breeding bitch—

- (a) the number of matings,
- (b) its age at the time of each mating,
- (c) the number of its litters,
- (d) the date or dates on which it has given birth, and
- (e) the number of caesarean sections it has had, if any.

6.11 Unless the licence holder keeps the dog as a pet, the licence holder must make arrangements for any dog no longer required for breeding to be appropriately rehomed.

Guidance

- Breeders have a responsibility to care for their animals appropriately, and must be able to document how both puppies that do not sell, or bitches and dogs that are no longer able to breed are cared for or rehomed.
- If any animal is deemed unsuitable for breeding, and the owner of the animal is unwilling or unable to keep it as a domestic pet, then they must be rehomed to an appropriate environment.
- The decision to proceed with euthanasia must only be taken for health or behaviour reasons, by someone suitably medically and / or behaviourally qualified to make that decision such as their veterinarian.

Condition

6.12 A preventative healthcare plan agreed with the veterinarian with whom the licence holder has registered under paragraph 9(8) of Schedule 2 must be implemented.

Guidance

- The establishment's appointed veterinarian must be consulted and a written health plan provided including vaccination, internal and external parasite control, monitoring of weight and body condition score.

Conditions

6.13 The licence holder must keep a record of any preventative or curative healthcare (or both) given to each dog.

6.14 Where any other activity involving animals is undertaken on the premises, it must be kept entirely separate from the area where the activity of breeding dogs takes place.

Guidance

- Other activities involving animals must be undertaken in a separate building.

Higher Standards

For each activity, a number of higher standards have been agreed. Meeting the higher standards is optional but is the only way to gain a higher star rating. The higher standards are classified in to two types: **required** and **optional** and are outlined in the relevant guidance documents for the activity in question. To distinguish required standards from optional ones they have each been given a specific colour which is used in each guidance document. **Higher standards that appear in blue text are required**, whereas **those that appear in red text are optional**. To qualify as meeting the higher standards, the business needs to achieve all of the required higher standards as well as a minimum of 50% of the optional higher standards. During an inspection, the inspector should assess whether or not the business meets the required number of higher standards.

Required

- Staffing levels will be 1 full-time equivalent attendant per 10 adult dogs kept.
- All individual dogs must be inspected at least once at an appropriate interval during the out of hours period (e.g. 1800-0800).
- Dogs must be provided with a design and layout that provides them with choice beyond minimum enrichment requirements. This can be achieved by, for example, inclusion of raised platforms or more than one room.
- Dogs must be fed twice a day with a feeding plan for each dog balancing feeding with food enrichment such as use of scatter feeders. Inspector must see the enrichment tools and plan for each dog.
- A minimum of a weeks supply of the puppies' current diet must be included when they go to their new home.
- There must a clear plan setting out two walks per dog each working day for a minimum of 20 minutes each or two sessions of access to a secure open area. There must be an alternative form of enrichment planned for dogs which cannot be exercised for veterinary reasons
- A competent person must be on site at all times.
- The breeder will ensure all breeding stock or puppies are recorded in the UK with a registration organisation compliant with BSI 9001 which must make available record of parent or lineage including coefficient of inbreeding and record of health screening test results.
- All bitches must be at least 18 months old before they are used for mating.
- A bitch must not be mated if she is 8 years of age or older.
- A bitch must not give birth to more than four litters of puppies in total.
- A bitch must not be bred from if they have had one caesarean.
- Licence holders must test all breeding stock for hereditary disease using the accepted and scientifically validated health screening schemes relevant to their breed or type, and must carefully evaluate any test results as well as follow any breeding advice issued under each scheme, prior to breeding. No mating must take place if the test results indicate that it would be inadvisable in the sense that it is likely to produce health or welfare problems in the offspring and/or it is inadvisable in the context of a relevant breeding strategy.

- Surgery to correct exaggerated conformation must be reported to the appropriate organisation.
- The puppy must be checked by a veterinarian before sale with proof of such held and available to the puppy buyer.
- A puppy contract must be used, which must include undertakings and warranties around health, vaccinations and socialisation carried out by the seller prior to sale, and also make clear the responsibilities of the buyer relative to the dog. This must then give both parties confidence that a transaction has taken place in good faith.

Optional

- Where there are staff employed at least one must have an OFQUAL regulated Level 3 qualification in a relevant subject and must be present during the working day.
- A suitably qualified behaviour expert must be appointed in relation to the licensable activity and active engagement recorded.
- Ventilation must be a managed, fixed or portable, air system to ensure appropriate temperatures are maintained in all weathers. This can be an air conditioning unit or use of removable fans.
- A noise management plan must be in place e.g. physical barriers, sound absorbing materials, positive reinforcement training to keep barking down, kennel design to prevent noise generation with demonstration of effectiveness.
- The breeder must give all details of the sire to the buyer including date of birth, microchip number, registration body if applicable and details of any inherited diseases to which the father's breed is prone and any screening tests or surgery to amend confirmation the father received.
- The breeder must give all details of the bitch to the buyer including date of birth, microchip number, registration body if applicable and details of any inherited diseases to which the bitch's breed is prone and any screening tests or surgery to amend conformation that the bitch received.
- The licence holder must ensure that the microchipping database is amended with the puppy buyer's details.
- No bitch will be intentionally mated when the Coefficient of Inbreeding of the puppies would exceed the breed average or 12.5% if no breed average exists as measured from a minimum five generation pedigree.



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Department
for Environment
Food & Rural Affairs

**The Animal Welfare (Licensing of Activities
Involving Animals) (England) Regulations 2018**
**Guidance notes for conditions for providing boarding in
kennels for dogs**
October 2018

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Introduction

1. This guidance is aimed at local authority inspectors in England and should be read in conjunction with the Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018 (SI No.486)⁽¹⁾. Guidance documents are available for each licensable activity under the regulations: dog breeding, pet selling, hiring out horses, boarding for dogs, boarding for cats, home boarding for dogs, dog day care and keeping or training animals for exhibition. There is also Procedural Guidance on the general issues that apply to all activities including on how to assess the star rating of establishments.

What is in and out of the scope: Providing boarding in kennels for dogs

2. Schedule 1 of the Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018 (“the regulations”) defines the licensable activities for each sector. In all cases except dog breeding, the licensable activity is restricted to businesses or those operating on a commercial basis.

Business Test

3. The Regulations specify two example business tests to be considered when determining whether an activity is considered commercial, and thus within scope. They are not the exclusive factors to be considered but are examples and other factors, such as those listed in the nine badges of trade set out by HMRC, are also relevant. The regulations include the following on this issue:
4. The circumstances which a local authority must take into account in determining whether an activity is being carried on in the course of a business for the purposes of this Schedule include, for example, whether the operator—
 - (a) makes any sale by, or otherwise carries on, the activity with a view to making a profit, or
 - (b) earns any commission or fee from the activity.
5. This guidance is intended to assist inspectors in determining whether or not an activity may be subject to the regulations noting that ultimately there will be an element of judgement required.
6. Set out below are examples of the type of activity that should or should not be considered within the scope of the regulations and the indicators that should be considered when deciding whether a licence is required.
7. Local authority inspectors should take account of all elements of the advice below and weigh them against each other before reaching a decision as to whether an activity falls within scope of the regulations.

Providing or arranging for the provision of boarding for cats or dogs: definition in Schedule 1 of the regulations

“4. Providing or arranging for the provision of accommodation for other people’s cats or dogs in the course of a business on any premises where the provision of that accommodation is a purpose of the business.

(1) [Animal Welfare \(Licensing of Activities Involving Animals\) \(England\) Regulations 2018](#)

5. The activity described in paragraph 4 does not include keeping a dog or cat on any premises pursuant to a requirement imposed under, or having effect by virtue of, the Animal Health Act 1981⁽²⁾.”

In scope criteria

Activities that fulfil one or more of the following criteria are subject to licensing:

1. Businesses which provide accommodation for other people’s cats and dogs, where the provision of that accommodation is part or solely the activity of the business.
2. Businesses which arrange for the provision of accommodation for other people’s cat and dogs, for example, businesses which connect pet owners with people willing to look after their animals for no fee (just minor expenses). The accommodation provided in these circumstances must meet the conditions in Schedules 2 and 4, and it is the responsibility of the business to ensure that this is the case. The local authority needs to be satisfied that the conditions are met in all of the accommodation provided. The business must provide (and keep updated) a list of their associated premises. This applies regardless of whether the business is arranging for dog boarding in kennels, cat boarding, home boarding or dog day care.

Out of scope criteria

Activities that fulfil one or more of the following criteria are not subject to licensing:

1. Businesses where accommodation is provided for other people’s cats and dogs, but where the provision of that accommodation is not the purpose of that business, for example, veterinary practices where the accommodation provided is part of the treatment of the animal.
2. Businesses that provide day care for dogs and do not keep them overnight (these are under the scope of dog day care facilities).

Guideline indicators of “out of scope” activities

The following may assist consideration of the criteria listed above:

- The Government announced in Budget 2016 a new allowance of £1,000 for trading income from April 2017. Anyone falling under this threshold would not need to be considered in the context of determining whether they are a business.

(2) [Animal Health Act 1981](#)

Overview of the conditions and explanatory guidance

1. This document outlines the conditions that must be complied with in order to receive an animal activities licence for the activity of providing boarding for dogs. The conditions set out in schedules to the regulations are given in bold throughout this document, whilst the explanatory guidance notes are provided as bullet points.
2. In order to receive a licence a business will need to meet all of the minimum standards outlined in this document. In addition, businesses are encouraged to apply higher standards. A business that meets the higher standards will be able to gain a 4 or 5 star rating in the Animals Activity Star Rating System and will qualify for a longer licence (e.g. two or three years as opposed to a one-year licence) and thereby pay a lower licence fee.
3. Whilst applying the higher standards is optional, certain standards are required in order to attract the higher star ratings. To distinguish required higher standards from optional ones they have each been given a specific colour which is used in each guidance document. Higher standards that appear in **blue** text are required in order for a business to be classed as high standard, whereas those that appear in **red** text are optional. See the Procedural Guidance for a full explanation of the Animals Activity Star Rating System and how it incorporates a risk assessment of the business.
4. Paragraph numbering in the following parts of this guidance document relate to the numbering of the conditions in the relevant Schedules of the regulations.

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

1.0 Licence Display

Condition (paragraph numbers relate to the numbering in the Regulations)

1.1 A copy of the licence must be clearly and prominently displayed on any premises used for the licensable activity.

Guidance

- The licence must be displayed in a public-facing area of the premises such as the entrance or reception area.

Condition

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

Conditions

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. Where any such records are stored in electronic form, they must be able to be readily 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.

Guidance

- Electronic records must be backed up

3.0 Use, number and type of animal

Condition

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.

Guidance

- This licence applies only to the boarding of dogs. However, if there are welfare concerns relating to other animals then the inspector should inform either the relevant person in the Local Authority, the Police or suitable animal welfare organisation as appropriate.

Condition

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.

Guidance

- The licence conditions must clearly state the numbers of dogs permitted at the premises used for the activity. Undeclared breach of this number can invalidate the licence, especially if not reflected in increased staffing levels.
- This figure must include any dogs kept within the licensed kennels which are not present for boarding.

4.0 Staffing

Condition

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.

Guidance

- Where there is evidence that the welfare needs of the animals are not being met, the inspector should consider if the staffing levels are appropriate. The inspector should take into account:
 - The size of premises
 - The layout of the premises i.e. how many dogs may be permitted in each separate area
 - The type of dog e.g. breed, age, health status and needs
 - The qualifications / experience of the staff
 - Additional services offered by the establishment
 - Use of part-time or voluntary staff
- As a guide, the ratio of staff to dogs in established businesses will be around 1:25.

Higher Standard

- Staffing levels will be up to 1 full-time equivalent attendant per 15 dogs kept.

Condition

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.

Guidance

- Suitable and sufficient training of staff must be demonstrated to have been carried out in the following areas:
 - Dog welfare, including recognising poor welfare and understanding the 5 welfare needs
 - Dog handling;
 - Dog behaviour;
 - Cleanliness and hygiene;
 - Feeding and food preparation;

- Disease control;
- Recognition and first aid treatment of sick animals.
- Training must be a minimum of an OFQUAL regulated level 2 qualification in a relevant subject, or clear evidence of knowledge and experience.

Higher Standard

- **A member of staff with a relevant OFQUAL regulated Level 3 qualification must be present during the working day.**

Condition

4.3 The licence holder must provide and ensure the implementation of a written training policy for all staff.

Guidance

- The training policy must be reviewed and updated on an annual basis and must include:
 - 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.
- It will be applicable to any members of staff and can be shown by engagement with courses, written or online learning, keeping up to date with any research or developments for specific species and the documentation of the annual appraisal.
- Evidence of staff attendance or completion of the training must be provided

5.0 Suitable Environment

Condition

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.

Guidance

- Timber, if used, must be of good quality, well-kept and any damaged areas sealed or over clad. Wood must be smooth and treated and properly maintained to render it impervious.
- Interior surfaces, including floors, must be smooth, impervious and able to be disinfected, where appropriate. Floors must have a non-slip, solid surface. Junctions between sections must be coved or sealed.
- There must not be any sharp edges, projections, rough edges or other hazards which present risk of injury to a dog.
- 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 to unlock a door must be avoided.
- Access doors must not be propped open.
- All wire mesh/fencing must be strong and rigid and 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 (minimum 2mm diameter, approximately British Standard 14 gauge) with spacing adequate to prevent dogs escaping or becoming entrapped.
- Gaps or apertures must be small enough to prevent a dog's head passing through, or entrapment of any limb or body parts. To protect against entrapment any such gaps must prevent the passage of a 50mm sphere, or smaller if appropriate.
- Unit doors should open inwards to protect the health and safety of attending staff. Where this is not feasible there must be a documented procedure in place to demonstrate the safety of staff.
- Door openings must be constructed such that the passage of water/waste is not impeded, or allowed to gather due to inaccessibility.
- Drainage must be effective to ensure there is no standing or pooling of liquids. A minimum gradient of 1:80 is advised to allow water to run off. Waste water must not run off into adjacent pens/dog units.
- Drainage channels should be provided so that urine is not allowed to pass over walk areas in corridors and communal access areas. There must be no access to the drainage channels by the dogs housed in the dog units. Alternative means of removing excess liquid are permissible.
- Any drain covers in areas where dogs have access must be designed and located to prevent toes/claws from being caught.
- For kennels where there are facing dog units accessed by an indoor corridor, the corridor must be at least 1.2 m wide. If this is not feasible, demonstrable measures must be in place to protect the safety of staff e.g. routes taken to remove dogs from kennel units and where dogs are placed within the establishment.
- Kennels and runs must open onto secure corridors or other secure areas so that dogs are not able to escape from the premises. These corridors / areas must not be used as an exercise area.
- Each unit should have minimum headroom height of 1.8m and be designed to allow staff to access dogs and clean all parts of the unit safely. Where this is not feasible there must be a documented procedure in place to demonstrate the safety of staff.
- Exercise areas for common use must be suitably drained. Surface pooling of water must not occur and land drainage must be provided where necessary if normal site drainage is inadequate.
- Where artificial turf is used in outside areas, it must be maintained in good repair to avoid ingestion hazards.

Higher Standard

- Dogs must be provided with a design and layout that provides them with choice. Separate areas for different activities must be provided. This can be achieved by, for example, inclusion of raised platforms.

Condition

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.**

Guidance

- Dogs must not be restricted to areas when climatic conditions may cause them distress. Insulation and temperature regulation in the kennels must aim to keep the ambient temperature in the sleeping area above an absolute minimum of 10 degrees.
- Dogs must be monitored to check if they are too hot or too cold. If an individual dog is showing signs of heat or cold intolerance steps must be taken to ensure the welfare of the dog.
- A dog must be able to remove itself from a direct source of heat.
- Dogs, particularly puppies, may be adversely affected by the sound of other barking dogs. Dogs under seven months of age must be located in the quietest part of the kennel establishment.
- Dogs must not be exposed to draughts
- Ventilation must be provided to all interior areas to avoid excess humidity
- Excessive noise must be avoided.

Higher Standard

- **Ventilation must be a managed, fixed or portable, air system to ensure appropriate temperatures are maintained in all weathers. This can be an air conditioning unit or use of removable fans.**
- **A noise management plan must be in place e.g. physical barriers, sound absorbing build structure, positive reinforcement training to keep barking down, kennel design to prevent noise generation with demonstration of effectiveness.**

Condition

5.3 Staff must ensure that the animals are kept clean and comfortable

Guidance

- The licence holder and staff should ensure that dogs benefit from adequate routine grooming and other health regimes as needed and agreed with the owner e.g. cleaning of eyes or keeping long fur from matting. This must include attention to coat, teeth, ears and nails and inspection for parasites.
- Each occupied kennel must be cleaned daily at a minimum.
- Dogs must be removed from the area whilst it is being cleaned.

Condition

5.4 Where appropriate for the species, a toileting area and opportunities for toileting must be provided.

Guidance

- There must be direct and continuous access to a run for toileting or the dog must be taken out of the kennel unit to toilet at least 4 times at intervals throughout the day.

Condition

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.

Guidance

- Kennels, including outside runs, must be inspected daily and kept in a clean condition, in accordance with the documented cleaning and disinfection procedure.
- Kennels must be disinfected at least once a week and at occupancy change.
- Faeces must be removed from all areas as often as necessary and in any case a minimum of twice a day.

Condition

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.

Guidance

- The licence holder must demonstrate that a suitable vehicle is available to transport dogs or, where a vehicle is not provided, a contingency plan in place for emergency transport.
- Transport must be in accordance with existing legal requirements.
- Dogs must be suitably restrained using a dog crate, dog guard or transport harness. Dog crates must be of adequate size, designed to provide good ventilation and firmly secured, out of direct sunlight and away from heating vents.
- Vehicles must be cleaned and disinfected after each collection / delivery.
- Leaving dogs in vehicles must be minimalised and dogs must never be left unattended in a car or other vehicle where the temperature may pose a risk to the animal.
- If transporting dogs by road, sufficient breaks must be offered for water and the chance to go to the toilet.

Condition

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.

Guidance

- Where practicable this must be natural light, but artificial light must be available. Where artificial lighting is used, this must be within a range of 10 to 12 hours daily.

- Lights must be turned off to provide a period of darkness overnight.

Condition

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.

Guidance

- There must be multiples of all resources (food, water bowls and sleeping areas), equal or greater than the number of dogs in the unit. Dogs must be carefully monitored, especially at feeding times.

Condition

5.9 The animals must not be left unattended in any situation or for any period likely to cause them distress.

Guidance

- All dogs must be observed regularly throughout the day. The licence holder or responsible person must visit the dogs at regular intervals (of no more than 4 hours apart during the working day e.g. starting at 0800, until 1800), or as necessary for the individual health, safety and welfare of each dog.

Higher standard

- All individual dogs must be inspected at least once at an appropriate interval during the out of hours period (e.g. 1800-0800).

6.0 Suitable Diet

Condition

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.

Guidance

- Adult dogs must be fed at least once per day and in accordance with the individual dog's needs. Dogs must be fed a complete diet appropriate to their age, breed, activity level and stage in the breeding cycle.
- The diet must be in agreement with the dog's owner and if there are concerns about an individual dog's diet, the owners must be told and veterinary advice sought.

Condition

6.2 Feed and (where appropriate) water intake must be monitored, and any problems recorded and addressed.

Guidance

- Dogs must be monitored if they remain inappetent (without appetite) for longer than 24 hours and if there are concerns, veterinary advice must be sought.
- Water intake must be checked and veterinary advice sought if dog is not drinking or is drinking excessively.
- Dogs displaying significant weight loss/gain must be evaluated by a veterinarian and treated as necessary.

- Veterinary advice must be followed if feeding debilitated, underweight or ill dogs, or those with specific dietary requirements

Condition

6.3 Feed and drinking water provided to the animals must be unspoilt and free from contamination.

Guidance

- Dry feed must not be left out for more than 24 hours. When wet feed is fed it must be removed before the next feeding time.
- Refrigeration facilities for feed storage must be provided.
- Feed must be stored away from risk of vermin and in appropriately cool and dry places.

Condition

6.4 Feed and drinking receptacles must be capable of being cleaned and disinfected, or disposable.

Guidance

- Receptacles must be non-porous.
- Receptacles must be cleaned daily and disinfected at least once a week and between dogs. If damaged they must be disposed of.

Condition

6.5 Constant access to fresh, clean drinking water must be provided in a suitable receptacle for the species that requires it.

Guidance

- Fresh water must be provided daily in a clean container and changed or refreshed as often as necessary.
- At least one water bowl must be provided per adult dog.

Condition

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.

Guidance

- In establishments where staff are employed, a separate hand wash basin with an adequate supply of hot and cold water must be provided for them to wash their hands.
- This must be connected to a suitable drainage system.
- Soap and hygienic hand drying facilities must also be available.

7.0 Monitoring of behaviour and training of animals

Condition

7.1 Active and effective environmental enrichment must be provided to the animals in inside and any outside environments.

Guidance

- A documented programme must be available setting out enrichment both inside and outside including grooming, socialisation and play. All dogs must receive appropriate toys and / or feeding enrichment unless veterinary advice suggests otherwise. Items must be checked daily to ensure they remain safe and must not be left with an unsupervised dog.

Condition

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.

Guidance

- Opportunities to exercise must involve at least one walk every day or access to a secure open space away from their kennel unit. Consideration must be given to life stage, physical and mental health and breed when planning daily exercise.
- Informed written consent from owners must be obtained to enable a dog to be walked outside the facility. Dogs exercised outside the premises must be kept on a lead at all times. No more than four dogs must be walked at the same time.
- Dogs must be monitored whilst in outdoor exercise areas. Outdoor exercise areas must be safe and free from hazards which may cause injury.
- Dogs from different households must not be mixed, including in exercise areas and when being walked, unless prior written consent has been obtained from the owners.
- The owner must stipulate what mixing is to take place i.e. whether it is mixing with dogs selected by the proprietor or with named dogs only.
- Exercise areas must be cleared of all potential hazards between use by different dogs. Faeces must be picked up between dogs/occupancy and at least daily.

Higher Standard

- [There must a clear plan setting out two walks per dog each day for a minimum of 20 minutes each or two sessions of access to a secure open area away from the kennel unit.](#)

Condition

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.

Guidance

- The behaviour of individual dogs must be monitored daily and changes in behaviour and/or behaviours indicative of suffering, stress, fear, aggression and anxiety must be recorded and acted upon. All staff must be able to identify dogs that are anxious or fearful about contact.
- Advice must be obtained where necessary from a suitably qualified clinical animal behaviourist.
- Dogs likely to, or showing, signs of being nervous or stressed must be located in a suitable part of the establishment, bearing in mind their individual disposition. This

could include: elderly dogs; nervous dogs; dogs on some medications. Where a dog shows signs of being nervous, stressed or fearful, steps must be taken to address this.

Condition

7.4 Where used, training methods or equipment must not cause pain, suffering or injury.

Guidance

- Training must be reward based (i.e. reward desired behaviour and ignore unwanted behaviour).

Condition

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.

Guidance

- Documented processes must be in place to accommodate the needs of dogs under one year of age.

8.0 Animal Handling and Interactions

Condition

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.

Guidance

- Dogs must always be handled humanely and appropriately to suit the requirements of the individual dog and to minimise fear, stress, pain and distress. Dogs must never be punished so that they are frightened or exhibit aversive behaviour.
- People must have the competence to handle dogs correctly. A protocol must be in place for dealing with difficult dogs, to include members of staff appropriately trained in dog handling and the use of appropriate equipment. They must also have the ability to recognise and act upon undesirable behaviours, and those dogs that are anxious or fearful.
- A suitable range of muzzles of varying sizes and a suitable dog catching device must be kept on site.

Condition

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.

Guidance

- Only dogs from the same household may share a kennel unit. Where dogs share a unit, the owner's written authorisation must be obtained and dogs must be

monitored. Consent from the owner must also include authority for separating dogs, should problems arise.

Condition

8.3 The animals must have at least daily opportunities to interact with people where such interaction benefits their welfare.

9.0 Protection from Pain, Suffering, Injury and Disease

Condition

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.

Guidance

- The procedures must demonstrate how the conditions outlined in this guidance are met.

Conditions

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.

Guidance

- Provision must be made for the isolation of sick/injured/infectious animals and those that might reasonably be expected to be carrying serious infectious diseases.
- Where isolation facilities are provided by the attending veterinary practice, a letter must be provided by the practice stating that they are prepared to provide such facilities. If not the stated isolation protocols must be followed.
- Dogs showing signs of infectious disease must not be allowed in any shared outside exercise area.
- Protective clothing and footwear must be worn when handling dogs in the isolation facility, and sanitation protocols adhered to. Whilst in use, the clothing must be kept in the isolation unit and not be removed other than for cleaning and disinfection. Any dogs in the isolation facility must be checked regularly and unless a separate person is caring for them, they must be visited after the other dogs.
- Separate feeding and water bowls, bedding and cleaning utensils must be stored in the isolation unit ready for immediate use.

Condition

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.

Guidance

- An up-to-date veterinary vaccination record must be seen to ensure that dogs have current vaccinations against canine parvovirus, canine distemper, canine adenovirus/infectious canine hepatitis, leptospirosis and other relevant diseases. Vaccination against diseases such as kennel cough (*Bordetella bronchiseptica*/Canine parainfluenza virus) may be required by the establishment.
- Certification from a veterinarian of a recent protective titre test may be accepted instead of a booster vaccination as required by the establishment. The certificate must state that it is valid for the current period. It is the decision of the kennel proprietor whether to accept such a certificate.
- Primary vaccination courses must be completed at least 2 weeks before boarding.
- Vaccines used must be licenced for use in the UK. Homoeopathic vaccination is not acceptable.
- If there is evidence of external parasites (fleas, ticks, lice) the dog must be treated with a product authorised by the Veterinary Medicines Directorate (VMD) and licensed for use in the UK. Treatment must be discussed with a veterinarian before administration. Consent from the owner is required.

Condition

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.

Guidance

- This must be in a clearly-marked bin which is emptied either daily or when full, whichever is the sooner. Excreta must be removed in accordance with the documented cleaning and disinfection procedure.
- Storage of excreta must be away from areas where animals or food are kept.

Conditions

9.6 Sick or injured animals must receive prompt attention from a veterinarian or, in the case of fish, an appropriately competent person. The advice of that veterinarian or, in the case of fish, that competent person must be followed.

9.7 Where necessary, animals must receive preventative treatment by an appropriately competent person.

Guidance

- Any preventive treatment must be administered with consent from the owner and under the direction of a veterinarian.

Condition

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.

Guidance

- The name, address and telephone contact number, including out of hours provision, of the veterinarian used by the establishment must be displayed in a prominent place, close to the telephone and accessible to all members of staff. The veterinary practice must be in a reasonable travel distance.
- Written consent between the dog owner and licence holder must be obtained with regards to which veterinarian is to be used when dog is first placed with licence holder.

Condition

9.9 Prescribed medicines must be stored safely and securely in a locked cupboard, at the correct temperature, and used in accordance with the instructions of the veterinarian.

Guidance

- All courses must be completed to the specifications given by the veterinarian.
- Any unused medications must be returned to the owner, nominated contact or prescribing vet.
- A fridge must be available to store medicines which require being kept at certain low temperatures.

Conditions

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.

Guidance

- The choice of cleaning and disinfectant products must be based on suitability, safety, compatibility and effectiveness. Disinfectant products must be virucidal as well as bacteriocidal.
- Cleaning and disinfection products must be used in accordance with the manufacturer's instructions.
- 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 kennels.
- Standing water must not be allowed to accumulate due to the possibility of pathogens residing in these moist environments.
- Grooming equipment must be kept clean and in a good state of repair. If provided by the owner, it must only be used on that dog and must be sent home with the dog.
- Toys must be cleaned and disinfected between uses for different dogs, disposed of, or returned to the dog's owner (if they came in with the dog).
- Kennels of long stay dogs must undergo periodical thorough cleaning, disinfection and drying.

Condition

- 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.**

Guidance

- Only a veterinarian may euthanase a dog.
- Euthanasia must be humane and effective.
- The licence holder must keep a record of all euthanasia and the identity of the qualified veterinarian that carried it out. The owner or designated main point of contact must be contacted to give consent. Unless imperative for the welfare of the dog, euthanasia must not take place until consent is given.

Condition

- 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.**

Guidance

- Presence or absence of faeces and urine must be monitored daily. Any abnormalities in excreta must be recorded and acted upon as appropriate.
- Dogs must be handled at least twice daily as part of their care and enrichment regime, unless handling them would pose a risk to kennel employees or cause stress to the dogs.

10.0 Emergencies

Condition

- 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.**

Guidance

- Entrances and fire exits must be clear of obstructions at all times.
- Suitable firefighting, prevention and detection equipment must be provided and maintained in good working order. Any buildings must have at least one working smoke detector (or other suitable fire detection system) installed in a suitable location on each separate level / floor of the property and there must be at least one carbon monoxide detector.

- An emergency drill programme must be in place with annual testing, or as determined by fire risk assessments. All new members of staff must have this as part of their induction programme.
- There must be a plan for accommodation of the dogs should the premises become uninhabitable.
- There must be a documented policy in place for dealing with emergencies, including extremes of temperature and weather conditions (both hot and cold).
- All electrical installations must be installed by appropriately qualified persons and maintained in a safe condition; and sited such that they do not present a risk.
- All equipment must be maintained in a good state of repair and serviced according to manufacturer's guidelines.

Conditions

- 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.**

Guidance

- In a non-domestic setting, an emergency contact name / number must be displayed on the outside of the premises.
- A reasonable distance would, in normal conditions, be interpreted as no more than 30 minutes travelling time.

Higher Standard

- [A member of staff must be on site at all times](#)

Part B – Specific conditions: Providing boarding in kennels for dogs (Schedule 4, Part 2 of the Regulations)

7.0 Suitable Environment

Conditions

- 7.1 Dogs within the premises to which the licence relates must be prevented from coming into contact with other animals from outside the premises.
- 7.2 In each kennel unit, the sleeping area must—
- (a) be free from draughts;
 - (b) provide the dog with sufficient space to—
 - (i) sit and stand at full height,
 - (ii) lie down fully stretched-out,
 - (iii) wag its tail,
 - (iv) walk, and
 - (v) turn around,without touching another dog or the walls;
 - (c) have a floor area which is at least twice the area required for the dog in it to lie flat; and
 - (d) if built after the date on which these Regulations come into force, have a floor area of at least 1.9 square metres.

Guidance

- 7.2(d) applies to new builds and extensions. It does not apply to kennels rebuilding on an existing footprint. It is expected that many new boarding establishments will be significantly larger than the minimum sizes currently provided.

Higher Standard

- The sleeping area must be at least 2.85m².

7.3 Each kennel unit must be clearly numbered and there must be a system in place which ensures that relevant information about the dog or dogs in each kennel unit is available to all staff and any inspector.

7.4 Each dog must have constant access to its sleeping area.

Guidance

- There must be a clean resting place to provide comfort and warmth which is situated out of draughts.
- All beds and bedding areas must be kept clean, dry and parasite free.
- Bedding must be made of a material that is easy to wash/disinfect, or is disposable.
- Bedding must be changed, cleaned and disinfected between dogs.
- A dog must not be left without bedding. Soft bedding materials must be provided and adapted if necessary for old, young or infirm dogs to help regulate their body

temperature. If a dog chews or destroys its bedding, it must be replaced with an alternative.

Conditions

7.5 Each dog must have a clean, comfortable and warm area within its sleeping area where it can rest and sleep

7.6 Each exercise run must have a single, safe, secure, waterproof roof over a minimum of half its total area.

Guidance

- A dog must have constant access to its exercise run during the daytime.
- The roofing material must be of a material (ideally translucent) capable of filtering UV light and providing shade. A run must not be used as the primary sleeping / bedding area.

Condition

7.7 Where a dog poses a health or welfare risk to other dogs, it must be kept on its own in a kennel unit. If that kennel unit adjoins another kennel unit any adjoining wall must be of full height and width so as to prevent the dog from coming into physical contact with any other dog.

Guidance

- Partition walls may be temporary as long as they are safe and robust.

Condition

7.8 Only dogs from the same household may share a kennel unit.

Guidance

- Written authorisation is required.

8.0 Monitoring of behaviour and training

Condition

8.1 Any equipment that a dog is likely to be in contact with and any toy provided must not pose a risk of pain, suffering, disease or distress to the dog and must be correctly used.

Guidance

- Items specific to a particular dog must be identified as such.

Condition

8.2 All dogs must be provided with toys or feeding enrichment (or both) unless advice from a veterinarian suggests otherwise.

Guidance

- Supervised enrichment opportunities must be offered to each dog at least daily under supervision.

Higher Standard

- [There must be a documented daily enrichment plan setting out two or more sessions per day.](#)

Conditions

- 8.3 All toys and other enrichment items must be checked daily to ensure they remain safe and must be cleaned and disinfected at least weekly.**
- 8.4 Each dog must be exercised at least once daily away from its kennel unit as appropriate for its age and health.**
- 8.5 Any dog, which on the advice of a veterinarian, cannot be exercised must be provided with alternative forms of mental stimulation.**
- 8.6 There must be an area within each kennel unit in which a dog can avoid seeing people and other dogs outside the kennel unit if it so chooses.**

Guidance

- This applies whether a dog is single, paired or group housed.

9.0 Records

Conditions

- 9.1 A register must be kept of all the dogs at the premises which must include—**
- (a) the dates of each dog's arrival and departure;**
 - (b) each dog's name, age, sex, neuter status, microchip number and a description of it or its breed;**
 - (c) the number of any dogs from the same household;**
 - (d) a record of which dogs (if any) are from the same household;**
 - (e) the name, postal address, telephone number and email address of the owner of each dog and emergency contact details;**
 - (f) in relation to each dog, the name, postal address, telephone number and email address of a local contact in an emergency;**
 - (g) the name and contact details of the dog's normal veterinarian and details of any insurance relating to the dog;**
 - (h) details of each dog's relevant medical and behavioural history, including details of any treatment administered against parasites and restrictions on exercise;**
 - (i) details of the dog's diet and related requirements;**
 - (j) consent forms;**
 - (k) a record of the date or dates of each dog's most recent vaccination, worming and flea treatments;**
 - (l) details of any medical treatment each dog is receiving.**
- 9.2 When outside the premises, each dog must wear an identity tag which includes the licence holder's name and contact details.**

10.0 Protection from pain, injury, suffering and disease

Condition

- 10.1 Where any other activity involving animals is undertaken on the premises, it must be kept entirely separate from the area where the activity of providing boarding for dogs in kennels takes place.**

Guidance

- Units housing rescue or breeding dogs must be separate. Extra precautions must be taken to prevent the spread of disease and the licence holder must be able to demonstrate how this is managed. Ideally there would be separate member of staff attending to these dogs and all equipment must be separate.

Higher Standard

- There must be separate buildings used for different activities with separate staff and separate equipment.

Conditions

10.2 A preventative healthcare plan agreed with the veterinarian with whom the licence holder has registered under paragraph 9(8) of Schedule 2 must be implemented.

10.3 A holding kennel unit must only be used in an emergency and must not be used for longer than is necessary and in any event for no longer than a total of 12 hours in any 24 hour period.

Guidance

- Holding kennels must comply with the conditions as required for main kennels. Holding kennels must be a minimum area to allow the dog to exhibit normal behaviour and dogs must be provided with a bed, food and water.

Condition

10.4 In sub-paragraph (3), “holding kennel unit” means a kennel unit, separate from any other kennel unit, in which a dog may be housed temporarily.

Higher Standards

For each activity, a number of higher standards have been agreed. Meeting the higher standards is optional but is the only way to gain a higher star rating. The higher standards are classified in to two types: **required** and **optional** and are outlined in the relevant guidance documents for the activity in question. To distinguish required standards from optional ones they have each been given a specific colour which is used in each guidance document. **Higher standards that appear in blue text are required**, whereas **those that appear in red text are optional**. To qualify as meeting the higher standards, the business needs to achieve all of the required higher standards as well as a minimum of 50% of the optional higher standards. During an inspection, the inspector should assess whether or not the business meets the required number of higher standards

Required

- Staffing levels will be up to 1 full-time equivalent attendant per 15 dogs kept.
- Dogs must be provided with a design and layout that provides them with choice. Separate areas for different activities must be provided. This can be achieved by, for example, inclusion of raised platforms.
- All individual dogs must be inspected at least once at an appropriate interval during the out of hours period (e.g. 1800-0800).
- There must a clear plan setting out two walks per dog each day for a minimum of 20 minutes each or two sessions of access to a secure open area away from the kennel unit.
- A member of staff must be on site at all times
- The sleeping area must be at least 2.85m².
- There must be a documented daily enrichment plan setting out two or more sessions per day.
- There must be separate buildings used for different activities with separate staff and separate equipment.

Optional

- A member of staff with a relevant OFQUAL regulated Level 3 qualification must be present during the working day.
- Ventilation must be a managed, fixed or portable, air system to ensure appropriate temperatures are maintained in all weathers. This can be an air conditioning unit or use of removable fans.
- A noise management plan must be in place e.g. physical barriers, sound absorbing build structure, positive reinforcement training to keep barking down, kennel design to prevent noise generation with demonstration of effectiveness.



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Department
for Environment
Food & Rural Affairs

**The Animal Welfare (Licensing of Activities
Involving Animals) (England) Regulations 2018**
**Guidance notes for conditions for providing home
boarding for dogs**
October 2018

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Introduction

1. This guidance is aimed at local authority inspectors in England and should be read in conjunction with the Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018 (SI No.486) ⁽¹⁾. Guidance documents are available for each licensable activity under the regulations: dog breeding, pet selling, hiring out horses, boarding for dogs, boarding for cats, home boarding for dogs, dog day care and keeping or training animals for exhibition. There is also Procedural Guidance on the general issues that apply to all activities including on how to assess the star rating of establishments.

What is in and out of the scope: Providing home boarding for dogs

2. Schedule 1 of the Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018 (“the regulations”) defines the licensable activities for each sector. In all cases except dog breeding, the licensable activity is restricted to businesses or those operating on a commercial basis.

Business Test

3. The Regulations specify two example business tests to be considered when determining whether an activity is considered commercial, and thus within scope. They are not the exclusive factors to be considered but are examples and other factors, such as those listed in the nine badges of trade set out by HMRC, are also relevant. The regulations include the following on this issue:
4. The circumstances which a local authority must take into account in determining whether an activity is being carried on in the course of a business for the purposes of this Schedule include, for example, whether the operator—
 - (a) makes any sale by, or otherwise carries on, the activity with a view to making a profit, or
 - (b) earns any commission or fee from the activity.
5. This guidance is intended to assist inspectors in determining whether or not an activity may be subject to the regulations noting that ultimately there will be an element of judgement required.
6. Set out below are examples of the type of activity that should or shouldn't be considered within the scope of the regulations and the indicators that should be considered when deciding whether a licence is required.
7. Local authority inspectors should take account of all elements of the advice below and weigh them against each other before reaching a decision as to whether an activity falls within scope of the regulations.

(1) [Animal Welfare \(Licensing of Activities Involving Animals\) \(England\) Regulations 2018](#)

Providing or arranging for the provision of boarding for cats or dogs: definition in Schedule 1 of the regulations

“4. Providing or arranging for the provision of accommodation for other people’s cats or dogs in the course of a business on any premises where the provision of that accommodation is a purpose of the business.”

5. The activity described in paragraph 4 does not include keeping a dog or cat on any premises pursuant to a requirement imposed under, or having effect by virtue of, the Animal Health Act 1981⁽²⁾.”

In scope criteria

Activities that fulfil one or more of the following criteria are subject to licensing:

1. Businesses which provide accommodation for other people’s cats and dogs, where the provision of that accommodation is part or solely the activity of the business.
2. Businesses which arrange for the provision of accommodation for other people’s cat and dogs, for example, businesses which connect pet owners with people willing to look after their animals for no fee (just minor expenses). The accommodation provided in these circumstances must meet the conditions in Schedule 2 and 4, and it is the responsibility of the business to ensure that this is the case. The local authority needs to be satisfied that the conditions are met in all of the accommodation provided. The business must provide (and keep updated) a list of their associated premises. This applies regardless of whether the business is arranging for dog boarding in kennels, cat boarding, home boarding or dog day care.
3. Businesses which provide overnight accommodation for dogs in a home environment. This must be inside a domestic home which is not the usual home where the animals are kept, and not in external kennel accommodation (where external kennel accommodation is used, this would fall under the scope of providing boarding in kennels for dogs).

Out of scope criteria

Activities that fulfil one or more of the following criteria are not subject to licensing:

1. Businesses where accommodation is provided for other people’s cats and dogs, but where the provision of that accommodation is not the purpose of that business, for example, veterinary practices where the accommodation provided is part of the treatment of the animal.
2. Businesses that only provide day care for dogs and do not keep them overnight (these are under the scope of providing day care for dogs).
3. Businesses that look after the dog within its normal place of residence (i.e. dog sitters).

(2) [Animal Health Act 1981](#)

Guideline indicators of “out of scope” activities

The following may assist consideration of the criteria listed above:

- The Government announced in Budget 2016 a new allowance of £1,000 for trading income from April 2017. Anyone falling under this threshold would not need to be considered in the context of determining whether they are a business.

Overview of the conditions and explanatory guidance

1. This document outlines the conditions that must be complied with in order to receive an animal activities licence for the activity of priding home boarding for dogs. The conditions set out in schedules to the regulations are given in **bold** throughout this document, whilst the explanatory guidance notes are provided as bullet points.
2. In order to be receive a licence a business will need to meet all of the minimum standards outlined in this document. In addition, businesses are encouraged to apply higher standards. A business that meets the higher standards will be able to gain a 4 or 5 star rating in the Animals Activity Star Rating System and will qualify for a longer licence (e.g. two or three years as opposed to a one-year licence) and thereby pay a lower licence fee.
3. Whilst applying the higher standards is optional, certain of them are required in order to attract the higher star ratings. To distinguish required higher standards from optional ones they have each been given a specific colour which is used in each guidance document. Higher standards that appear in **blue** text are required in order for a business to be classed as high standard, whereas those that appear in **red** text are optional. See the Procedural Guidance for a full explanation of the Animals Activity Star Rating System and how it incorporates a risk assessment of the business.
4. Paragraph numbering in the following parts of this guidance document relate to the numbering of the conditions in the relevant Schedules of the regulations.

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

1.0 Licence Display

Condition (paragraph numbers relate to the numbering in the Regulations)

1.1 A copy of the licence must be clearly and prominently displayed on any premises used for the licensable activity.

Guidance

- The licence must be displayed in a public-facing area of the premises such as the entrance or reception area.

Condition

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

Conditions

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.

Guidance

- Electronic records must be backed up

3.0 Use, number and type of animal

Condition

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.

Guidance

- This licence applies only to the home boarding of dogs. However, if there are welfare concerns relating to other animals then the inspector should inform either the relevant person in the Local Authority, the Police or suitable animal welfare organisation as appropriate.

Condition

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.

Guidance

- The licence conditions must clearly state the numbers of dogs permitted at the premises. Undeclared breach of this number can invalidate the licence, especially if not reflected in increased staffing levels.
- Each dog or dogs from the same family unit must have access to a room for itself, where it can sleep, go to hide, and be kept separate from other dogs, particularly if the proprietor is absent. Rooms must be of sufficient height for a human adult to stand in
- The following are NOT acceptable rooms or spaces:
 - A conservatory
 - A bathroom / lavatory
 - Hallway
 - Garage (unless converted to current standards for human habitation)
 - Cupboard
 - Cellar (unless converted to current standards for human habitation)
 - Loft (unless converted to current standards for human habitation)
 - Balcony
 - An outside building, structure or shed
- This figure must include any dogs kept permanently on the home boarder's premises.

4.0 Staffing

Condition

- 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.**

Guidance

- At the minimum there must be provision for a competent person to assist with care and supervision if the licence holder is absent for an extended period.

Condition

- 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.**

Guidance

- Suitable and sufficient training of people responsible for the care of the animals must be demonstrated to have been carried out in the following areas:

- Dog welfare, including recognising poor welfare and understanding the 5 welfare needs;
 - Dog handling;
 - Dog behaviour;
 - Cleanliness and hygiene;
 - Feeding and food preparation;
 - Disease control;
 - Recognition and first aid treatment of sick animals.
- Training must be a minimum of an OFQUAL regulated level 2 qualification in a relevant subject, or clear evidence of knowledge and experience.

Higher Standard

- **A person responsible for the care of the dogs with a relevant OFQUAL regulated Level 3 qualification must be present during the working day.**

Condition

4.3 The licence holder must provide and ensure the implementation of a written training policy for all staff.

Guidance

- The training policy must be reviewed and updated on an annual basis and must include:
 - 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.
- It will be applicable to any members of staff and can be shown by engagement with courses, written or online learning, keeping up to date with any research or developments for specific species and the documentation of the annual appraisal.
- Evidence of staff attendance or completion of the training must be provided

5.0 Suitable Environment

Condition

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.

Guidance

- The home must be well maintained and in good repair. There must not be any sharp edges, projections, rough edges or other hazards, such as chemicals and loose cables, which may present risk of injury to a dog.
- No standing water from cleaning or urine is acceptable. Drainage must be permanently unblocked, with liquids able to run off into drains immediately.
- Any drain covers in areas where dogs have access must be secure and designed and located to prevent toes/claws from being caught.
- Doors and windows to the outside must be escape proof, securable, strong enough to resist impact and scratching, and to prevent injury. External doors/gates must be lockable. Those involved in the care of the dogs must have easy access to keys and/or any key code in case of emergency.
- All outdoor fencing must be strong and rigid and kept in good repair to provide an escape and dig proof structure. Where dogs have access to mesh, the diameter of the wire must not be less than 2.0 mm (British Standard 14 gauge welded mesh). Mesh size must not exceed 50mm x 75mm.
- Timber, if used, must be of good quality, well maintained and any damaged areas sealed or over-clad. Wood must be smooth and treated to render it impervious.
- Each designated room must have a securable, full height door for access and security. Internal doors should open inwards in order to protect the health and safety of attending people and reduce the risk of escape. Where this is not feasible there must be a procedure in place to demonstrate safety. Where appropriate, doors to designated rooms must be kept shut at night. Each designated dog room must have a secure latch or other secure closing device.
- All interior surfaces to which dogs have access must be maintained in good order and repair. Wherever possible, interior surfaces must be smooth, impervious and able to be cleaned. They must be kept suitably clean. Floors must be non-hazardous for dogs to walk on, in particular to avoid slipping.
- Any electrical sockets and appliances in the dog designated rooms and where the dogs have access to must be secure and protected against damage

Condition

- 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.**

Guidance

- Dogs must not be restricted to areas when climatic conditions may cause them distress. Temperature regulation must aim to keep the ambient temperature above an absolute minimum of 10°C and below a maximum of 26°C.
- Dogs must be monitored to check if they are too hot or too cold. If an individual dog is showing signs of heat or cold intolerance steps must be taken to ensure the welfare of the dog. A dog must be able to remove itself from a direct source of heat.
- Ventilation must be provided to all interior areas to avoid excess humidity
- Heaters must not be sited in a manner or location where they present a risk of burning or electric shock / electrocution to dogs or humans, or a risk of fire. Open fires/wood burners must have adequate protection/guards in place.
- Excessive noise must be avoided.
- Dogs must not be exposed to draughts

Condition

5.3 Staff must ensure that the animals are kept clean and comfortable

Guidance

- The licence holder and staff should ensure that dogs benefit from adequate routine grooming and other health regimes as needed and agreed with the owner e.g. cleaning of eyes or keeping long fur from matting. This should include attention to coat, teeth, ears and nails and inspection for parasites.

Condition

5.4 Where appropriate for the species, a toileting area and opportunities for toileting must be provided.

Guidance

- Dogs must have regular opportunities throughout the day for toileting in the secure area and / or during exercise, taking into account individual needs. They must have at least 4 opportunities per day

Condition

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.

Guidance

- Designated rooms must be inspected daily and kept in a clean condition, in accordance with the documented cleaning and disinfection procedure.
- Dogs must be removed from their designated room whilst it is being cleaned.

Condition

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.

Guidance

- Transport must be in accordance with existing legal requirements.
- Dogs must be suitably restrained using a dog crate, dog guard or transport harness. Dog crates must be of adequate size, designed to provide good ventilation and firmly secured, out of direct sunlight and away from heating vents.
- Vehicles must be regularly cleaned and disinfected.
- Leaving dogs in vehicles must be minimalised and dogs must never be left unattended in a car or other vehicle where the temperature may pose a risk to the animal.
- If transporting dogs by road, sufficient breaks must be offered for water and the chance to go to the toilet.

Condition

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.

Guidance

- Where practicable this must be natural light, but artificial light must be available. Where artificial lighting is used, this must be within a range of 10 to 12 hours daily.
- Lights must be turned off to provide a period of darkness overnight.

Condition

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.

Guidance

- There must be multiples of all resources (food, water bowls and sleeping areas), equal or greater than the number of dogs in any communal area.
- Dogs must be carefully monitored, especially at feeding times.

Condition

5.9 The animals must not be left unattended in any situation or for any period likely to cause them distress.

Guidance

- Dogs must have human company. Dogs must not be routinely left alone for more than 3 hours in a 24 hour period, or shorter intervals as necessary for the individual health, safety and welfare of an individual dog.

Higher Standard

- There must be a designated other person or member of staff who can cover any emergency or absence of leave so that the dogs are never left alone.

6.0 Suitable Diet

Condition

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.

Guidance

- Adult dogs must be fed at least once per day and in accordance with the individual dog's needs.
- The diet must be agreed with the dog's owner.
- Dogs must be separated for feeding unless written consent from owners has been received permitting otherwise.

Condition

6.2 Feed and (where appropriate) water intake must be monitored, and any problems recorded and addressed.

Guidance

- Dogs must be monitored if they remain inappetent (without appetite) for longer than 24 hours and if there are concerns, veterinary advice must be sought.
- The general condition of all long stay dogs must be monitored and dogs displaying significant weight loss/gain must be evaluated by a veterinarian and treated as necessary.
- Veterinary advice must be followed if feeding debilitated, underweight or ill dogs, or those with specific dietary requirements

Condition

6.3 Feed and drinking water provided to the animals must be unspoilt and free from contamination.

Guidance

- Dry food must not be left out for more than 24 hours. When wet feed is fed it must be removed before the next feeding time.
- Refrigeration facilities for feed storage must be provided. Feed must be stored away from risk of vermin and in appropriately cool and dry places.

Condition

6.4 Feed and drinking receptacles must be capable of being cleaned and disinfected, or disposable.

Guidance

- Receptacles must be non-porous.

- Receptacles must be cleaned daily and disinfected at least once a week. If damaged they must be disposed of.

Condition

6.5 Constant access to fresh, clean drinking water must be provided in a suitable receptacle for the species that requires it.

Guidance

- Fresh water must be provided daily in a clean receptacle and changed or refreshed as often as necessary.
- Fresh water must be available at all times in each designated room.

Condition

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.

Guidance

- In establishments where staff are employed a separate hand wash basin with an adequate supply of hot and cold water must be provided for them to wash their hands. This must be connected to a suitable drainage system.
- Soap and hygienic hand drying facilities must also be available.

7.0 Monitoring of behaviour and training of animals

Condition

7.1 Active and effective environmental enrichment must be provided to the animals in inside and any outside environments.

Guidance

- A programme must be agreed with the owner of each dog setting out enrichment both inside and outside including, grooming, socialisation and play. All dogs must receive appropriate toys and / or feeding enrichment such as scatter feeders unless veterinary advice suggests otherwise. Owner's written consent must be obtained. Potential competition between dogs must be avoided when feeding enrichment takes place and use of items should be monitored.
- Items must be checked daily to ensure they remain safe. Damaged items should be removed from use.

Condition

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.

Guidance

- Opportunities to exercise must involve at least one walk per day. Consideration must be given to life stage, physical and mental health and breed when planning daily exercise.

- No more than 4 dogs per person can be walked at one time and owner's consent is needed to walk with other dogs. Dogs must be familiarised with each other beforehand.
- Dogs which cannot be exercised must be provided with alternative forms of mental stimulation
- Outdoor areas must not be used by more than one dog at any one time unless they are from the same household or prior written consent has been obtained from owners.
- The outdoor area must be cleared of all potential hazards after each use. Faeces must be picked up between dogs/occupancy and at least daily.
- Where artificial turf is used, it must be maintained in good repair to avoid ingestion hazards.
- Dogs must not have direct access to bins. The outdoor/garden area of the premises and any other area to which the boarded dogs may have access, must be secure and safe.
- Dogs must be prevented from having unsupervised access to ponds, pools, wells and any other garden feature that might pose a threat.

Higher Standard

- There must be a clear plan setting out two walks per dog each day for a minimum of 20 minutes each. There must be an alternative form of enrichment planned for dogs which cannot be exercised for veterinary reasons for the same periods of time.
- Any outside space will have two secure physical barriers between any dog and any entrance/exit.

Condition

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.

Guidance

- The behaviour of individual dogs must be monitored daily and changes in behaviour and/or behaviours indicative of suffering, stress, fear, aggression and anxiety must be recorded and acted upon. Records of assessment must be kept.
- Dogs likely to, or showing, signs of being nervous or stressed must be located in a suitable part of the house, bearing in mind their individual disposition. This could include: elderly dogs; nervous dogs; dogs on some medications. Where a dog is showing signs of being nervous, stressed or fearful, steps must be taken to address this.

Condition

7.4 Where used, training methods or equipment must not cause pain, suffering or injury.

Guidance

- Training must be reward based (i.e. reward desired behaviour and ignore unwanted behaviour).

Condition

- 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.**

Guidance

- Documented processes must be in place to accommodate the needs of dogs under one year of age.

8.0 Animal Handling and Interactions

Condition

- 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.**

Guidance

- Dogs must always be handled humanely and appropriately to suit the requirements of the individual dog and to minimise fear, stress, pain and distress. Dogs must never be punished so that they are frightened or exhibit aversive behaviour.
- Those involved in home boarding, including all family members over the age of 16, must have the competence to handle dogs correctly and be able to identify dogs that are anxious or fearful about contact. They must also have the ability to recognise and act upon undesirable behaviours.

Condition

- 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.**

Guidance

- A policy must be in place for monitoring new dogs coming into a home boarding environment.
- It must be possible for all newly introduced dogs to be kept away from other dogs if required and it must be demonstrated as to how this is achieved.
- It is not recommended that cats are resident on the premises if dogs are being home boarded. If there are resident cats, the licence holder must identify potential stressors to the cat/s and demonstrate how these would be mitigated in order to protect the cats' welfare.

- Small pets must be accommodated separately from boarding dogs e.g. in an area/room which the dog cannot access. Animals kept in the garden or outdoor exercise area (e.g. rabbits and guinea pigs) must be able to be kept separate and away from boarding dogs. The licence holder must demonstrate that the welfare needs of the small pets are being met.

Condition

8.3 The animals must have at least daily opportunities to interact with people where such interaction benefits their welfare.

9.0 Protection from Pain, Suffering, Injury and Disease

Condition

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.

Guidance

- The procedures must demonstrate how the conditions outlined in this guidance are met.

Conditions

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.

Guidance

- Provision must be made for the isolation of sick/injured/infectious animals and those that might reasonably be expected to be carrying serious infectious diseases.
- Where isolation facilities are provided by the attending veterinary practice, a letter must be provided by the practice stating that they are prepared to provide such facilities. If not the stated isolation protocols must be followed.
- Dogs showing signs of infectious disease must not be allowed in any shared outside exercise area.

- Protective clothing and footwear must be worn when handling dogs in the isolation facility, and sanitation protocols adhered to. Whilst in use, the clothing must be kept in the isolation unit and not be removed other than for cleaning and disinfection. Any dogs in the isolation facility must be checked regularly and unless a separate person is caring for them, they must be visited after the other dogs.
- Separate feeding and water bowls, bedding and cleaning utensils must be stored in the isolation unit ready for immediate use.

Condition

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.

Guidance

- An up-to-date veterinary vaccination record must be seen to ensure that dogs have current vaccinations against canine parvovirus, canine distemper, canine adenovirus/infectious canine hepatitis, leptospirosis and other relevant diseases. Vaccination against other diseases such as kennel cough (*Bordetella bronchiseptica*/ Canine parainfluenza virus) may be required by the establishment.
- Certification from a veterinarian of a recent protective titre test may be accepted instead of a booster vaccination as required by the establishment. The certificate must state that it is valid for the current period of boarding. It is the decision of the home boarder whether to accept such a certificate.
- Primary vaccination courses must be completed at least 2 weeks before boarding.
- Vaccines used must be licensed for use in the UK. Homoeopathic vaccination is not acceptable.
- Dogs must have been appropriately treated for external and internal parasites in accordance with veterinary advice before entry to the home boarding environment. If there is evidence of external parasites (fleas, ticks, lice) the dog must be treated with an appropriate product authorised by the Veterinary Medicines Directorate and licensed for use on animals in the UK. Treatment must be discussed with a veterinarian before administering. Consent from the owner is required.

Condition

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.

Guidance

- This must be in a clearly-marked bin which is emptied either daily or when full, whichever is the sooner. Excreta and soiled bedding must be removed in accordance with the documented cleaning and disinfection procedure.
- Storage of excreta must be away from areas where animals or food is kept.

Conditions

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.

9.7 Where necessary, animals must receive preventative treatment by an appropriately competent person.

Guidance

- Any preventive treatment must be with consent from the owner and under the direction of a veterinarian.

Condition

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.

Guidance

- The name, address and telephone contact number, including out of hours provision, of the veterinarian used by the establishment must be readily available to those caring for the dogs. The veterinary practice must be within a reasonable travel distance
- Agreement must be made and documented between the dog owner and licence holder with regards to which veterinarian is to be used.

Condition

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.

Guidance

- All courses must be completed to the specifications given by the veterinarian.
- Any unused medications must be returned to the owner, nominated contact or prescribing vet.
- A fridge must be available to store medicines which require being kept at certain low temperatures.

Conditions

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.

Guidance

- The choice of cleaning and disinfectant products must be based on suitability, safety, compatibility and effectiveness. Disinfectant products must be virucidal as well as bacteriocidal.
- Cleaning and disinfection products must be used in accordance with the manufacturer's instructions.
- 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 designated rooms or where dogs might access them.
- Standing water must not be allowed to accumulate due to the possibility of pathogens residing in these moist environments.
- Grooming equipment must be kept clean and in a good state of repair. If provided by the owner, it must only be used on that dog and must be sent home with the dog.
- Toys must be cleaned and disinfected between use by different dogs, disposed of, or returned to the dog's owner (if they came in with the dog).

Condition

- 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**

Guidance

- A dog may only be euthanased by a veterinarian
- Euthanasia must be humane and effective.
- The licence holder must keep a record of all euthanasia and the identity of the qualified veterinarian that carried it out. The owner or designated main point of contact must be contacted to give consent. Unless imperative for the welfare of the dog, euthanasia must not take place until consent is given.

Condition

- 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.**

Guidance

- Presence or absence of faeces and urine must be monitored daily. Any abnormalities must be recorded and acted upon as appropriate.

10.0 Emergencies

Condition

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.

Guidance

- Entrances and fire exits must be clear of obstructions at all times.
- Suitable firefighting, prevention and detection equipment must be provided and maintained in good working order. As a minimum, the home must have at least one working smoke detector (or other suitable fire detection system) installed in a suitable location on each separate level / floor of the property. Where appropriate there must be a carbon monoxide detector
- There must be a plan for accommodation of the dogs should the premises become uninhabitable.
- There must be a documented policy in place for dealing with emergencies, including extremes of temperature and weather conditions (both hot and cold).
- All electrical installations must be installed by appropriately qualified persons and maintained in a safe condition; and sited such that they do not present a risk.
- All equipment must be maintained in a good state of repair and serviced according to manufacturer's guidelines.

Conditions

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.

Guidance

- There must be a designated person available for emergencies.
- A reasonable distance would, in normal conditions, be interpreted as no more than 30 minutes travelling time.

Part B – Specific conditions: Providing home boarding for dogs (Schedule 4, Part 3 of the Regulations)

12.0 Home

Condition

12.1 Dogs must be accommodated within the home.

Guidance

- There must be no use of external construction of buildings, cages or runs for the home boarding of dogs.
- In a home environment, the accommodation provided covers two areas;
 - Indoor: There must be sufficient space available to provide an individual sleeping area for each dog with the ability to keep each dog in a physically separate room if required. This also allows each dog the choice of somewhere to go.
 - Outdoor: There must be direct access to a suitable and secure hazard free external area/garden. The area / garden must only be for use by the licence holder (not shared with other properties).
- The home must include its own entrance i.e. no shared access such as communal stairs

Condition

12.2 The home must include—

- (a) direct access to a private, non-communal, secure and hazard-free external area, and**
- (b) a secure physical barriers between any dog and any entrance to or exit from it.**

Guidance

- The private, non-communal space can include a balcony or patio.

13.0 Suitable Environment

Condition

13.1 Dogs from different households may only be boarded at the same time with the written consent of every owner.

Guidance

- There must be a mandatory (documented) trial familiarisation session for all dogs prior to stay. This also includes familiarisation with resident dogs.

Condition

13.2 Each dog must be provided with its own designated room, where it can be kept separate from other dogs.

Guidance

- Once dogs are familiarised with each other they may want to be together and should not be shut in their own room alone.
- Dogs from the same household can be kept together with written consent from the owner

Condition

13.3 Each dog must have a clean, comfortable and warm area within its designated room where it can rest and sleep.

Guidance

- The sleeping area must provide a clean resting place for comfort and warmth and be situated out of draughts.
- The sleeping accommodation floor area must allow the dog to be able to sit and stand at full height, stretch, wag its tail and to walk and turn around without touching the sides. The available / clear floor area must be a minimum of twice that required for a dog to lay out flat.
- All beds and bedding areas must be kept clean, dry and parasite free.
- Unless instructed otherwise by the dog's owner, soft bedding materials must be provided and adapted if necessary for old, young or infirm dogs to help regulate their body temperature. If a dog chews or destroys its bedding, it must be replaced with an alternative.
- Bedding must be made of a material that is easy to wash/disinfect, or is disposable. Bedding must be changed, cleaned and disinfected between dogs.

Condition

13.4 Each designated room must have a secure window to the outside that can be opened and closed as necessary.

Guidance

- Window opening restriction devices must be used as necessary to prevent access/escape.

Conditions

13.5 A dog must not be confined in a crate for longer than three hours in any 24-hour period.

13.6 A dog must not be kept in a crate unless—

- (a) it is already habituated to it,**
- (b) a crate forms part of the normal routine for the dog;**
- (c) the dog's owner has consented to the use of a crate.**

Guidance

- The crate, of a suitable size and construction, must be provided by the owner.

- Some adult dogs may choose to sleep in their crate during the day and overnight. The crate door must be left open to allow the dog to choose where it sleeps.

Condition

13.7 Any crate in which a dog is kept must be in good condition and sufficiently large for the dog to sit and stand in it at full-height, lie flat and turn around.

14.0 Suitable Diet

Condition

14.1 Each dog must be fed separately in its designated room unless its owner has given written consent to the contrary.

15.0 Monitoring of Behaviour & Training

Condition

15.1 Any equipment that a dog is likely to be in contact with and any toy provided must not pose a risk of pain, suffering, disease or distress to the dog and must be correctly used.

Guidance

- Items such as leads must be removed when the dog is in the home environment.
- Items specific to a particular dog must be identified and recorded as such.
- Toys must be suitable for the dogs present, and checked regularly to ensure they are in good condition and safe.

Condition

15.2 Each dog must be exercised at least once daily as appropriate for its age and health.

Guidance

- Prior written consent from owners must be obtained to:
 - Enable a dog to be walked outside the home environment / garden
 - Enable a dog to be let off the lead
 - Enable a dog to be walked with dogs other than those from its household
- No more than four dogs must be walked at the same time.

Higher Standard

- Dogs must be exercised at least twice per day. Each dog must have a written daily exercise regime including lead exercise and free running in a secure area. There must be an alternative form of enrichment planned for dogs which cannot be exercised for veterinary reasons for the same periods of time.

Condition

15.3 Dogs which on the advice of a veterinarian cannot be exercised must be provided with alternative forms of mental stimulation.

Guidance

- This can include positive interaction with people and additional forms of toy and food enrichment and must take place at least twice a day

16.0 Housing with, or apart from, other dogs

Condition

16.1 Written consent must be obtained from the owner or owners (as the case may be) to keep dogs together in a designated room.

Guidance

- Each dog (or dogs from the same household) must still be allocated a designated room.
- The licence holder must be able to separate dogs into different rooms should the need arise.

Condition

16.2 Unneutered bitches must be prevented from mating.

Guidance

- In season bitches must not be accepted for boarding with dogs from other households.
- Entire males must not be on the premises if an in season bitch is boarded.

Condition

16.3 If any person aged under 16 years resides at the home, there must be procedures in place to regulate the interactions between the dogs and that person.

Guidance

- If children are in residence on the premises, there must be a procedure in place to safeguard the children and the dogs.
- The licence holder is required to undertake an assessment of the risks of home boarding to include the risk to or caused by children who are likely to be at the property.

17.0 Records

Conditions

17.1 A register must be kept of all the dogs at the premises which must include—

- (a) the dates of each dog's arrival and departure;**
- (b) each dog's name, age, sex, neuter status, microchip number and a description of it or its breed;**
- (c) the number of any dogs from the same household;**
- (d) a record of which dogs (if any) are from the same household;**

- (e) the name, postal address, telephone number and email address of the owner of each dog and emergency contact details;
- (f) in relation to each dog, the name, postal address, telephone number and email address of a local contact in an emergency;
- (g) the name and contact details of the dog's normal veterinarian and details of any insurance relating to the dog;
- (h) details of each dog's relevant medical and behavioural history, including details of any treatment administered against parasites and restrictions on exercise;
- (i) details of the dog's diet and related requirements;
- (j) consent forms;
- (k) a record of the date or dates of each dog's most recent vaccination, worming and flea treatments;
- (l) details of any medical treatment each dog is receiving.

17.2 When outside the premises, each dog must wear an identity tag which includes the licence holder's name and contact details.

18.0 Protection from pain, injury, suffering and disease

Conditions

18.1 Before a dog is admitted for boarding, all equipment to be used by or in relation to that dog must be cleaned and disinfected.

18.2 A preventative healthcare plan agreed with the veterinarian with whom the licence holder has registered under paragraph 9(8) of Schedule 2 must be implemented.

Higher Standards

For each activity, a number of higher standards have been agreed. Meeting the higher standards is optional but is the only way to gain a higher star rating. The higher standards are classified in to two types: **required** and **optional** and are outlined in the relevant guidance documents for the activity in question. To distinguish required standards from optional ones they have each been given a specific colour which is used in each guidance document. **Higher standards that appear in blue text are required**, whereas **those that appear in red text are optional**. To qualify as meeting the higher standards, the business needs to achieve all of the required higher standards as well as a minimum of 50% of the optional higher standards. During an inspection, the inspector should assess whether or not the business meets the required number of higher standards

Required

- There must be a designated other person or member of staff who can cover any emergency or absence of leave so that the dogs are never left alone.
- There must be a clear plan setting out two walks per dog each day for a minimum of 20 minutes each. There must be an alternative form of enrichment planned for dogs which cannot be exercised for veterinary reasons for the same periods of time.
- Dogs must be exercised at least twice per day. Each dog must have a written daily exercise regime including lead exercise and free running in a secure area. There must be an alternative form of enrichment planned for dogs which cannot be exercised for veterinary reasons for the same periods of time.

Optional

- A person responsible for the care of the dogs with a relevant OFQUAL regulated Level 3 qualification must be present during the working day.
- Any outside space will have two secure physical barriers between any dog and any entrance/exit.



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Department
for Environment
Food & Rural Affairs

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

**Guidance notes for conditions for providing day care for dogs
October 2018**

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Introduction

1. This guidance is aimed at local authority inspectors in England and should be read in conjunction with the Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018 (SI No.486) ⁽¹⁾. Guidance documents are available for each licensable activity under the regulations: dog breeding, pet selling, hiring out horses, boarding for dogs, boarding for cats, home boarding for dogs, dog day care and keeping or training animals for exhibition. There is also Procedural Guidance on the general issues that apply to all activities including on how to assess the star rating of establishments.

What is in and out of the scope: Providing day care for dogs

2. Schedule 1 of the Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018 (“the regulations”) defines the licensable activities for each sector. In all cases except dog breeding, the licensable activity is restricted to businesses or those operating on a commercial basis.

Business Test

3. The Regulations specify two example business tests to be considered when determining whether an activity is considered commercial, and thus within scope. They are not the exclusive factors to be considered but are examples and other factors, such as those listed in the nine badges of trade set out by HMRC, are also relevant. The regulations include the following on this issue:
4. The circumstances which a local authority must take into account in determining whether an activity is being carried on in the course of a business for the purposes of this Schedule include, for example, whether the operator—
 - (a) makes any sale by, or otherwise carries on, the activity with a view to making a profit, or
 - (b) earns any commission or fee from the activity.
5. This guidance is intended to assist inspectors in determining whether or not an activity may be subject to the regulations noting that ultimately there will be an element of judgement required.
6. Set out below are examples of the type of activity that should or shouldn't be considered within the scope of the regulations and the indicators that should be considered when deciding whether a licence is required.
7. Local authority inspectors should take account of all elements of the advice below and weigh them against each other before reaching a decision as to whether an activity falls within scope of the regulations.

(1) [Animal Welfare \(Licensing of Activities Involving Animals\) \(England\) Regulations 2018](#)

Providing or arranging for the provision of boarding for cats or dogs: definition in Schedule 1 of the regulations

“4. Providing or arranging for the provision of accommodation for other people’s cats or dogs in the course of a business on any premises where the provision of that accommodation is a purpose of the business.

5. The activity described in paragraph 4 does not include keeping a dog or cat on any premises pursuant to a requirement imposed under, or having effect by virtue of, the Animal Health Act 1981⁽²⁾.”

In scope criteria

Activities that fulfil one or more of the following criteria are subject to licensing:

1. Businesses which provide accommodation for other people’s cats and dogs, where the provision of that accommodation is part or solely the activity of the business.
2. Businesses which arrange for the provision of accommodation for other people’s cat and dogs, for example, businesses which connect pet owners with people willing to look after their animals for no fee (just minor expenses). The accommodation provided in these circumstances must meet the conditions in Schedules 2 and 4, and it is the responsibility of the business to ensure that this is the case. The local authority needs to be satisfied that the conditions are met in all of the accommodation provided. The business must provide (and keep updated) a list of their associated premises. This applies regardless of whether the business is arranging for dog boarding in kennels, cat boarding, home boarding or dog day care.
3. Businesses which provide daytime accommodation for dogs away from the dogs normal place of residence and do not keep them overnight.

Out of scope criteria

Activities that fulfil one or more of the following criteria are not subject to licensing:

1. Businesses where accommodation is provided for other people’s cats and dogs, but where the provision of that accommodation is not the purpose of that business, for example, veterinary practices where the accommodation provided is part of the treatment of the animal.
2. Businesses that look after the dog within its normal place of residence (i.e. dog sitters, dog walkers).

Guideline indicators of “out of scope” activities

The following may assist consideration of the criteria listed above:

- The Government announced in Budget 2016 a new allowance of £1,000 for trading income from April 2017. Anyone falling under this threshold would not need to be considered in the context of determining whether they are a business.

(2) [Animal Health Act 1981](#)

Overview of the conditions and explanatory guidance

9. This document outlines the conditions that must be complied with in order to receive an animal activities licence for the activity of providing day care for dogs. The conditions set out in schedules to the regulations are given in bold throughout this document, whilst the explanatory guidance notes are provided as bullet points.
10. In order to be receive a licence a business will need to meet all of the minimum standards outlined in this document. In addition, businesses are encouraged to apply higher standards. A business that meets the higher standards will be able to gain a 4 or 5 star rating in the Animals Activity Star Rating System and will qualify for a longer licence (e.g. two or three years as opposed to a one-year licence) and thereby pay a lower licence fee.
11. Whilst applying the higher standards is optional, certain of them are required in order to attract the higher star ratings. To distinguish required higher standards from optional ones they have each been given a specific colour which is used in each guidance document. Higher standards that appear in **blue** text are required in order for a business to be classed as high standard, whereas those that appear in **red** text are optional. See the Procedural Guidance for a full explanation of the Animals Activity Star Rating System and how it incorporates a risk assessment of the business.
12. Paragraph numbering in the following parts of this guidance document relate to the numbering of the conditions in the relevant Schedules of the regulations.

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

1.0 Licence Display

Condition (paragraph numbers relate to the numbering in the Regulations)

1.1 A copy of the licence must be clearly and prominently displayed on any premises used for the licensable activity.

Guidance

- The licence must be displayed in a public-facing area of the premises such as the entrance or reception area.

Condition

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

Conditions

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.

Guidance

- Electronic records must be backed up

3.0 Use, number and type of animal

Condition

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.

Guidance

- This licence applies only to providing day care for dogs. However, if there are welfare concerns relating to other animals then the inspector should inform either the relevant person in the Local Authority, the Police or suitable animal welfare organisation as appropriate.

Condition

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.

Guidance

- The licence conditions must clearly state the numbers of dogs permitted at the premises. Undeclared breach of this number can invalidate the licence, especially if not reflected in increased staffing levels.
- This figure must include any dogs kept in the licensed premises which are not present for daycare and must not be exceeded.

4.0 Staffing

Condition

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.

Guidance

- Staffing levels must ensure that each dog's individual welfare needs can be fully met whilst under the care of the establishment and animal welfare requirements are not compromised through lack of staff.
- Where there is evidence that the welfare needs of the animals are not being met, the inspector should consider if the staffing levels are appropriate. The inspector should take into account:
 - The size of premises, it is suggested that each dog should have a space of 9 square metres available to them.
 - The layout of the premises i.e. how many dogs may be permitted in each separate area
 - The type of dog e.g. breed, age, health status, and needs.
 - The qualifications / experience of the staff
 - Additional services offered by the establishment
 - Use of part-time or voluntary staff
- As a guide, a ratio of staff to dogs in established businesses must not normally exceed 1:10

Higher Standard

- [Staffing levels will be up to 1 full-time equivalent attendant per 8 dogs kept.](#)

Condition

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.

Guidance

- Suitable and sufficient training of staff involved in animal care must be demonstrated to have been carried out in the following areas:
 - animal welfare, including recognising poor welfare;
 - animal handling;

- animal behaviour;
- cleanliness and hygiene;
- feeding and food preparation;
- Disease control;
- Recognition and first aid treatment of sick animals and abnormalities.
- New information on disease and inherited disease, legislation and behaviour
- Training must be a minimum of an OFQUAL regulated level 2 qualification in a relevant subject, or clear evidence of knowledge and experience.

Higher Standard

- **A member of staff with a relevant accredited Level 3 qualification must be present during the working day.**

Condition

4.3 The licence holder must provide and ensure the implementation of a written training policy for all staff.

Guidance

- The training policy must be reviewed and updated on an annual basis and must include:
 - 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.
- It will be applicable to any members of staff and can be shown by engagement with courses, written or online learning, keeping up to date with any research or developments for specific species and the documentation of the annual appraisal.
- Evidence of staff attendance or completion of the training must be provided

5.0 Suitable Environment

Condition

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 good repair and well maintained.

Guidance

- The interior and exterior of the buildings must be maintained in good repair. Outer paths, gardens, exercise areas and general surroundings must be kept in a good, clean, presentable condition.
- There must not be any sharp edges, projections, rough edges or other hazards which present risk of injury to a dog. Timber, if used, must be of good quality, well-kept and any damaged areas sealed or over-clad. Exposed wood must be smooth

and treated and properly maintained to render it impervious. All structural exterior wood i.e. fence posts must be properly treated against wood rot, e.g. tanalised. Only non-toxic products may be used.

- Interior surfaces, including floors, must be smooth, impervious and able to be cleaned and disinfected, where appropriate. Floors must have a non-slip, solid surface.
- There must be at least two secure physical barriers (door or gates etc.) between a dog and any entrance or exit to the property to the outer curtilage to avoid escape.
- Fencing must be secure and safe.
- Windows must be escape proof.
- All doors must be strong enough to resist impact, scratching and chewing, and must be capable of being effectively secured.
- Gaps or apertures must be small enough to prevent a dog's head passing through, or entrapment of any limb or body parts. To protect against entrapment any such gaps must prevent the passage of a 50mm sphere, or smaller if appropriate. Where dogs have access to mesh, the diameter of the wire must not be less than 2.0 mm (British Standard 14 gauge welded mesh). Mesh size must not exceed 50 mm in any direction.
- Exercise areas for common use must be suitably drained. Surface ponding of water must not occur and land drainage must be provided where necessary if normal site drainage is inadequate.
- Where artificial turf is used in outside areas, it must be maintained in good repair to avoid ingestion hazards.
- Drainage must be effective to ensure there is no standing or pooling of liquids.

Higher standard

- Dogs must be provided with a design and layout that provides them with choice. Separate areas for different activities should be provided. This can be achieved by, for example, inclusion of raised platforms

Condition

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.**

Guidance

- Dogs must not be restricted to areas when climatic conditions may cause them distress. Insulation and temperature regulation in the day care environment must aim to keep the ambient temperature in the dog sleeping accommodation above an absolute minimum of 10°C and below a maximum of 26°C.

- Dogs must be monitored to check if they are too hot or too cold. If an individual dog is showing signs of heat or cold intolerance steps must be taken to ensure the welfare of the dog.
- A dog must be able to remove itself from a direct source of heat.
- Heaters must not be sited in a manner or location where they present a risk of burning or electric shock / electrocution to dogs or humans, or a risk of fire.
- Adequate ventilation must be provided to all interior areas without the creation of excessive, localised draughts, and to avoid excess humidity.
- Dogs must not be exposed to excessive noise.
- The sleeping/rest area must provide the dog with at least twice the area required for the dog to lie flat.
- If crates are used, a dog must not be secured in a crate for longer than one hour in any 8-hour period and must not be crated unless a crate forms part of the normal routine for the dog and the dog's owner has consented to the use of it.

Higher Standard

- Ventilation must be a managed, fixed or portable, air system to ensure appropriate temperatures are maintained in all weathers. This can be an air conditioning unit or use of removable fans.

Condition

5.3 Staff must ensure that the animals are kept clean and comfortable

Guidance

- There must be sufficient clean resting places to provide comfort and warmth for every dog.
- The licence holder and staff should ensure that dogs benefit from adequate routine grooming and other health regimes as needed e.g. cleaning of eyes or keeping long fur from matting and inspection for parasites

Condition

5.4 Where appropriate for the species, a toileting area and opportunities for toileting must be provided.

Guidance

- Dogs must have regular opportunities for toileting.
- Where the facility is indoor-only there must be a suitable area provided with a range of substrates to encourage toileting. Individual dogs which do not toilet indoors must be given regular (and a minimum of three) opportunities to toilet outdoors.
- In a home environment dogs must have access to a secure outside area for toileting.

Condition

5.5 Procedures must be in place to ensure accommodation and any equipment is cleaned as often as necessary and good hygiene standards are maintained. The accommodation must be capable of being thoroughly cleaned and disinfected.

Guidance

- All internal furnishings must be capable of being cleaned and disinfected.
- Faeces must be removed from all areas a minimum of twice a day.
- Dogs must be moved from the area whilst it is being cleaned.

Condition

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

Guidance

- The licence holder must demonstrate that a suitable vehicle is available to transport dogs or, where a vehicle is not provided, a contingency plan in place for emergency transport.
- Dogs must be suitably restrained using a dog crate, dog guard or transport harness. Dog crates must be of adequate size, designed to provide good ventilation and firmly secured.
- Where the business uses vehicles to collect and return dogs, the dogs must be collected from and returned to houses on a lead to minimise the risk of any dog escaping.
- If transporting dogs by road, sufficient breaks must be offered for water and the chance to go to the toilet. Journeys must be planned to minimise the time dogs spend in the vehicle.
- Dogs must not be left in vehicles for unreasonable periods and must never be left unattended in a car or other vehicle where the temperature may pose a risk to the animal.
- Vehicles must be regularly cleaned and disinfected.

Condition

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.

Guidance

- There must be sufficient light in all areas of the premises to which dogs have access, to allow staff to work and observe the dogs.
- Where practicable this must be natural light, but artificial light must also be available.

Condition

5.8 All resources must be provided in such a way (for example, as regards frequency, location, access points) that minimises competitive behaviour or the dominance of individual animals.

Guidance

- There must be multiples of all resources (food, water bowls and sleeping areas). Dogs must be carefully monitored, especially at feeding times.

Condition

5.9 The animals must not be left unattended in any situation or for any period likely to cause them distress.

6.0 Suitable Diet

Condition

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.

Guidance

- If dogs require feeding during the day, they must be fed in accordance with the individual dog's needs and their dietary requirement must be discussed and agreed with the owner.

Condition

6.2 Feed and (where appropriate) water intake must be monitored, and any problems recorded and addressed.

Guidance

- Water intake must be checked and the owner alerted if dog is not drinking or is drinking excessively.
- Veterinary advice must be followed if feeding debilitated, underweight or ill dogs, or those with specific dietary requirements.

Condition

6.3 Feed and drinking water provided to the animals must be unspoilt and free from contamination.

Guidance

- Dry feed must not be left out for more than 24 hours. When wet feed is fed it must be removed before the next feeding time.
- Refrigeration facilities for feed storage must be provided.
- Feed must be stored away from risk of vermin and in appropriately cool and dry places.

Condition

6.4 Feed and drinking receptacles must be capable of being cleaned and disinfected, or disposable.

Guidance

- Receptacles must be non-porous.
- Receptacles must be cleaned daily and disinfected at least once a week. If damaged they must be disposed of or fixed.

Condition

6.5 Constant access to fresh, clean drinking water must be provided in a suitable receptacle for the species that require it.

Guidance

- Fresh water must be provided daily in a clean container and changed or refreshed as often as necessary.
- There must be multiple water bowls provided to ensure all dogs have ready access to water.

Condition

6.6 Where feed is prepared at the premises, there must be hygienic facilities for its preparation including a working surface, hot and cold running water and storage

Guidance

- In establishments where staff are employed a separate hand wash basin with an adequate supply of hot and cold water must be provided for them to wash their hands. This must be connected to a suitable drainage system.
- Soap and hygienic hand drying facilities must also be available.

7.0 Monitoring of behaviour and training of animals

Condition

7.1 Active and effective environmental enrichment must be provided to the animals in inside and any outside environments.

Guidance

- A programme must be available setting out enrichment, including, grooming, socialisation and play. All dogs must receive appropriate toys and / or feeding enrichment unless veterinary advice suggests otherwise.
- The premises must obtain the owner's written consent if such enrichment is not recommended.
- Items must be checked daily to ensure they remain safe.
- Dogs must be monitored continually when toys and/or enrichment is present
- Any toys or equipment must not pose a risk of pain, suffering, disease and/or distress to the dog and must be correctly used. Items must be checked daily to ensure they remain safe and disposed of if they are damaged.

Condition

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.

Guidance

- Consideration must be given to life stage, physical and mental health and breed when planning daily exercise.
- Informed written consent from owners must be obtained to enable a dog to be walked outside the facility. Dogs exercised outside the premises must be kept on a lead at all times. No more than four dogs must be walked at the same time.
- Dogs must be monitored whilst in outdoor exercise areas. Outdoor exercise areas must be safe and free from hazards which may cause injury.

- Faeces must be picked up to prevent parasites from being established. Where artificial turf is used, it must be maintained in good repair to avoid ingestion hazards.
- Outside areas must be suitably drained. Surface ponding of water must not occur; land drainage must be provided if normal site drainage is inadequate.
- Dogs must not have direct access to bins.
- Dogs must be prevented from having unsupervised access to ponds, pools, wells and any other features that might pose a risk

Higher Standard

- There must be a clear plan setting out two walks per dog each day for a minimum of 20 minutes each or two sessions of access to a secure open area away from the kennel unit. There must be an alternative form of enrichment planned for dogs which cannot be exercised for veterinary reasons for the same periods of time.

Condition

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 unusual behaviour is detected.

Guidance

- The behaviour of individual dogs must be monitored daily and changes in behaviour and/or behaviours indicative of suffering, stress, fear, aggression and anxiety must be recorded and acted upon with all information passed onto the owner. Records of assessment must be kept.
- All staff must be able to identify abnormalities, and in particular dogs that are anxious or fearful about contact.
- Dogs likely to, or showing, signs of being nervous or stressed must be located in a suitable part of the establishment, bearing in mind their individual disposition. Where a dog is showing signs of being nervous, stressed or fearful, steps must be taken to address this.

Condition

7.4 Where used, training methods or equipment must not cause pain, suffering, injury or fear.

Guidance

- Training must be reward based (i.e. reward desired behaviour and ignore unwanted behaviour).

Condition

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.**

Guidance

- Documented procedures must be in place to accommodate the needs of dogs under one year of age.
- Dogs under one year of age should be accommodated in a separate social group unless signed permission from the owner is given for the dog to be mixed with other dogs.

8.0 Animal Handling and Interactions

Condition

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.

Guidance

- Dogs must always be handled humanely and appropriately to suit the requirements of the individual dog and to minimise fear, stress, pain and distress. Dogs must never be punished so that they are frightened or exhibit aversive behaviour.
- People must have the competence to handle dogs correctly. They must also have the ability to recognise and act upon undesirable behaviours.

Condition

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.

Guidance

- The ability to separate dogs must be available and consideration must be given to the age, size and behaviour differences between dogs to minimise the risk of injuries.
- A method of review must be in place to ensure that dogs are excluded if they exhibit any aggressive behaviour.
- Dogs which need to be isolated from other dogs must be provided with alternative forms of mental stimulation.
- A documented policy must be in place for monitoring the introduction of new dogs to the existing group to avoid stress to new or existing animals.

Condition

8.3 The animals must have at least daily opportunities to interact with people where such interaction benefits their welfare.

Guidance

- Dogs must receive daily beneficial human interactions appropriate to the individual dog.

Higher Standard

- **Dogs must receive beneficial human interactions throughout the day and these must be documented.**

9.0 Protection from Pain, Suffering, Injury and Disease

Condition

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 carcasses);**

(b) be in place covering the care of the animals following the suspension or revocation of the licence or during and following an emergency.

Guidance

- The procedures must demonstrate how the conditions outlined in this guidance are met.

Conditions

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.

Guidance

- Provision must be made for the isolation of sick/injured/infectious animals and those that might reasonably be expected to be carrying serious infectious diseases.
- Where isolation facilities are provided by the attending veterinary practice, a letter must be provided by the practice stating that they are prepared to provide such facilities. If not the stated isolation protocols must be followed.
- Staff must be observant and monitor for any signs of illness when admitting dogs to the establishment. Animals showing any signs of illness must not be accepted for day care until recovered. The owner must be notified as soon as possible of any illness of an animal which develops whilst in the dog day care.
- Dogs showing signs of infectious disease must not be allowed in any shared outside exercise area.
- Protective clothing and footwear must be worn when handling dogs in the isolation facility, and sanitation protocols adhered to. Whilst in use, the clothing must be kept in the isolation unit and not be removed other than for cleaning and disinfection. Any dogs in the isolation facility must be checked regularly and unless a separate person is caring for them, they must be visited after the other dogs.
- Separate feeding and water bowls, bedding and cleaning utensils must be stored in the isolation unit ready for immediate use.

Condition

9.4 All reasonable precautions must be taken to prevent and control the spread among animals and people of infectious disease, pathogens and parasites.

Guidance

- An up-to-date veterinary vaccination record must be seen to ensure that dogs boarded have current vaccinations against canine parvovirus, canine distemper, infectious canine hepatitis (adenovirus), leptospirosis and other relevant diseases. Vaccination against other diseases such as kennel cough (*Bordetella bronchiseptica* /Canine parainfluenza virus) may be required by the establishment.
- Certification from a veterinarian of a recent protective titre test may be accepted instead of a booster vaccination as required by the establishment. The certificate must state that it is valid for the current period. It is up to the licence holder whether to accept such a certificate.
- Vaccines used must be licensed for use in the UK. Homoeopathic vaccination is not acceptable.
- If there is evidence of external parasites (fleas, ticks, lice) the dog must be treated with an appropriate product authorised by the Veterinary Medicines Directorate (VMD) and licensed for use in the UK. Treatment must be discussed with a veterinarian before administering. Consent from the owner is required.

Condition

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.

Guidance

- This must be in a clearly-marked bin which is emptied either daily or when full, whichever is the sooner. Excreta must be removed in accordance with the documented cleaning and disinfection procedure.
- Storage of excreta must be away from areas where animals or food are kept.

Condition

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.

Guidance

- When a dog is suspected of being ill or injured a veterinarian must be contacted for advice immediately and any instructions for treatment recorded and strictly followed with further guidance sought if there is an ongoing concern.

Condition

9.7 Where necessary, animals must receive preventative treatment by an appropriately competent person.

Guidance

- Any preventive treatment must be with consent from the owner and under the direction of a veterinarian.

Condition

- 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.**

Guidance

- The name, address and telephone contact number, including out of hours provision, of the veterinarian used by the establishment must be displayed in a prominent place, close to the telephone and accessible to all members of staff. The veterinary practice must be within a reasonable travel time.
- Written consent between the dog owner and licence holder must be obtained with regards to which veterinarian is to be used when dog is first placed with licence holder.

Condition

- 9.9 Prescribed medicines must be stored safely and securely in a locked cupboard, at the correct temperature, and used in accordance with the instructions of the veterinarian.**

Guidance

- All courses must be completed to the specifications given by the veterinarian.
- Any unused medications must be returned to the owner or prescribing vet.

Condition

- 9.10 Medicines other than prescribed medicines must be stored, used and disposed of in accordance with the instructions of the manufacturer or veterinarian**

Guidance

- All medications must only be used with prior consent of the owner and / or on discussion with a veterinarian.

Condition

- 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.**

Guidance

- The choice of cleaning and disinfectant products must be based on suitability, safety, compatibility and effectiveness. Disinfectant products must be virucidal as well as bacteriocidal.
- Cleaning and disinfection products must be used in accordance with the manufacturer's instructions.
- 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.
- Standing water must not be allowed to accumulate due to the possibility of pathogens residing in these moist environments.

- Grooming equipment must be kept clean and in a good state of repair. If provided by the owner, it must only be used on that dog and must be sent home with the dog.
- Toys must be cleaned and disinfected between uses for different dogs, disposed of, or returned to the dog's owner (if they came in with the dog).

Condition

- 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.**

Guidance

- Only a veterinarian may euthanase a dog.
- Euthanasia must be humane and effective.
- The licence holder must keep a record of all euthanasia and the identity of the qualified veterinarian that carried it out. The owner or designated main point of contact must be contacted to give consent. Unless imperative for the welfare of the dog, euthanasia must not take place until consent is given.

Condition

- 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.**

Guidance

- Presence or absence of faeces and urine must be monitored daily. Any abnormalities in excreta must be recorded and acted upon as appropriate.
- Dogs must be handled at least twice daily as part of their care and enrichment regime, unless handling them would pose a risk to kennel employees or cause stress to the dogs.

10.0 Emergencies

Condition

- 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.**

Guidance

- Entrances and fire exits must be clear of obstructions at all times.
- Suitable firefighting, prevention and detection equipment must be provided and maintained in good working order. Any buildings must have at least one working

smoke detector (or other suitable fire detection system) installed in a suitable location on each separate level / floor of the property and there must be at least one carbon monoxide detector.

- An emergency drill programme must be in place with annual testing, or as determined by fire risk assessments. All new members of staff must have this as part of their induction programme.
- There must be a plan for accommodation of the dogs should the premises become uninhabitable.
- There must be a documented policy in place for dealing with emergencies, including extremes of temperature and weather conditions (both hot and cold).
- All electrical installations must be installed by appropriately qualified persons and maintained in a safe condition; and sited such that they do not present a risk.
- All equipment must be maintained in a good state of repair and serviced according to manufacturer's guidelines.

Conditions

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.

Guidance

- In non-domestic settings, an emergency contact name / number must be displayed on the outside of the premises.
- A reasonable distance would, in normal conditions, be interpreted as no more than 30 minutes travelling time.

Part B – Specific Conditions: Providing day care for dogs (Schedule 4, Part 4 of the Regulations)

20.0 No overnight stay

Condition

20.1 No dog may be kept on the premises overnight.

Guidance

- Premises must be at a fixed location.

21.0 Suitable environment

Conditions

21.1 Each dog must be provided with—

- (a) a clean, comfortable and warm area where it can rest and sleep, and**
- (b) another secure area in which water is provided and in which there is shelter.**

21.2 Each dog must have access to areas where it can—

- (a) interact safely with other dogs, toys and people, and**
- (b) urinate and defecate.**

21.3 There must be an area where any dog can avoid seeing other dogs and people if it so chooses.

22.0 Suitable Diet

Condition

22.1 Any dog that requires specific feed due to a medical condition must be fed in isolation

Guidance

- Dogs must be fed in accordance with the individual dog's needs and with written consent from the owner

23.0 Monitoring of behaviour and training

Condition

23.1 All dogs must be screened before being admitted to the premises to ensure that they are not afraid, anxious or stressed in the presence of other dogs or people and do not pose a danger to other dogs or staff.

Guidance

- A record of the screening procedure for each individual dog must be completed.

Condition

23.2 Any equipment used that is likely to be in contact with the dogs or any toys provided must not pose a risk of pain, suffering, disease or distress to the dog and must be correctly used

24.0 Housing apart from other dogs

Condition

24.1 Unneutered bitches must be prevented from mating.

Guidance

- When in season unneutered bitches must not be accepted alongside entire male dogs for day care unless there is sufficient separation in sound, sight and where possible smell.

Condition

24.2 Dogs which need to be isolated from other dogs must be provided with alternative forms of mental stimulation.

Guidance

- Owners must be informed if their dog has to be kept isolated from other dogs and shown how that will be achieved.
- Isolated dogs must be provided with a dedicated range of toys and other enrichment equipment to encourage species typical behaviour.

25.0 Records

Conditions

25.1 A register must be kept of all the dogs at the premises which must include—

- (a) the dates of each dog's arrival and departure;**
- (b) each dog's name, age, sex, neuter status, microchip number and a description of it or its breed;**
- (c) the number of any dogs from the same household;**
- (d) a record of which dogs (if any) are from the same household;**
- (e) the name, postal address, telephone number and email address of the owner of each dog and emergency contact details;**
- (f) in relation to each dog, the name, postal address, telephone number and email address of a local contact in an emergency;**
- (g) the name and contact details of the dog's normal veterinarian and details of any insurance relating to the dog;**
- (h) details of each dog's relevant medical and behavioural history, including details of any treatment administered against parasites and restrictions on exercise;**
- (i) details of the dog's diet and related requirements;**
- (j) consent forms;**
- (k) a record of the date or dates of each dog's most recent vaccination, worming and flea treatments;**
- (l) details of any medical treatment each dog is receiving**

25.2 When outside the premises, each dog must wear an identity tag which includes the licence holder's name and contact details.

26.0 Protection from pain, injury, suffering and disease

Conditions

- 26.1 The dogs must be supervised at all times.**
- 26.2 A preventative healthcare plan agreed with the veterinarian with whom the licence holder has registered under paragraph 9(8) of Schedule 2 must be implemented.**
- 26.3 Any journeys in a vehicle must be planned to minimise the time dogs spend in the vehicle.**

Higher Standards

For each activity, a number of higher standards have been agreed. Meeting the higher standards is optional but is the only way to gain a higher star rating. The higher standards are classified in to two types: **required** and **optional** and are outlined in the relevant guidance documents for the activity in question. To distinguish required standards from optional ones they have each been given a specific colour which is used in each guidance document. **Higher standards that appear in blue text are required**, whereas **those that appear in red text are optional**. To qualify as meeting the higher standards, the business needs to achieve all of the required higher standards as well as a minimum of 50% of the optional higher standards. During an inspection, the inspector should assess whether or not the business meets the required number of higher standards

Required

- Staffing levels will be up to 1 full-time equivalent attendant per 6 dogs kept.
- Dogs must be provided with a design and layout that provides them with choice. Separate areas for different activities should be provided. This can be achieved by, for example, inclusion of raised platforms.
- There must be a clear plan setting out two walks per dog each day for a minimum of 20 minutes each or two sessions of access to a secure open area away from the kennel unit. There must be an alternative form of enrichment planned for dogs which cannot be exercised for veterinary reasons for the same periods of time.

Optional

- A member of staff with a relevant accredited Level 3 qualification must be present during the working day.
- Ventilation must be a managed, fixed or portable, air system to ensure appropriate temperatures are maintained in all weathers. This can be an air conditioning unit or use of removable fans.
- Dogs must receive beneficial human interactions throughout the day and these must be documented.



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Department
for Environment
Food & Rural Affairs

**The Animal Welfare (Licensing of Activities
Involving Animals) (England) Regulations 2018
Guidance notes for conditions for providing boarding
for cats
October 2018**

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Introduction

1. This guidance is aimed at local authority inspectors in England and should be read in conjunction with the Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018 (SI No.486) ⁽¹⁾. Guidance documents are available for each licensable activity under the regulations: dog breeding, pet selling, hiring out horses, boarding for dogs, boarding for cats, home boarding for dogs, dog day care and keeping or training animals for exhibition. There is also Procedural Guidance on the general issues that apply to all activities including on how to assess the star rating of establishments.

What is in and out of the scope: Providing boarding for cats

2. Schedule 1 of the Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018 (“the regulations”) defines the licensable activities for each sector. In all cases except dog breeding, the licensable activity is restricted to businesses or those operating on a commercial basis.

Business Test

3. The Regulations specify two example business tests to be considered when determining whether an activity is considered commercial, and thus within scope. They are not the exclusive factors to be considered but are examples and other factors, such as those listed in the nine badges of trade set out by HMRC, are also relevant. The regulations include the following on this issue:
4. The circumstances which a local authority must take into account in determining whether an activity is being carried on in the course of a business for the purposes of this Schedule include, for example, whether the operator—
 - (a) makes any sale by, or otherwise carries on, the activity with a view to making a profit, or
 - (b) earns any commission or fee from the activity.
5. This guidance is intended to assist inspectors in determining whether or not an activity may be subject to the regulations noting that ultimately there will be an element of judgement required.
6. Set out below are examples of the type of activity that should or should not be considered within the scope of the regulations and the indicators that should be considered when deciding whether a licence is required.
7. Local authority inspectors should take account of all elements of the advice below and weigh them against each other before reaching a decision as to whether an activity falls within scope of the regulations.

(1) [Animal Welfare \(Licensing of Activities Involving Animals\) \(England\) Regulations 2018](#)

Providing or arranging for the provision of boarding for cats or dogs: definition in Schedule 1 of the regulations

“4. Providing or arranging for the provision of accommodation for other people’s cats or dogs in the course of a business on any premises where the provision of that accommodation is a purpose of the business.

5. The activity described in paragraph 4 does not include keeping a dog or cat on any premises pursuant to a requirement imposed under, or having effect by virtue of, the Animal Health Act 1981⁽²⁾.”

In scope criteria

Activities that fulfil one or more of the following criteria are subject to licensing:

1. Businesses which provide accommodation for other people’s cats and dogs, where the provision of that accommodation is part or solely the activity of the business.
2. Businesses which arrange for the provision of accommodation for other people’s cat and dogs, for example, businesses which connect pet owners with people willing to look after their animals for no fee (just minor expenses). The accommodation provided in these circumstances must meet the conditions in Schedules 2 and 4, and it is the responsibility of the business to ensure that this is the case. The local authority needs to be satisfied that the conditions are met in all of the accommodation provided. The business must provide (and keep updated) a list of their associated premises. This applies regardless of whether the business is arranging for dog boarding in kennels, cat boarding, home boarding or dog day care
3. Businesses which provide overnight accommodation for cats in purpose built cattery units.
4. Home boarding of cats, where the cats are kept in purpose built cattery units and not in the domestic home.

Out of scope criteria

Activities that fulfil one or more of the following criteria are not subject to licensing:

1. Businesses where accommodation is provided for other people’s cats and dogs, but where the provision of that accommodation is not the purpose of that business, for example, veterinary practices where the accommodation provided is part of the treatment of the animal.
2. Home boarding of cats within a domestic setting is not permitted.
3. Businesses that look after the cat within its normal place of residence (i.e. cat sitters).

Guideline indicators of “out of scope” activities

The following may assist consideration of the criteria listed above:

- The Government announced in Budget 2016 a new allowance of £1,000 for trading income from April 2017. Anyone falling under this threshold would not need to be considered in the context of determining whether they are a business.

(2) [Animal Health Act 1981](#)

Overview of the conditions and explanatory guidance

1. This document outlines the conditions that must be complied with in order to receive an animal activities licence for the activity of providing boarding for cats. The conditions set out in schedules to the regulations are given in bold throughout this document, whilst the explanatory guidance notes are provided as bullet points.
2. In order to receive a licence a business will need to meet all of the minimum standards outlined in this document. In addition, businesses are encouraged to apply higher standards. A business that meets the higher standards will be able to gain a 4 or 5 star rating in the Animals Activity Star Rating System and will qualify for a longer licence (e.g. two or three years as opposed to a one-year licence) and thereby pay a lower licence fee.
3. Whilst applying the higher standards is optional, certain standards are required in order to attract the higher star ratings. To distinguish required higher standards from optional ones they have each been given a specific colour which is used in each guidance document. Higher standards that appear in **blue** text are required in order for a business to be classed as high standard, whereas those that appear in **red** text are optional. See the Procedural Guidance for a full explanation of the Animals Activity Star Rating System and how it incorporates a risk assessment of the business.
4. Paragraph numbering in the following parts of this guidance document relate to the numbering of the conditions in the relevant Schedules of the regulations.

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

1.0 Licence Display

Condition (paragraph numbers relate to the numbering in the Regulations)

1.1 A copy of the licence must be clearly and prominently displayed on any premises used for the licensable activity.

Guidance

- The licence must be displayed in a public-facing area of the premises such as the entrance or reception area.

Condition

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

Conditions

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.

Guidance

- Electronic records must be backed up

3.0 Use, number and type of animal

Condition

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.

Guidance

- This licence applies only to the boarding of cats. However, if there are welfare concerns relating to other animals then the inspector should inform either the relevant person in the Local Authority, the Police or suitable animal welfare organisation as appropriate.

Condition

3.2 The number of animals kept on any premises at any time must not exceed the maximum that is reasonable taking into account the facilities and staffing.

Guidance

- The licence conditions must clearly state the numbers of cats permitted at the premises. Undeclared breach of this number can invalidate the licence, especially if not reflected in increased staffing levels.
- This figure must include any other cats kept within the licensed cattery which are not there for boarding.

4.0 Staffing

Condition

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.

Guidance

- Staffing levels must ensure that each cat's individual welfare needs can be fully met whilst under the care of the establishment and animal welfare requirements are not compromised through lack of staff.
- If there is evidence that the welfare needs of the animals are not being met, the individual local authority should consider the staffing levels in relation to:
 - The size of premises
 - The layout of the premises i.e. how many cats may be permitted in each separate area
 - The qualifications/experience of the staff
 - Advice from the local authority's veterinary officer
 - Use of part-time or voluntary staff
- As a guide, the ratio of staff to cats in established businesses will be around 1:25

Higher Standard

- [Staffing levels will be up to 1 full-time equivalent attendant per 20 cats kept or a higher ratio of qualified staff.](#)

Condition

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.

Guidance

- Suitable and sufficient training of staff must be demonstrated to have been carried out in the following areas:
 - Cat welfare, including recognising poor welfare, and understanding the five welfare needs;
 - Cat handling;
 - Cat behaviour;

- Cleanliness and hygiene;
- Feeding and food preparation;
- Disease control;
- Recognition and first aid treatment of sick animals.
- Training must be a minimum of an OFQUAL regulated level 2 qualification in a relevant subject, or clear evidence of knowledge and experience.

Higher Standard

- **A member of staff with an OFQUAL regulated Level 3 qualification in a relevant subject must be present during the working day.**

Condition

4.3 The licence holder must provide and ensure the implementation of a written training policy for all staff.

Guidance

- The training policy must be reviewed and updated on an annual basis and must include:
 - 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.
- It will be applicable to any members of staff and can be shown by engagement with courses, written or online learning, keeping up to date with any research or developments for specific species and the documentation of the annual appraisal.
- Evidence of staff attendance or completion of the training must be provided

5.0 Suitable Environment

Condition

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.

Guidance

- Timber, if used, must be of good quality, well-kept and any damaged areas sealed or over clad. Wood must be smooth and treated and properly maintained to render it impervious.
- Interior surfaces, including floors, must be smooth, impervious and able to be disinfected, where appropriate. Floors must have a non-slip, solid surface. Junctions between sections must be coved or sealed.
- There must not be any sharp edges, projections, rough edges or other hazards which present risk of injury to a cat.

- Windows must be escape-proof.
- Doors must be strong enough to resist scratching and must be capable of being effectively secured.
- Access doors must not be propped open.
- All wire mesh/fencing must be strong and rigid and kept in good repair to provide an escape-proof structure.
- External doors/gates must be lockable and staff must have easy access to keys in case of emergency.
- Gaps or apertures must be small enough to prevent a cat's head passing through, or entrapment of any limb or body parts
- Unit doors should open inwards to protect the health and safety of attending staff. Where this is not feasible there must be a documented procedure in place to demonstrate the safety of staff.
- Door openings must be constructed such that the passage of water/waste is not impeded, or allowed to gather due to inaccessibility.
- Where cats have access to mesh, the diameter of the wire must not be less than 1.6 mm (16 gauge welded mesh). Mesh size must not exceed 25 mm in one direction and should be positioned on the inside of the framework of runs to prevent damage of uprights by cats scratching any woodwork.
- Any drainage required must be effective to ensure there is no standing or pooling of liquids. A minimum gradient of 1:80 is advised to allow water to run off. Waste water must not run off into adjacent pens/cat units.
- Units must open onto secure corridors or other secure areas so that cats are not able to escape from the premises.
- Units should be designed so cats can exercise and be handled within the unit.

Higher Standard

- Cats must be provided with a design and layout that provides them with choice. This can be achieved by, for example, inclusion of raised platforms.

Condition

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.**

Guidance

- Cats must not be restricted to areas when climatic conditions may cause them distress. Insulation and temperature regulation in the sleeping area must aim to

keep the temperature between 15 degrees and 26 degrees and never below the absolute minimum of 10 degrees.

- Additional heat may be in the form of a heated bed/pad, but these must not be the main source of heat for the cats. The cat must be able to remove itself from the source of heat.
- Cats must be monitored to check if they are too hot or too cold. If an individual cat is showing signs of heat or cold intolerance steps must be taken to ensure the welfare of the cat.
- Cats must not be exposed to excessive or continuous noise (such as dogs barking).
- Cats must not be exposed to draughts.
- Ventilation must be provided in interior areas to avoid excess humidity

Higher Standards

- Ventilation must be a managed, fixed or portable, air system to ensure appropriate temperatures are maintained in all weathers. This can be an air conditioning unit or use of removable fans.
- Temperature in the sleeping environment must be above 18°C.

Condition

5.3 Staff must ensure that the animals are kept clean and comfortable

Guidance

- The licence holder and staff must ensure that cats benefit from adequate routine grooming and other health regimes as needed e.g. cleaning of eyes or keeping long fur from matting and inspection for parasites.
- Cats must not routinely be removed from their cattery unit whilst it is being cleaned unless it is causing stress for the cat and there is a safe alternative temporary unit.

Condition

5.4 Where appropriate for the species, a toileting area and opportunities for toileting must be provided.

Guidance

- For cats a litter tray must be provided. Scented litter must not be used.

Condition

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.

Guidance

- Units must be inspected daily and kept in a clean condition, in accordance with the documented cleaning and disinfection procedure.
- Each occupied unit must be cleaned daily at a minimum.
- Units must be disinfected between new occupants and when necessary.
- Effective spot cleaning is permissible

Condition

- 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.**

Guidance

- Cats must always be transported (either within the cattery or to and in a vehicle) in a suitable, strong cat carrier.
- The licence holder must demonstrate that a suitable vehicle is available to transport cats, or if a vehicle is not provided, a contingency plan in place for emergency transport. If more than one cat is being transported there must be suitable disease control such as sneeze barriers between carriers
- Leaving cats in vehicles must be minimalised and cats must never be left unattended in a car or other vehicle where the temperature may pose a risk to the animal. Consideration must be given on whether it is necessary to transport animals when the temperature poses risk to an individual.
- All vehicles and equipment must be regularly cleaned and disinfected.

Condition

- 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.**

Guidance

- Where practicable this must be natural light, but artificial light must be available. Where artificial lighting is used, this must be within a range of 10 to 12 hours daily.
- Lights must be turned off to provide a period of darkness overnight.

Condition

- 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.**

Guidance

- Where cats from the same household share a unit there must be multiples of all resources (food, water bowls, litter trays and sleeping areas), equal or greater than the number of cats in the unit.

Condition

- 5.9 The animals must not be left unattended in any situation or for any period likely to cause them distress.**

Guidance

- All cats must be observed regularly throughout the day. The licence holder or responsible person must visit the cats at regular intervals (of no more than 4 hours apart during the working day e.g. starting at 0800, until 1800m) and as often as necessary for the individual health, safety and welfare of each cat.

Higher standard

- All individual cats must be inspected at least once at an appropriate interval during the out of hours period (e.g. 1800-0800).

6.0 Suitable Diet

Condition

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.

Guidance

- For adult cats at least two meals a day must be offered at a minimum of 8 hours apart, as appropriate to the individual's requirements.
- Dietary requirements, agreed with the owner, must be followed. If there are concerns about an individual cat's diet, veterinary advice must be sought.
- One feeding and one water bowl must be provided for each cat. These must be separate receptacles.
- Food and water must be sited away from the litter tray (min 60 cm) and away from each other.

Condition

6.2 Feed and (where appropriate) water intake must be monitored, and any problems recorded and addressed.

Guidance

- Cats must not remain inappetent (without appetite) for longer than 48 hours without seeking veterinary advice. If the cat has any known health problems or if there are specific concerns veterinary advice must be sought earlier
- Water intake must be checked and veterinary advice sought if a cat is not drinking or is drinking excessively.
- The general condition of the cats must be observed and cats displaying significant weight loss/gain must be evaluated by a veterinarian and treated as necessary.

Condition

6.3 Feed and drinking water provided to the animals must be unspoilt and free from contamination.

Guidance

- Dry feed must not be left out for more than 24 hours. Any wet feed not eaten must be removed at the time of the next feeding.
- Refrigeration facilities for feed storage must be provided.
- Feed must be stored away from risk of vermin and in appropriately cool and dry places.

Condition

6.4 Feed and drinking receptacles must be capable of being cleaned and disinfected, or disposable.

Guidance

- Receptacles must be non-porous.
- Receptacles must be cleaned daily and disinfected at least once a week and between different cats. If damaged they must be disposed of.

Condition

6.5 Constant access to fresh, clean drinking water must be provided in a suitable receptacle for the species that requires it.

Guidance

- Fresh water must be provided daily in a clean container and changed or refreshed as often as necessary.
- One water bowl must be provided per cat.

Condition

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.

Guidance

- In establishments where staff are employed a separate hand wash basin with an adequate supply of hot and cold water must be provided for them to wash their hands. This must be connected to a suitable drainage system.
- Soap and hygienic hand drying facilities must also be available.

7.0 Monitoring of behaviour and training of animals

Condition

7.1 Active and effective environmental enrichment must be provided to the animals in inside and any outside environments.

Guidance

- Provision will include opportunities to scratch, play and exhibit predatory behaviour provided by toys, puzzle feeders, scratching posts and hiding places.

Higher Standard

- **Provision must include a choice of hiding places and different levels/shelves.**

Condition

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.

Guidance

- Cats must not be taken from their individual units except in an emergency or for veterinary treatment.
- Communal exercise areas are not acceptable

Condition

- 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.**

Guidance

- The behaviour of individual cats must be monitored daily and changes in behaviour and/or behaviours indicative of suffering, stress, fear, aggression and anxiety must be recorded and acted upon.
- Advice must be obtained where necessary from a veterinarian who may then refer to a suitably qualified animal behaviourist.

Higher Standard

- **Behavioural observations must be recorded daily.**

Condition

- 7.4 Where used, training methods or equipment must not cause pain, suffering or injury.**

Guidance

- It is unlikely cats will be trained during their stay in a boarding cattery.

Condition

- 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.**

Guidance

- Habituation and socialisation occurs early in cats – mostly before 8 weeks of age. In a boarding cattery it is unlikely that kittens under 8 weeks old will be boarded (if they are, they should still be with their mother). They would be very susceptible to disease and would need an appropriate environment in which to undertake such learning.

8.0 Animal Handling and Interactions

Condition

- 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.**

Guidance

- Cats must always be handled humanely and appropriately to suit the requirements of the individual cat and to minimise stress and distress, such as anxiety, fear, frustration and pain. Cats must never be punished so that they are frightened or exhibit aversive behaviour.
- People must have the competence to handle cats correctly and be able to identify cats that are anxious or fearful about contact.

- Scruffing of cats (picking up a cat by the scruff of its neck) must not be done except as an absolute last resort

Condition

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.

Guidance

- Cats from different households must never share a unit. Where cats from the same household share a unit, the owner's written authorisation must be obtained and cats must be monitored. Consent from the owner must also include authority for separating cats, should problems arise.

Higher Standard

- Where more than one cat share a unit daily behavioural observations are recorded – these should especially focus on any signs of stress/aggression.

Condition

8.3 The animals must have at least daily opportunities to interact with people where such interaction benefits their welfare.

Guidance

- Cats must receive human interactions specific and appropriate to the individual cat, and its needs reassessed daily.
- A cat must never be forced to interact with a person/people, and a cat must be able to avoid people should it wish.

9.0 Protection from Pain, Suffering, Injury and Disease

Condition

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 carcasses);

(b) be in place covering the care of the animals following the suspension or revocation of the licence or during and following an emergency.

Guidance

- The procedures must demonstrate how the conditions outlined in this guidance are met.

Conditions

- 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.**

Guidance

- Provision must be made for the isolation of sick/injured/infectious cats and those that might reasonably be expected to be carrying serious infectious diseases.
- Where isolation facilities are provided by an attending veterinary practice, a letter must be provided by the practice stating that they are prepared to provide such facilities. If a cat is not taken to a veterinary practice, but kept at the cattery for anything more than 12 hours, the isolation facilities must follow the same size and facility requirements as a normal cattery unit.
- Protective clothing and footwear must be worn when handling cats in the isolation facility, and cleaning protocols adhered to. Whilst in use, the clothing must be kept in the isolation unit and not be removed other than for cleaning and disinfection. Protective garments must be changed and laundered with an appropriate disinfectant/ disposed of immediately after handling a cat with a suspected infectious disease.
- Separate feeding and water bowls, litter trays, litter, a dedicated safe cat basket, bedding and cleaning utensils must be stored in the isolation unit ready for immediate use.
- Any cats in the isolation facility must be checked as frequently as other cats as a minimum and unless a separate person is caring for them, they must be visited after the other cats.

Higher Standard

- **Designated on site isolation facilities must be available and must follow the same size and facility requirements as normal cattery unit.**

Condition

- 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.**

Guidance

- An up-to-date veterinary vaccination record must be seen to ensure that cats have current vaccinations against feline parvovirus also known as feline infectious enteritis, feline panleukopenia and against feline respiratory viruses (feline herpesvirus and feline calicivirus).
- Certification from a veterinarian of a recent protective titre test may be accepted instead of a booster vaccination as required by the establishment. The certificate must state that it is valid for the current period. It is up to the licensee whether to accept such a certificate.
- Vaccines used must be licensed for use in the UK. Homoeopathic vaccination is not acceptable.

- If there is evidence of external parasites (fleas, ticks, lice) the cat must be treated with a product authorised by the Veterinary Medicines Directorate (VMD) and licensed for use in the UK. Treatment must only be after consultation and as directed by a veterinarian and / or with written consent from the owner or nominated person

Condition

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.

Guidance

- This must be in a clearly-marked bin which is emptied either daily or when full, whichever is the sooner. Excreta must be removed in accordance with the documented cleaning and disinfection procedure.
- Storage of excreta must be away from areas where animals or food is kept.

Condition

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.

Guidance

- When a cat is suspected of being ill or injured a veterinarian must be contacted for advice immediately and any instructions for treatment recorded. Further advice must be sought if there is ongoing concern.
- The owner of the animal or nominated person must be contacted.

Condition

9.7 Where necessary, animals must receive preventative treatment by an appropriately competent person.

Guidance

- Any preventative treatment must be administered with the consent of the owner and under the direction of the veterinarian

Condition

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.

Guidance

- The name, address and telephone contact number, including out of hours provision, of the veterinarian used by the establishment must be displayed in a prominent place, close to the telephone and accessible to all members of staff. The veterinary practice must be in a reasonable travel distance.
- Written consent between the cat owner and licence holder must be obtained with regards to which veterinarian is to be used when cat is first placed with licence holder

Condition

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.

Guidance

- All courses must be completed to the specifications given by the veterinarian.
- Any unused medications must be returned to the owner or prescribing vet.
- A fridge must be available to store medicine which requires being kept at certain low temperatures.

Conditions

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.

Guidance

- Cleaning and disinfection products must be non-toxic and compatible with other products used. Extra care must be taken to use products not toxic to cats which may be safe for other animals, for example, phenolic disinfectants.
- 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 the cat unit.
- Any equipment that has been used on an infectious or suspected infectious animal must be cleaned and disinfected after use or disposed of.

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.

Guidance

- Only a veterinarian can euthanase a cat
- Euthanasia must be humane and effective.
- The licence holder must keep a record of all euthanasia and the identity of the qualified veterinarian that carried it out. Unless imperative for the welfare of the cat, euthanasia must not take place until consent is given by the owner or nominated contact

Condition

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.

Guidance

- Presence or absence of faeces and urine must be monitored daily. Any abnormalities must be recorded and acted upon as appropriate.
- Cats staying long-term (staying for over three weeks) must be checked for weight-loss or gain and, if there are any concerns, advice must be sought from a veterinarian.

10.0 Emergencies

Condition

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.

Guidance

- Entrances and fire exits must be clear of obstructions at all times.
- Suitable firefighting, prevention and detection equipment must be provided and maintained in good working order. Any buildings must have at least one working smoke detector (or other suitable fire detection system) installed in a suitable location on each separate level / floor of the property and, where appropriate, there must be at least one carbon monoxide detector
- An emergency drill programme must be in place with annual testing, or as determined by fire risk assessments. All new members of staff must have this as part of their induction programme.
- There must be a plan for accommodation of the cats should the premises become uninhabitable.
- There must be a documented policy in place for dealing with extremes of temperature and weather conditions (both hot and cold).
- All electrical installations must be installed by appropriately qualified persons and maintained in a safe condition; and sited such that they do not present a risk.
- All equipment must be maintained in a good state of repair and serviced according to manufacturer's guidelines.

Conditions

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.

Guidance

- In a non-domestic setting, an emergency contact name / number must be displayed on the outside of the premises.
- A reasonable distance would, in normal conditions, be interpreted as no more than 30 minutes travelling time.

Higher Standard

- [A competent person must be on site at all times.](#)

Part B – Specific conditions: providing boarding in catteries for cats (Schedule 4, Part 1 of the Regulations)

2.0 Suitable environment

Condition

2.1 Cats within the premises to which the licence relates must be prevented from coming into direct contact with other animals from outside the premises.

Guidance

- Sneeze barriers must be in place on the end walls of the exercise run, and at each end of the cattery block to prevent contact with animals from outside.

Condition

2.2 There must be a safe, secure, waterproof roof over the entire cat unit.

Guidance

- For the exercise run, materials used must be capable of filtering UV light and providing adequate shade.

Conditions

2.3 A cat unit may only be shared by cats from the same household.

2.4 Communal exercise areas are not permitted.

2.5 Each cat unit must be clearly numbered and there must be a system in place which ensures that information about the cat or cats in each cat unit is available to all staff and any inspector.

Guidance

- A one page synopsis of the cat or cats must be outside of each unit or kept in an easy to locate manner. This must include the name of the cat, the age, sex and any relevant medical, behavioural or dietary information.

2.6 Each cat unit must provide the cat with sufficient space to—

- (a) walk,**
 - (b) turn around,**
 - (c) stand on its hind legs,**
 - (d) hold its tail erect,**
 - (e) climb,**
 - (f) rest on the elevated area; and**
 - (g) lie down fully stretched out**
- without touching another cat or its walls.**

Guidance

- The size of a cat unit includes the sleeping area plus the run area. These sizes are outlined below
- Size of full height walk-in unit sleeping accommodation (see appendix). The following minimum areas and dimensions must be achieved in order to give cats a

suitable and appropriate comfortable space and for ease of cleaning and management.

Size of sleeping area in full-height walk-in unit

	Min area	Smallest dimension	Min height
One cat*	0.85m ²	0.9m (e.g. 0.9m x 0.95m)	1.8m
Up to 2 cats	1.5m ²	1.2m (e.g. 1.2m x 1.25 m)	1.8m
Up to 4 cats	1.9 m ²	1.92 m (e.g. 1.2m x 1.6m)	1.8m

*For new builds the 'one cat' size option has been removed.

- Size of penthouse sleeping accommodation (an enclosed boxed sleeping area or pod raised off the ground – see appendix). The pod needs to be high enough off the ground to be able to clean underneath but not too high as to make cleaning inside the box difficult.
- The following minimum areas and dimensions must be achieved in order to give cats a suitable and appropriate comfortable space and for ease of cleaning and management.

Size of penthouse sleeping accommodation

	Min area	Smallest dimension	Min height
One cat*	0.85m ²	0.9m (e.g. 0.9m x 0.95m)	1 m
Up to 2 cats	1.1m ²	0.9m (e.g. 0.9m x 1.20 m)	1 m
Up to 4 cats	1.7 m ²	0.9 m (e.g. 0.9m x 1.9m)	1 m

* For new builds the 'one cat' size option has been removed

- Facilities must be easily accessible and provide safe easy access (ramp/steps) to the penthouse. Extra consideration must be given for elderly, ill, very young or disabled cats.
- Size of exercise run for full height walk-in unit and penthouse style unit* (see appendix). The following minimum areas and dimensions must be achieved in order to give cats a suitable and appropriate comfortable space and for ease of cleaning and management.

Size of exercise run for full height walk-in unit and penthouse style unit

	Min area	Smallest dimension	Min height
One cat*	1.65m ²	0.9m (e.g. 0.9m x 1.85m)	1.8 m
Up to 2 cats	2.2m ²	1.2m (e.g. 1.2m x 1.85 m)	1.8 m
Up to 4 cats	2.8 m ²	1.2 m (e.g. 1.2m x 2.35m)	1.8 m

- For new builds the measurement of the run area for penthouse units must include only the area in front of the penthouse (not that underneath it) as cats do not use this area. The 'one cat' size option has also been removed for new builds. Older catteries will have one cat size units and shorter runs and this is acceptable. New builds must use the bigger dimensions.

Higher Standard

- Units must be 1.5 times the minimum sizes stated.

Condition

2.7 Each cat unit must have sufficient space for each cat to sit, rest, eat and drink away from the area where it urinates and defecates.

Guidance

- Each unit must have space to allow for at least 60 cm separation between the litter tray, resting place and feeding area. This allows cats to sit, rest and eat away from areas where they urinate and defecate.

Condition

2.8 Cats must have constant access to their sleeping area.

Guidance

- A raised bed may aid in the avoidance of draughts. All beds and bedding areas must be kept clean, dry and parasite free.
- Bedding must be made of a material that is easy to wash/disinfect, or be disposable.
- Bedding must be changed, cleaned and disinfected between cats.
- A cat must not be left without bedding, unless instructed otherwise by the cat's owner. Soft bedding materials must be provided and adapted if necessary for old, young or infirm cats to help regulate their body temperature.
- Access between the exercise and sleeping accommodation must be through a securely fitted and suitably sized cat flap which is capable of being securely propped open if necessary.

Condition

2.9 A litter tray must be provided at all times in each cat unit. A safe and absorbent litter material must be provided. Litter trays must be regularly cleaned and disinfected.

Guidance

- In a multiple cat unit, the number of trays must be appropriate to the number of cats.
- Trays must be impermeable, easy to clean and disinfect, or be disposable. The tray must be large enough (average size is 30 x 42 cm) to let the cat turn around and the litter deep enough (a minimum of 3 cm is recommended) to allow digging activity. Loose sawdust, shredded or sheet newspaper, or soil, are not considered acceptable as litter material.

Condition

2.10 Each cat unit must include an elevated area.

Guidance

- These must be large enough for a cat to lie on and be available in the sleeping accommodation or the run.
- Facilities must be available to provide safe easy access to elevated areas for elderly, ill, very young or disabled cats if required.

Higher Standard

- Each cat must have access to at least two raised areas – one of which must be in the sleeping area and one must be in the exercise area.

Condition

2.11 Adjoining cat units must have solid barriers covering the full height and full width of the adjoining wall.

Guidance

- For new builds sneeze barriers must be at a minimum translucent (allowing light to pass through, but only diffusely so that objects on the other side cannot be clearly distinguished) to reduce stress caused by cats seeing one another.
- New build using gaps between units must have a full height full width translucent sneeze barrier on one side of the gap.

Higher Standard

- There must be completely opaque sneeze barriers rather than translucent up to 600mm and behind any shelves.

Condition

2.12 Any gaps between cat units must be a minimum of 0.6 metres wide.

Guidance

- Most modern catteries use full height sneeze barrier between units rather than gaps because it reduces the build size. The width of the corridor between facing units must be at least 1.2m. If the width of a corridor is less than 1.2m sneeze barriers must be applied to the front of the units

Condition

2.13 Any cat taken out of a cat unit must be secured in a suitable carrier.

Guidance

- A spare cat carrier must be kept at the cattery for situations where owners do not arrive with their cat in a secure carrier.

2.14 The sleeping area must form part of the cat unit and be free from draughts.

3.0 Monitoring of behaviour and training

Condition

3.1 There must be an area within the unit in which the cat can avoid seeing other cats and people if it so chooses.

Guidance

- Cats must be provided with a hiding place. This can be as simple as providing a cardboard box, an igloo-type bed or other structures within the unit. Leaving the cat's own carrier in the unit can provide a familiar place to hide.

Condition

3.2 Each cat unit must include a facility for scratching. Any surface within a cat unit available for scratching must either be disinfected between uses by different cats or disposed of.

Guidance

- Each cat must have access to a tall sturdy scratching facility. If provided by the owner it must be kept within that cat's unit and used solely for that cat and returned to the owner and the end of the cat's stay.

Conditions

3.3 All cats must be provided with toys or feeding enrichment (or both) unless advice from a veterinarian suggests otherwise.

3.4 All toys and other enrichment items must be checked daily to ensure they remain safe and must be cleaned and disinfected at least weekly.

Guidance

- If provided by the owner, toys or feeding enrichment equipment must be kept within that cat's unit and used solely for that cat and returned to the owner and the end of the cat's stay.
- All toys and enrichment equipment must be cleaned and disinfected between different cats.

4.0 Records

Condition

4.1 A register must be kept of all the cats on the premises which must include—

- (a) the dates of each cat's arrival and departure,**
- (b) each cat's name, age, sex, neuter status and a description of it or its breed,**
- (c) each cat's microchip number, where applicable,**
- (d) the number of any cats from the same household,**
- (e) a record of which cats (if any) are from the same household,**
- (f) the name, postal address, telephone number and email address of the owner of each cat and emergency contact details,**
- (g) in relation to each cat, the name, postal address, telephone number and email address of a local contact in an emergency,**
- (h) the name and contact details of each cat's normal veterinarian and details of any insurance relating to the cat,**
- (i) details of each cat's relevant medical and behavioural history, including details of any treatment administered against parasites and restrictions on exercise,**
- (j) details of each cat's diet and related requirements,**
- (k) any required consent forms,**
- (l) a record of the date or dates of each cat's most recent vaccination, worming and flea treatments, and**
- (m) details of any medical treatment each cat is receiving.**

Guidance

- Consent forms must cover veterinary treatment, consent to share or separate cats if needed, consent regarding toys / interaction preferences, record of baskets/items left at the cattery.

5.0 Protection from pain, injury, suffering and disease

Conditions

5.1 A cat must remain in its assigned cat unit, except when it is moved to an isolation cat unit or to a holding cat unit.

5.2 Where any other activity involving animals is undertaken on the premises, it must be kept entirely separate from the area where the activity of providing boarding for cats takes place.

Guidance

- Units housing rescue/breeding cats must be separated by a door or solid partition. Extra precautions must be taken to prevent the spread of disease. Ideally a separate member of staff should attend to these cats.

Higher Standard

- Where applicable, there must be a completely separate unit for any other activities such as rescue or breeding.

Conditions

5.3 All equipment must be cleaned and disinfected before a cat is first introduced into a cat unit.

5.4 A preventative healthcare plan agreed with the veterinarian with whom the licence holder has registered under paragraph 9(8) of Schedule 2 must be implemented.

5.5 A holding cat unit must only be used in an emergency and must not be used for longer than is necessary and in any event for no longer than a total of 12 hours in any 24-hour period.

5.6 In this paragraph, “holding cat unit” means a cat unit, separate from any other cat unit, in which a cat may be housed temporarily.

Cattery Units

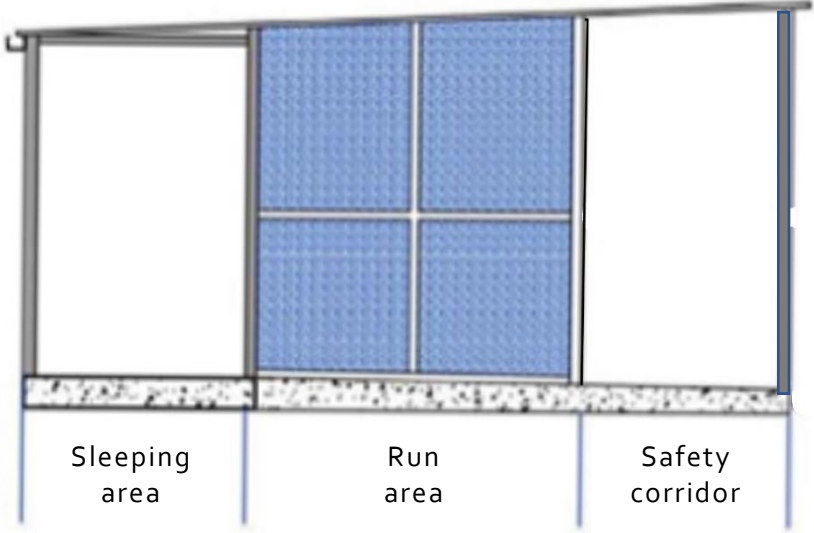


Figure 1 - Cross section of a cattery unit showing the sleeping area (which can be full height or penthouse – see below) and safety corridor.



Figure 2- Full height walk-in sleeping area, opening into the run area.

Figure 3- Penthouse sleeping area opening into the run area



Figure 4 and 5 - Examples of outdoor cattery facilities

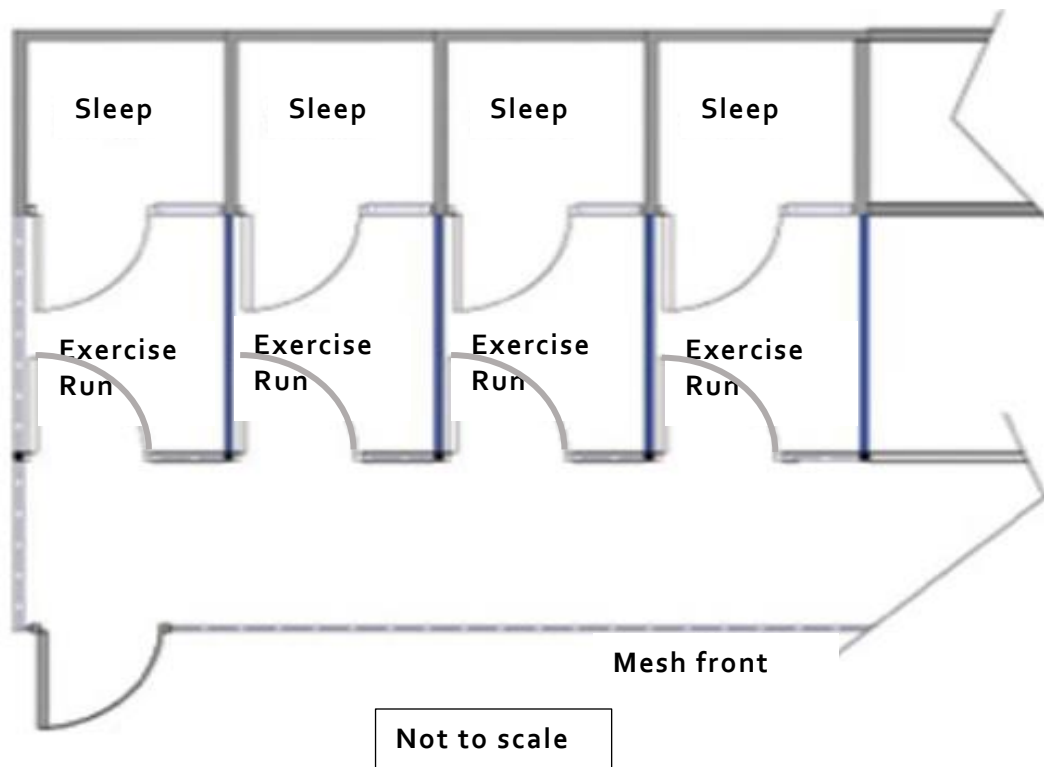


Figure 6 - Example layout of outdoor cattery, with indoor sleeping area and individual covered outdoor run areas. These are accessed individually from a covered outdoor safety corridor. There are full height solid sneeze barriers (blue line) between cat units

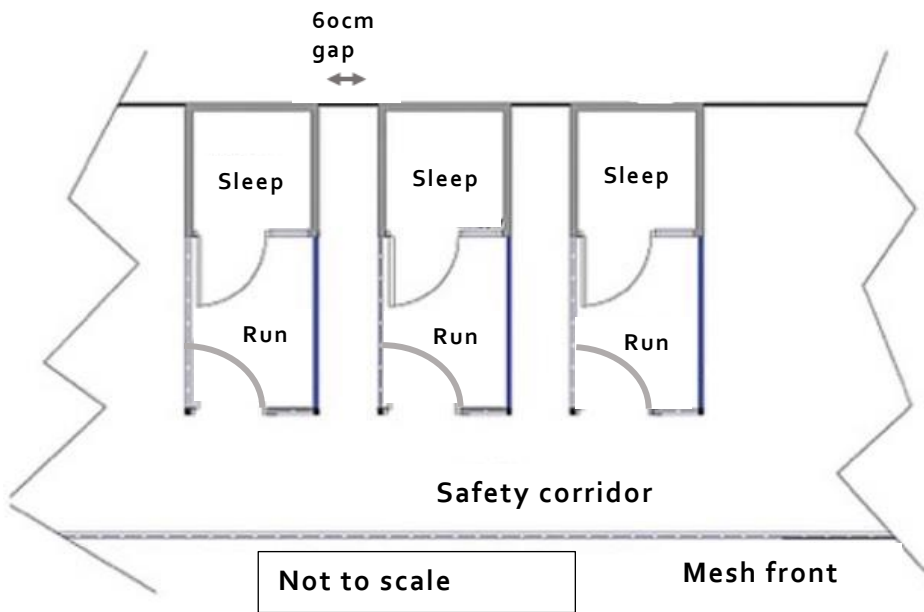


Figure 7 - Some older catteries have gaps between cat units (min. 60cm). If newly built, there must be a full height sneeze barrier on one side of the gap.

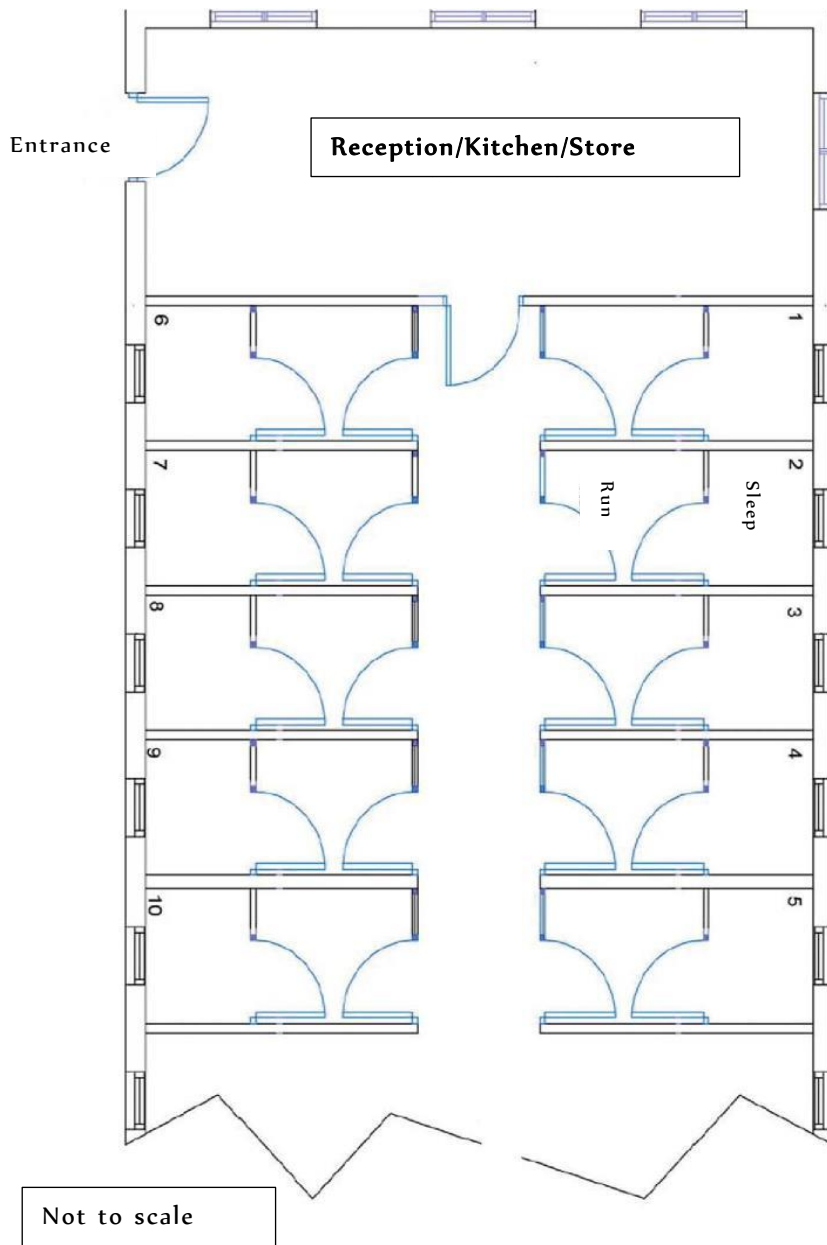


Figure 8 - Example of an indoor cattery with sleeping area and run area all inside the building, usually accessed individually from a common indoor corridor

Higher Standards

For each activity, a number of higher standards have been agreed. Meeting the higher standards is optional but is the only way to gain a higher star rating. The higher standards are classified in to two types: **required** and **optional** and are outlined in the relevant guidance documents for the activity in question. To distinguish required standards from optional ones they have each been given a specific colour which is used in each guidance document. **Higher standards that appear in blue text are required**, whereas **those that appear in red text are optional**. To qualify as meeting the higher standards, the business needs to achieve all of the required higher standards as well as a minimum of 50% of the optional higher standards. During an inspection, the inspector should assess whether or not the business meets the required number of higher standards

Required

- Staffing levels will be up to 1 full-time equivalent attendant per 20 cats kept or a higher ratio of qualified staff.
- Cats must be provided with a design and layout that provides them with choice. This can be achieved by, for example, inclusion of raised platforms.
- Temperature in the sleeping environment must be above 18°C.
- All individual cats must be inspected at least once at an appropriate interval during the out of hours period (e.g. 1800-0800).
- Where more than one cat share a unit daily behavioural observations are recorded – these should especially focus on any signs of stress/aggression.
- A competent person must be on site at all times.
- Units must be 1.5 times the minimum sizes stated.
- Each cat must have access to at least two raised areas – one of which must be in the sleeping area and one must be in the exercise area.
- There must be completely opaque sneeze barriers rather than translucent up to 600mm and behind any shelves.
- Where applicable, there must be a completely separate unit for any other activities such as rescue or breeding.

Optional

- A member of staff with an OFQUAL regulated Level 3 qualification in a relevant subject must be present during the working day.
- Ventilation must be a managed, fixed or portable, air system to ensure appropriate temperatures are maintained in all weathers. This can be an air conditioning unit or use of removable fans.
- Provision must include a choice of hiding places and different levels/shelves.
- Behavioural observations must be recorded daily.
- Designated on site isolation facilities must be available and must follow the same size and facility requirements as normal cattery unit.



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Department
for Environment
Food & Rural Affairs

**The Animal Welfare (Licensing of Activities
Involving Animals) (England) Regulations 2018**
**Guidance notes for conditions for selling animals as
pets**
October 2018

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Introduction

1. This guidance is aimed at local authority inspectors in England and should be read in conjunction with the Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018 (SI No.486)⁽¹⁾. Guidance documents are available for each licensable activity under the regulations: dog breeding, pet selling, hiring out horses, boarding for dogs, boarding for cats, home boarding for dogs, dog day care and keeping or training animals for exhibition. There is also Procedural Guidance on the general issues that apply to all activities including on how to assess the star rating of establishments.

What is in and out of the scope: Selling animals as pets

2. Schedule 1 of the Animal Welfare (Licensing of Activities Involving Animals)(England) Regulations 2018 (“the regulations”) defines the licensable activities for each sector. In all cases except dog breeding, the licensable activity is restricted to businesses or those operating on a commercial basis.

Business Test

3. The regulations specify two example business tests to be considered when determining whether an activity is considered commercial, and thus within scope. They are not the exclusive factors to be considered but are examples and other factors, such as those listed in the nine badges of trade set out by HMRC, are also relevant. The regulations include the following on this issue:
4. The circumstances which a local authority must take into account in determining whether an activity is being carried on in the course of a business for the purposes of this Schedule include, for example, whether the operator—
 - (a) makes any sale by, or otherwise carries on, the activity with a view to making a profit, or
 - (b) earns any commission or fee from the activity.
5. This guidance is intended to assist inspectors in determining whether or not an activity may be subject to the regulations noting that ultimately there will be an element of judgement required.
6. Set out below are examples of the type of activity that should or should not be considered within the scope of the regulations and the indicators that should be considered when deciding whether a licence is required.
7. Local authority inspectors should take account of all elements of the advice below and weigh them against each other before reaching a decision as to whether an activity falls within scope of the regulations.

(1) [Animal Welfare \(Licensing of Activities Involving Animals\)\(England\) Regulations 2018](#)

Selling animals as pets: Text of the definition in Schedule 1 of the regulations

“2. Selling animals as pets (or with a view to their being later resold as pets) in the course of a business including keeping animals in the course of a business with a view to their being so sold or resold.

3. The activity described in paragraph 2 does not include-

- (a) selling animals in the course of an aquacultural production business authorised under regulation 5(1) of the Aquatic Animal Health (England and Wales) Regulations 2009⁽²⁾, or
- (b) the activity described in paragraph 8 (breeding dogs).”

In scope criteria

Activities that fulfil one or more of the following criteria are subject to licensing:

1. The import, distribution and sale of animals by a business.
2. Businesses registered with Companies House.
3. Businesses or individuals operating from domestic premises for commercial purposes (it should be noted that many may not be listed with Companies House).
4. Premises open to members of the public or to other businesses where animals are available for purchase.

Guideline indicators of running a business of selling animals as pets

The following may assist consideration of the criteria listed above:

- The import, distribution and sale of animals by means of a fixed fee.
- The purchase of animals with the express intent to sell them on.
- Where animals are bought and then re-advertised for sale or sold within a short period of time.
- The number, frequency and/or volume of sales - systematic and repeated transactions using the same means of advertising are likely to indicate a commercial activity.
- High volumes of animals sold or advertised for sale or high number of litters or progeny could indicate a business.
- Low volumes of animals sold or advertised could indicate a business where high sales prices or large profit margins are involved.
- High range and variability in the animals traded. A wide variety of species or taxa being traded could indicate the commercial nature of the activity.
- High numbers of advertisements of animals for sale, including on classified websites, could indicate commercial behaviour, even where there is no actual sale taking place via the internet. This could be high numbers of advertisements at any one time or over a short period of time, and/or regularly.

(2) [The Aquatic Animal Health \(England and Wales\) Regulations 2009](#)

- Advertising through a variety of sites, forums or media could indicate a commercial activity.

Out of scope criteria

Activities that fulfil one or more of the following criteria are not subject to licensing:

1. The infrequent sale of a small number of surplus offspring/excess stock by a private individual who breeds animals as a hobby, for pleasure, exhibition for prize, or for education, study or scientific advancement. For low value species that may produce large numbers of excess stock, consideration should be given to the value of the stock and the likelihood that the seller is making a profit.
2. Organised events where people meet to sell surplus animals they have bred, or animals that are surplus to their requirements, whether or not this is open to the public. Selling pet animals as a business from a market or stall is prohibited under Section 2 of the Pet Animals Act 1951.
3. Aquacultural Production Businesses that are authorised under regulation 5(1) of the Aquatic Animal Health (England and Wales) Regulations 2009, and that are inspected by the Fish Health Inspectorate.

Guideline indicators of “out of scope” activities

The following may assist consideration of the criteria listed above:

- The number, frequency and/or volume of sales - irregular transactions, low and/or irregular numbers of adverts/sales or low numbers/values of animals sold are likely to indicate the activity is not commercial in its nature.
- Where an individual can demonstrate the activity is undertaken as a hobby or for education or scientific advancement, and that they are only selling surplus stock, without making a profit. This could be demonstrated by producing evidence such as:
 - (a) Reports or studies prepared by the individual in relation to the species kept, including self-published, published for scientific journals, published in the pet trade or hobby media, or demonstrable contributions to conservation projects.
 - (b) Competition entry forms for the animals kept by the individual.
 - (c) Registered membership of a club or society relevant to the animals kept by the individual.
- The Government announced in Budget 2016 a new allowance of £1,000 for trading income from April 2017. Anyone falling under this threshold would not need to be considered in the context of determining whether they are a business.

Overview of the conditions and explanatory guidance

1. This document outlines the conditions that must be complied with in order to receive an animal activities licence for the activity of selling animals as pets. The conditions set out in schedules to the regulations are given in bold throughout this document, whilst the explanatory guidance notes are provided as bullet points.
2. In order to receive a licence a business will need to meet all of the minimum standards outlined in this document. In addition, businesses are encouraged to apply higher standards. A business that meets the higher standards will be able to gain a 4 or 5 star rating in the Animals Activity Star Rating System and will qualify for a longer licence (e.g. two or three years as opposed to a one-year licence) and thereby pay a lower licence fee.
3. Whilst applying the higher standards is optional, certain standards are required in order to attract the higher star ratings. To distinguish required higher standards from optional ones they have each been given a specific colour which is used in each guidance document. Higher standards that appear in **blue** text are required in order for a business to be classed as high standard, whereas those that appear in **red** text are optional. See the Procedural Guidance for a full explanation of the Animals Activity Star Rating System and how it incorporates a risk assessment of the business.
4. This document covers the general conditions which are applicable to all taxa (Parts A & B), which is then built upon by species-specific guidance as given in Parts C to L. Where they are available, Codes of Practice produced by Defra which provide species specific needs should be referred to for additional guidance.

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

1.0 Licence Display

Condition (paragraph numbers relate to the numbering in the Regulations)

1.1 A copy of the licence must be clearly and prominently displayed on any premises used for the licensable activity.

Guidance

- The licensed premises' address must be displayed on the licence.

Condition

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.

Guidance

- The name on the licence must be that of an individual.

2.0 Records

Conditions

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.

Guidance

- Electronic records must be backed up.

3.0 Use, number and type of animals

Condition

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.

Guidance

- No types of animals other than those specified in the licence, can be stocked for the purposes of the activity.
- For reptiles, amphibians, fish, and rodent groups this can be groups of species (e.g. tropical fish, snakes, newts, hamsters, gerbils).

Condition

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.

Guidance

- The licence conditions must state the numbers for each species or species group that may be kept on the premises, with the exception of fish. Undeclared breach of these numbers can invalidate the licence, especially if not reflected in increased staffing levels.
- With the exception of fish, the stocking densities for each taxa group are given in the relevant annexes and must be adhered to.

4.0 Staffing

Condition

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.

Guidance

- No animal must be stocked or sold unless the staff or at least one member of staff on site during opening hours is familiar with the care and welfare of the animals stocked and has a recognised qualification and/or can demonstrate suitable experience/ training.
- Where there is evidence that the welfare needs of the animals are not being met, the inspector must consider if the staffing levels are appropriate. Staffing levels can in part be influenced by site-specific and automated processes.
- Licence holders keeping venomous species hazardous to human health must ensure that sufficient staff are trained or have experience in the species management.
- 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 venomous animal and a visitor or staff member.

Condition

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.

Guidance

- Animals must be handled/cared for by staff who possess the appropriate ability, knowledge and professional competence. This can be demonstrated by holding or being registered for an OFQUAL regulated Level 2 qualification that is appropriate to the species kept, by having undertaken relevant industry recognised training or an in-store training programme or based on experience.
- Individuals undertaking an OFQUAL regulated qualification must have suitably progressed in 12 months and have completed the qualification within two years.

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- **There must be a member of permanent, full-time staff with an OFQUAL regulated Level 3 qualification that is appropriate to the species kept.**

Condition

4.3 The licence holder must provide and ensure the implementation of a written training policy for all staff.

Guidance

- The training policy must be reviewed and updated on an annual basis and must include:
 - 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.
- It will be applicable to any members of staff and can be shown by engagement with courses, written or online learning, keeping up to date with any research or developments for specific species and the documentation of the annual appraisal.
- Evidence of staff attendance or completion of the training must be provided.

5.0 Suitable Environment

Condition

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.

Guidance

- Housing must be secure in order to prevent injuries and reduce risk of disease transmission. Structural integrity must be maintained and housing designed to ensure dry, easily cleansed surfaces (including junctions) for non-aquatic species. Materials must be non-toxic and constructed of non-porous materials, or be appropriately treated.
- Accommodation must be regularly inspected for damage and potential injury or escape points. Damaged accommodation must be repaired or replaced immediately.
- Hazards must be minimised in accommodation. There must be no projections or rough edges liable to cause injury. No electrical cables must be within reach of any animal that could chew or damage them.
- All licence holders must be able to demonstrate that both environmental and biosecurity, including zoonotic disease, risks have been considered in the enclosure selection and use.
- Drainage in enclosures, activity areas, passageways and preparation areas must be adequate to reduce the risk of pathogens associated with standing water.

Condition

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.**

Guidance

- Animals must be able to move around freely climb, fly, swim or jump where appropriate, and exhibit normal behaviour in their environment.
- Accommodation must provide shelter from adverse environmental conditions and predators.
- 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 offered for sale the business is considered a short-term transitional holding facility. Acceptable enclosure sizes may be smaller than those intended for long term husbandry, and are outlined for each taxonomic group within the individual schedules with regard to specific stocking densities. The transitional period is considered to be no more than three months from the date of arrival. If retained for longer or permanently then the animal must be moved to an enclosure size representing current best practice for the individual species comparable with that expected to be found with the final purchaser, at a minimum this must be equivalent, or preferably larger, to those described in the higher standard minimum enclosure size for each species where specified.
- For businesses selling animals exclusively to other businesses, there are no current agreed standards for cage sizes and stocking densities, and so businesses must provide evidence to demonstrate that welfare is being met with reference to the guidance in the rest of this document. Set standards will be developed. This does not apply to businesses selling dogs and cats which must follow the accommodation sizes stipulated in the guidance.

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- [Businesses selling animals exclusively to other businesses must meet the cage sizes and stocking densities as stipulated in the species-specific minimum standards.](#)

Further Guidance

(a) their 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) its 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,

are within the appropriate range for the species housed and monitored as appropriate, with any deviations recorded.

- Staff must be able to outline the remedial action taken when parameters deviate from the acceptable ranges for the species housed. 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) the water quality (where relevant),

- For species where water quality forms an integral part of life support, or where poor water quality has welfare implications, appropriate water testing and recording must be undertaken. The frequency of such testing must be appropriate to the system, with a minimum of weekly records maintained. Such records must detail any remedial action which has been undertaken to restore acceptable parameters.

(d) noise levels,

- Noise and vibration must be maintained at levels appropriate to species, and enclosures must be situated remotely from sources likely to cause stress or disturbance.

(e) light levels,

- Light must be provided in a suitable natural cycle for the species and where natural light is insufficient, suitable artificial lighting must be used.

(f) ventilation.

- Ventilation must be provided to all interior areas. Ventilation must be appropriate to the species and have no detrimental effect on temperature or humidity.
- Humidity must be appropriate for the species.

Condition

5.3 Staff must ensure that the animals are kept clean and comfortable

Guidance

- Where accommodation 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 isolation is inappropriate, waste must be adequately managed to prevent contamination of food and water.

Conditions

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.

Guidance

- Accommodation must be cleaned and disinfected with products effective against likely pathogens. At normal usage levels, disinfectants must be non-toxic to the

species housed, used at an appropriate dilution factor and as per the manufacturer's instructions, with appropriate timed separation between disinfection and (re)introduction of livestock observed.

- Soiled bedding must be removed in a timely fashion and immediately replaced.
- Empty enclosures must be fully cleaned, disinfected and allowed to dry when vacated and before new stock arrives. Substrate must be replaced as appropriate, and enclosure fixtures and fittings must be adequately disinfected.
- Enclosures must be spot-cleaned at least daily and as necessary, unless this has negative effects on the welfare of the animals.

Condition

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.

Guidance

- Any animals received or consigned must be transported according to the regulations laid down in current legislation.
- Predators and prey must not be kept within sight, sound or smell during transport
- Vehicles must be cleaned and disinfected after each collection/delivery.
- 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 then it must 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.
- Injured, diseased or ill animals must not be transported unless being taken to a veterinarian, quarantine or isolation facility. In these situations, there must be barriers between containers to reduce the transmission of disease, where applicable, and the vehicle and equipment must be appropriately disinfected following transportation.

Condition

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.

Guidance

- In order to avoid exposure to direct sunlight, inappropriate heat levels or stressful stimuli, animals must not be placed on display in windows on external aspects.
- Enclosures must allow for daily visual inspection, with minimal disturbance to the animal, unless increased frequency is required for the species (see relevant Schedules).
- Consideration must be given to the specific requirements of nocturnal species.

Condition

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.

Guidance

- Resources include, but are not limited to: food, water, enrichment items and resting/sleeping areas.
- 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 or dominant animals removed where appropriate.
- Feeding and / or play must be separate or supervised where necessary.
- Staff must be trained to recognise signs of group disruption (e.g. competition and aggression), which could compromise animal welfare.

Condition

5.9 The animals must not be left unattended in any situation or for any period likely to cause them distress.

6.0 Suitable Diet

Condition

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.

Guidance

- The quantity, frequency, delivery and type of food must be determined by what is appropriate for the species and the individual's behavioural and nutritional needs. Staff must have knowledge of the requirements for all the species held for which they are responsible. The purchaser 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 and in a form appropriate to ensure adequate supplementation is delivered to the target species.
- 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.
- 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.
- 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. Animals known to only feed on live prey must not be sold to members of the general public, only to specialists or institutions. 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.

Condition

6.2 Feed and (where appropriate) water intake must be monitored, and any problems recorded and addressed.

Guidance

- 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.
- 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.
- 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 without delay.

Condition

6.3 Feed and drinking water provided to the animals must be unspoilt and free from contamination.

Guidance

- Spoilt perishable food stuffs must be removed as soon as noted and within 24 hours of being supplied.
- Refrigeration facilities for feed storage must be provided. 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.

Condition

6.4 Feed and drinking receptacles must be capable of being cleaned and disinfected, or disposable.

Guidance

- Water and food bowls must be checked daily, cleaned daily as appropriate and disinfected at least weekly.

Condition

6.5 Constant access to fresh, clean drinking water must be provided in a suitable receptacle for the species that requires it.

Guidance

- Fresh clean water must be available at all times, except for those species where it may be harmful and during the transitional period when water supplies are being changed e.g. 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 but it should be withdrawn during freezing weather, where they are kept outdoors, to avoid health problems.

Condition

6.6 Where feed is prepared on the premises used for the licensable activity, there must be hygienic facilities for its preparation, including a working surface, hot and cold running water and storage.

Guidance

- Staff must observe strict standards of personal hygiene and should conform to good hygiene practice in the preparation of food, having due regard to 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.
- Food must be protected against dampness, deterioration, mould or from contamination by insects, birds, vermin or other pests.
- 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 refrigeration facilities.
- Staff must not use receptacles for food and drink for any other purposes.

7.0 Monitoring of behaviour and training of animals

Condition

7.1 Active and effective environmental enrichment must be provided to the animals in inside and any outside environments.

Guidance

- Environmental enrichment accessories which stimulate natural behaviour must be provided as appropriate to the species maintained. These must not have the potential to cause injury and 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.

Condition

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.

Guidance

- Animals must be able to exhibit normal behaviour patterns and this may require the provision of additional suitable space for exercise.

- All animals must have daily exercise, as appropriate for species, age, ability and physical capability. Animals convalescing or within a resting or quarantine period should be allowed rest and exercise may be provided after this.
- Animals which cannot be exercised for veterinary reasons must be provided with additional enrichment.

Conditions

- 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.**

Guidance

- Training must be based on the principles of positive reinforcement (i.e. reward desired behaviour and ignore unwanted behaviour).

Condition

- 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.**

Guidance

- Where there is demonstrable welfare benefit, young animals must be adequately and appropriately socialised and habituated, by appropriately knowledgeable staff, 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

Condition

- 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.**

Guidance

- Where a customer or client is handling an animal, a competent member of staff must ensure the interaction is appropriate and is stopped if the animal shows sign of fear, suffering or fatigue.
- Animals which may be aggressive must only be handled by, or in the presence of, competent staff.
- Customers, especially children, handling animals prior to purchase must be supervised and offered facilities (and encouraged) to clean their hands before and afterwards (e.g. hand sanitisers). Where gross faecal or urinary contamination is present customers must be offered facilities to wash their hands.

Condition

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.

Guidance

- Where appropriate, all animals must be housed in social groups of suitable size. Group-housed animals must be monitored for any signs of group disruption and remedial action taken, and documented without delay.
- Acceptable reasons for isolation/separation of social species if remedial action has not been successful are demonstrable risk of disease, injury or danger/stress.
- Where appropriate for the species, to help avoid unwanted litters, all animals must be sexed immediately on arrival to the premises and housed in single sex groups unless this would compromise welfare e.g. a litter of puppies.

Condition

8.3 The animals must have at least daily opportunities to interact with people where such interaction benefits their welfare.

Guidance

- Animals must never be forced to interact with people, and must have a facility to avoid people for example, 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

Condition

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 carcasses);**

(b) be in place covering the care of the animals following the suspension or revocation of the licence or during and following an emergency.

Guidance

- 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.
- The procedures must demonstrate how the conditions outlined in this guidance are met.

Conditions

- 9.2 All people responsible for the care of the animals must be made fully aware of these procedures.**
- 9.3 Appropriate isolation, in self-contained facilities, must be available for the care of sick, injured or potentially infectious animals.**

Guidance

- Provision must be made for the isolation of sick/injured/infectious animals and those that might reasonably be expected to be carrying serious infectious diseases.
- 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 veterinary practice a letter must be provided by the practice stating that they are prepared to provide such facilities.
- 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.
- 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.

Condition

- 9.4 All reasonable precautions must be taken to prevent and control the spread among animals and people of infectious diseases and parasites.**

Guidance

- 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 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.

Condition

- 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.**

Guidance

- 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.
- All excreta and soiled bedding must be stored away from where food and animals are kept.

Condition

- 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.**

Guidance

- Any sick or injured animal must receive appropriate care and treatment without delay. These must only be treated by appropriately competent staff or veterinarians. "Care and treatment" may include euthanasia.
- Where any animal shows any sign of disease, injury or illness it must be kept separate from the other animals and veterinary advice, or that of a competent person's in the case of fish, must be sought within 24 hours, unless otherwise stated in taxa specific Schedules. Any instructions for its treatment must be strictly followed.

Conditions

- 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.**

Guidance

- The name, address and telephone contact number, including out of hours provision, of the veterinary practice used by the establishment must be easily available to all staff members.
- Where there is a lack of local veterinary expertise with regard to the taxa being sold then a competent secondary veterinary practice must provide support to the primary practice as required.

Condition

- 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**

Guidance

- Any prescribed medication given must be prescribed for the individual animal by a veterinarian, and each instance of use must be recorded.

Conditions

- 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.**

Guidance

- The compatibility of different bactericides, fungicides and virucides (if used together and/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.

Condition

- 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.**

Guidance

- 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.
- 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.
- 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.

Condition

- 9.13 All animals must be checked at least once daily and 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.**
- Checks must not cause unnecessary stress or disturbance. Visual checks are acceptable.
 - A system of recording abnormalities must be maintained.
 - 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

Condition

- 10.1 A written emergency plan, acceptable to the local authority, must be in place, known and available to all staff 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.**

Guidance

- Staff must be aware of the emergency procedures and a copy must be displayed for staff to refer to as and when needed.
- Suitable emergency response plans must cover arrangements for emergency evacuation, housing, husbandry and loss of power/water. Emergency evacuation must detail how and by what means animals, staff and the public should evacuate the establishment, identify designated fire assembly points, designated holding areas for animals and which animals can and cannot be evacuated (such as aquaria and ponds).
- Consideration must be given to using systems which would allow timely removal of the animals in the case of emergency. Where emergencies are potentially life threatening, humans must not be put at risk attempting to remove animals.
- Emergency plans must also include consideration of business continuity management including steps to be taken 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 and practices 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 and 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 listed species on the current Schedule of the Dangerous Wild Animals Act held on site, where applicable, and the specific action plan for their safe removal and immediate appropriate rehoming in the case of emergency.
- Entrances and fire exits must be clear of obstructions at all times.
- All electrical installations must be installed by appropriately qualified persons and maintained in a safe condition; and sited such that they do not present a risk. There must be an effective contingency plan for essential heating, ventilation and aeration/ filtration systems, as appropriate.
- All equipment must be maintained in a good state of repair and serviced according to manufacturer's guidelines. Suitable firefighting, prevention and detection equipment must be provided, maintained, regularly serviced and sited as advised by the local fire protection/prevention officer and approved by the local authority.

Conditions

- 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.**

Guidance

- 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: Selling animals as pets (Schedule 3 of the Regulations)

2.0 Records and advertisements

Condition

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).**

Guidance

- 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.
- The register must contain sufficient detail as to allow identification of the source (i.e. the supplier) of the animals.
- The register must be available for inspection by the appropriate authority.

Condition

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**

Guidance

- 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.
- When in doubt, veterinary advice must be sought.

- 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.

Condition

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.**

Guidance

- 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.
- For dogs and cats a specific photograph must be used. For other species, a stock photograph of the species is considered 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

Condition

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.

Guidance

- 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.
- Staff must be able to provide the correct advice regarding the suitability of items for sale on the premises.

Condition

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.**

Guidance

- 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.
- Advice must be given on microchipping.

DOGS

- 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.
- A puppy contract and puppy information pack must be provided at the point of sale.

CATS

- 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.

RABBITS

- 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.

FERRETS

- This must include advice on vaccinations, socialisation and reproductive management.

REPTILES

- Advice must be given on environmental conditions.

Condition

3.3 Appropriate reference materials on the care of all animals for sale must be on display and provided to the prospective owner

Guidance

- 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 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.

Conditions

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.

Guidance

- This must also include whether the animal was wild caught or captive bred, where known.

4.0 Suitable accommodation

Condition

4.1 Animals must be kept in housing which minimises stress from other animals and the public.

Guidance

- 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.
- Care must be taken to avoid sensory contact between prey and predator species.

Condition

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.

Guidance

- 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 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.

Condition

4.3 Dangerous wild animals (if any) must be kept in enclosures that are secure and lockable and appropriate for the species

Guidance

- 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 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.
- 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.
- 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.

5.0 Purchase and sale of animals

Condition

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.

Guidance

- 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.

Condition

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

Condition

6.1 All animals for sale must be in good health

Guidance

- 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 1 Acclimatisation periods

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

Higher Standard

- A documented health checklist should be completed daily and must cover physical, psychological and behavioural issues and any abnormality recorded.

Conditions

- 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**

Part C – Dogs

4.0 Staffing

- There must be adequate staffing to feed and socialise puppies every 4-5 hours and a minimum of 4 times over a 16-hour period.
- Dogs must not be left for long periods without being assessed. Dogs must be checked every 4 hours during the working day and at least once during the overnight period and outside of normal working hours.

Higher Standard

- [There must be adequate staffing to undertake more regular/frequent checks than required by the minimum standard.](#)

5.0 Suitable Environment

Risk of injury, illness and escape to be prevented

- Partitions between kennels and individual exercise areas must be of solid construction sufficiently high to prevent nose-nose contact.
- Kennel doors must be strong enough to resist impact chewing and scratching and must be capable of being effectively secured.
- Units and exercise areas must open onto secure corridors or other secure areas. These corridors must not be used as an exercise area. All windows must be escape proof.
- 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 to render it impervious.
- Floors must have a non-slip, solid surface.
- Large apertures to unlock a door must be avoided. Gaps or apertures must be small enough to prevent a dog's head passing through, or entrapment of any limb or body parts. To protect against entrapment any such gaps must prevent the passage of a 50mm sphere, or smaller if appropriate.
- All wire mesh/fencing must be strong and rigid and 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 (minimum 2mm diameter, approximately British Standard 14 gauge) with spacing adequate to prevent dogs escaping or becoming entrapped.
- Door openings must be constructed such that the passage of water/waste is not impeded, or allowed to gather due to inaccessibility.
- Drainage must be effective to ensure there is no standing or pooling of liquids. A minimum gradient of 1:80 is advised to allow water to run off. Waste water must not run off into adjacent pens/dog units. Drainage channels must be provided so that urine is not allowed to pass over walk areas in corridors and communal access areas. There must be no access to the drainage channels by the dogs housed in the dog units.
- Any drain covers in areas where dogs have access must be designed and located to prevent toes/claws from being caught.

- Each unit must have minimum headroom height of 2.0m and be designed to allow staff to access dogs and clean all parts of the unit safely. Where this is not feasible there must be a documented procedure in place to demonstrate the safety of staff.

Environmental conditions including sizes

- Dogs must be monitored to check if they are too hot or too cold. If an individual dog is showing signs of heat or cold intolerance steps must be taken to ensure the welfare of the dog.
- A dog must be able to remove itself from a direct source of heat.
- Dogs, particularly puppies, may be adversely affected by the sound of other barking dogs. Dogs under one year of age must be located in the quietest part of the establishment.
- The kennel area must be large enough to allow for separate sleeping and activity areas. The kennel must allow each dog to be able to walk, turn around and wag its tail without touching the sides of the kennel. The dogs must have sufficient room to play, stand on their hind limbs and to lie down without touching another individual. The kennel size required will increase in relation to the size and number of dogs housed at any one time. The length and width must be sufficient to allow all the dogs to lie outstretched without their noses or tails touching the walls or other individuals.
- Dogs must have free access to the activity area at all times. In certain circumstances, it is permissible to have separate activity areas to sleeping areas but in such cases dogs must be given access to the activity area at regular intervals, at least four times a day. Any separate activity area must be fully cleaned and disinfected between use by different groups of dogs.
- Where adult dogs are kept, an outdoor exercise area must be available for toileting and exercise. It must be secure and escape proof to allow off lead activity.
- Puppies must be housed in litter groups but have the ability to move away from litter mates.
- Dogs kept in a domestic premises must have free access in at least one room, providing the size of this room meets the minimum enclosure sizes for dog.
- The minimum kennel sizes are listed in table C-01. Bitches with litters must be provided with double the space allowance. As puppies grow the space available to them must be increased accordingly.

Higher Standards

- The floor area must be at least 1.5 times larger than the minimum required.
- Dogs must be provided with a design and layout that provides them with choice. Separate areas for different activities should be provided. This can be achieved by, for example, inclusion of raised platforms.
- Ventilation must be a managed, fixed or portable air system to ensure appropriate temperatures are maintained in all weather. This can be an air conditioning unit or use of removable fans.

Bedding and substrate

- Beds and bedding must be provided and be suitable to allow dogs to be comfortable. A dog bed must be of a durable construction, situated away from

draughts, and be a suitable size for the breed of dogs kept. It must be large enough for each dog to be able to lie flat on its side.

- Bedding must be kept clean, dry and parasite free. It must be cleaned and disinfected between new dogs.
- Bedding must be capable of being easily cleaned and disinfected, or disposable, and all bedding material in use must be clean, non-irritant and dry. Any bedding must be soft and absorbent.
- There must be some part of the sleeping area maintained at a minimum temperature relevant to the breed/type of dog. For most this is likely to be between 15°C and 26°C (this may require consideration for certain breeds, e.g. huskies).

TABLE C-01 MINIMUM KENNEL SIZES FOR DOGS

Dog weight	Minimum kennel area (m ²)	Kennel example dimensions (LxW) (m)	Minimum area per dog (m ²)	Minimum height of kennel (m)
<5kg	4	2 x 2	0.5	2
Over 5 to 10kg	4	2 x 2	1.0	2
Over 10 to 15kg	4	2 x 2	1.5	2
Over 15 to 20kg	4	2 x 2	2	2
Over 20-30kg	8	4 x 2	4	2
>30kg	These must be scaled up accordingly and must be proportionate			2

Cleaning

- Each occupied kennel must be cleaned daily at a minimum.
- Dogs must be removed from the area whilst it is being cleaned.
- All dogs kept must benefit from adequate routine grooming and other health regimes as needed e.g. cleaning of eyes or keeping long fur from matting.

Toileting

- Dogs must have regular opportunities for toileting away from their sleeping area.
- Toileting area must be separate from the bedding area and puppy pads or similar material must be provided with the quantity determined by the number of puppies.
- Faeces must be removed from the kennel units as often as necessary and a minimum of twice a day.

Cleaning

- Moveable items must be removed for cleaning and disinfection at least weekly.
- Each unit must be thoroughly cleaned, disinfected and dried at a change of occupancy. This must be adequate to protect the new occupant from any disease or parasites of its predecessor. If certain diseases have been present, e.g. parvovirus, further actions and precautions are needed and veterinary advice must be sought.

All bedding, water and feeding utensils must be changed and disinfected. All fittings must also be thoroughly cleansed and disinfected at that time.

Transporting and handling

- When being transported, the licence holder must demonstrate that a suitable vehicle is available to transport the dogs. Dogs must be suitably restrained using a dog crate, cage or dog guard. Dog cages and crates must be of adequate size, designed to provide good ventilation and firmly secured out of direct sunlight and away from heating vents.
- Dogs must never be left unattended in vehicles for unreasonable periods and must never be left in a vehicle where the temperature poses a risk.
- If transporting dogs by road, sufficient breaks must be offered for water and the chance to go to the toilet

Higher Standard

- [There must be a travel plan that sets out how animals are managed for long journeys over 4 hours.](#)

6.0 Suitable diet

Diet

- Adult dogs must have their own feeding dish.
- Puppies must be fed as least four times daily at appropriate intervals. The diet must be appropriate for puppies.
- Adult dogs must be fed at least once daily and in accordance with the individual dog's needs. Dogs must be fed a complete diet appropriate to their age, breed, activity level and stage in the breeding cycle.
- If there are concerns about an individual dog's diet, veterinary advice must be sought.

Higher Standard

- [Adult dogs must have a feeding plan which sets out feeding twice a day.](#)
- [Each dog must, every day, be fed some of their food through scatter feeding or other feeding device. If this is not done, the reason must be documented e.g. due to veterinary advice.](#)

Monitoring

- Food and water must be checked four times a day.
- Weekly records of weight and body condition score (BCS) must be kept to ensure the health of puppies and adult dogs and to allow any issues to be tracked.
- Monthly records of weight and BCS must be kept to ensure the health of adult dogs and to allow any issues to be tracked.
- Dogs must not remain inappetent (without appetite) for longer than 24 hours without seeking veterinary advice.

Water

- Each adult dog must have a non-slip water bowl.

- Water must be changed or refreshed as often as necessary and a minimum of once per day.

7.0 Monitoring of behaviour and training of animals

Enrichment

- All dogs must receive toys and / or feeding enrichment unless veterinary advice suggests otherwise. Items must be checked daily to ensure they remain safe.
- A written programme must be available setting out a variety of enrichment both inside and outside including training, grooming, socialisation and play.

Exercise

- Opportunities to exercise must involve at least two walks per day for adult dogs, which may be on a lead and last for at least 20 minutes. Consideration must be given to life stage, physical and mental health and breed when planning daily exercise. Exercise must also involve opportunities to play and interact with humans.
- Puppies cannot be walked so will require at least four opportunities, of at least 20 minutes each, to engage in play and human interaction during the day.
- Dogs must be monitored whilst in outdoor exercise areas.

Higher standard

- **Each adult dog must have a documented daily exercise regime including lead exercise and free running.**

Behaviour

- The behaviour of individual dogs must be monitored daily. All staff must be able to identify dogs that are anxious or fearful about contact. Where a dog shows signs of being nervous, stressed or fearful, steps must be taken to address this.
- A daily socialisation and habituation programme must be documented and implemented.
- Puppies must be habituated to events likely to be encountered. This must include the sights and sounds in households. Introduction to novel sights and sounds must be gradual so that puppies do not show a fearful response such as startling or withdrawal.
- Puppies must also be introduced to a variety of people including adults of both sexes, children of different ages, and people wearing a variety of clothing styles.
- Beneficial and positive contact can include grooming, exercise, play, petting and training as appropriate for the individual.

8.0 Animal handling and interactions

Handling

- Dogs must be protected from over handling by staff or the public as they require time to rest. Handling of dogs by customers must only take place with potential owners as an element of a socialisation programme.
- Dogs must always be handled humanely and appropriately to suit the requirements of the individual dog and to minimise fear, stress, pain and distress. Dogs must never be punished so that they are frightened or exhibit aversive behaviour.

Puppies

- Weaned puppies must be housed with littermates.
- Ideally, single dogs must not be left alone in a kennel, but where they are, special attention must be paid to specific human interaction and additional enrichment. When they are mixed they must be of similar age, temperament and there must be good supervision of mixing.
- Puppies from separate litters must be responsibly paired or grouped with the correct monitoring in place, including consideration as to whether separation overnight is appropriate.
- A plan must be in place to provide for additional enrichment and socialisation for any puppies that are held for longer than one month.

Higher Standard

- **The last interaction session must take place within 1 hour before the end of the working day.**

9.0 Protection from pain, suffering, injury and disease

New dogs

- In a domestic environment, there must be the capacity for all newly introduced dogs to be kept away from any litters of puppies or places where the litters go.

Prevention of disease etc.

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

Excreta

- Storage of excreta must be away from areas where animals or food is kept.

Preventative treatment.

- Dogs must have current vaccinations against canine parvovirus, canine distemper, canine adenovirus/infectious canine hepatitis, leptospirosis when appropriate for their age.
- Routine and documented treatment must be in place for internal and external parasites (adult dogs and puppies must be wormed and given flea and tick treatment as appropriate).
- Vaccines used must be licensed by the Veterinary Medicines Directorate for use in the UK.
- Homoeopathic vaccination is not acceptable.
- If there is evidence of external parasites (fleas, ticks, lice) the dog must be treated with a product authorised by the Veterinary Medicines Directorate. Treatment must be discussed with the veterinarian before administration.

Veterinary input

Higher Standard

- **There must be a routine monthly visit to check health and welfare by the veterinary practice and the veterinary record held.**

Euthanasia

- Dogs must only be euthanased by a veterinarian.

Checking animals

- Premises must have procedures in place for providing for overnight care and during premises closures.

Higher Standard

- A person that is competent in providing for the welfare of the animals must be on the premises at all times.

Part D – Cats

4.0 Staffing

- There must be adequate staffing to feed and socialise kittens every 4-5 hours over a 16-hour period.
- Cats must not be left for long periods without being assessed. Cats must be checked at least once in 8 hours during periods when the premises are closed, every 4 hours during normal opening hours and at least once in the overnight period outside normal opening hours.

Higher Standard

- **There must be adequate staffing to undertake more frequent checks than required by the minimum standard.**

5.0 Suitable environment

Risk of injury, illness and escape to be prevented

- All windows must be escape and entry proof at all times.
- Doors must have secure latches or other closing devices.
- Enclosures must be arranged to ensure separated animals are not in direct contact.
- Units and exercise areas must open onto secure corridors or other secure areas.

Environmental conditions, including sizes

- For kittens under 26 weeks, the dimensions in Table D-01 must be used for minimum cage sizes.
- Cats over 26 weeks must be kept in cattery-style pens, follow the Guidance for Providing Boarding for Cats.
- Cat units must be large enough to allow for separate sleeping and activity areas. The unit must allow each cat to be able to walk and turn around without touching the sides of the unit. The cats must have sufficient room to play, stand on their hind limbs and to lie down without touching another individual.
- The unit size required must increase in relation to the size and number of cats housed at any one time. The length and width must be sufficient to allow all the cats to lie outstretched without their noses or tails touching the walls or other individuals.
- In certain circumstances it is permissible to have separate exercise areas to sleeping areas but in such cases cats must be given access to the exercise area at least four times a day. Any separate exercise area must be fully cleaned and disinfected between use by different litters of cats.
- Cats must have access to a variety of levels (e.g. shelving) in their runs unless advised differently due to a medical condition (e.g. cage rest). Raised areas must be easily accessible and ramps or steps may need to be used for very young or old cats.
- Cats kept in a domestic premises may be kept in one room, providing the size of this room meets the minimum enclosure sizes for cats. Litters of kittens or cats from different sources must not be housed in the same room. If queens are already in a social group in the house, their litters may mix.

Higher Standards

- The floor area must be at least 1.5 times larger than the minimum required.
- Cats must be provided with a design and layout that provides them with choice. Separate areas for different activities should be provided. This can be achieved by, for example, inclusion of a choice of raised platforms or hiding places.
- Ventilation must be a managed, fixed or portable air system to ensure appropriate temperatures are maintained in all weather. This can be an air conditioning unit or use of removable fans.
- A noise management plan must be in place e.g. physical barriers, cat unit design, location of noise producing equipment, with demonstration of effectiveness.

Bedding and substrate

- Cats must have a warm, soft, sleeping area, away from their litter tray and food. Bedding must be capable of being easily cleaned, disinfected and all bedding material in use must be clean, non-irritant and dry. Any bedding must be soft and absorbent.
- All cats must be provided with a bedding area or bench, to allow the animal to lie comfortably.

Temperature

- For adult cats temperature in the sleeping area must stay between 15°C and 26°C.
- Kittens must be provided with additional effective and safe heat sources. Nursing queens must have the opportunity to move away from the kittens and the additional heat source. Kittens without a queen require higher temperatures.

TABLE D-01 MINIMUM ENCLOSURE SIZES FOR KITTENS UP TO 26 WEEKS OF AGE

Cats	Minimum floor area (m ²)	Example dimensions (m) W x L	Minimum cage dimensions (m)	Minimum cage height (m)	Additional space
4 Kittens, <12wks old	1	1 x 1	0.6	0.6	0.25m ² / kitten
Single cat 12-26 weeks	0.85	0.9 x 0.95	0.9	1.8	-
Two cats 12-26 weeks	1.5	0.9 x 1.66	0.9	1.8	-
Three – four cats 12-26 weeks	1.9	0.9 x 2.1	0.9	1.8	-

Cleaning

- Cats must be separated from the area being cleaned e.g. placed in a cat carrier or separate unit.
- Where required or beneficial to the individual cats, adequate routine grooming and other health regimes must be carried out e.g. cleaning of eyes or keeping long fur from matting.

Toileting

- Where there are multiple adult cats, there must be multiple litter trays, which must be accessible at all times. A litter of kittens must have two litter trays.
- Faeces must be removed from the litter tray at least daily. Where there is excessive soiling it must be removed more frequently. A clean tray must be provided when cats are left overnight.
- Litter trays must be placed as far away as possible from the resting and feeding areas.
- Storage of excreta must be away from areas where animals or food is kept.
- Litter trays must be large enough to allow the cat to move around, dig and cover faeces and urine. A suitable absorbent material for litter must be provided and must be deep enough (at least 3cm for adult cats) to absorb the urine and allow the cat to dig and cover.

Cleaning

- Moveable items must be removed for cleaning at least weekly.
- Litter trays must be completely emptied, cleaned and disinfected at least once a week or more frequently as required.
- Disinfectants which are toxic to cats must not be used e.g. phenol-based.

Higher Standard

- For cats a privacy area where they are not visible to people or cats in neighbouring pens must be provided for toileting.

Transporting and handling

- Cats must always be transported in a suitably sized and firmly secured cat carrier which allows an ability to hide and with suitable ventilation.
- There must be one cat per carrier except for a litter of kittens. Kittens under 8 weeks must be transported with their mother except if she is ill/dead.

6.0 Suitable diet

Diet

- Cats must be fed a diet appropriate to their age, breed, activity level and stage in the breeding cycle.
- Kittens less than 12 weeks of age must be fed at least four times daily, at appropriate intervals, with more frequent intervals for hand-reared kittens.
- Cats must have their own feeding and water dish. These must be separate receptacles.
- Each queen must have access to food that is not accessible to the kittens.
- Cats must be fed at least twice per day and in accordance with the individual cat's needs.
- Food and water must be placed away from the litter tray and each other, ideally at least 60cm apart.

Higher Standard

- Cats must have a feeding plan which splits meals into small portions throughout the day.
- Where the individual cat will benefit, they must every day be given some food through scatter feeding or other appropriate feeding device. Cats must still get the majority of their daily food allowance in a feeding dish. If this is not done the reason must be documented e.g. due to veterinary advice.

Monitoring

- Food and water must be checked four times a day.
- Weekly records of weight and body condition score must be kept to ensure health of kittens under 6 months and to allow any issues to be tracked.
- Monthly records of weight and BCS must be kept to ensure the health of adult cats and to allow any issues to be tracked.
- Cats must not remain inappetent for longer than 24 hours without seeking veterinary advice.

Water

- Each adult cat must have a non-slip water bowl.

7.0 Monitoring of behaviour and training of animals

Enrichment

- All cats must have the opportunity for predatory behaviour and play specific to the needs of that cat. Kittens must have at least four play sessions a day.
- There must be environmental enrichment in all cages such as toys, climbing frames and platforms. Toys must be easily cleaned or replaced between litters. Items must be checked daily to ensure they remain safe.

Higher Standard

- A written programme must be available setting out a variety of enrichment both inside and outside, including training, grooming, socialisation and play.

Exercise

- All cats must have a provision for daily exercise appropriate for breed, age, ability and physical capability.
- Exercise must involve the opportunity to play and interact with people, taking care to ensure that this contact does not cause the cats, particularly kittens, stress.

Behaviour

- A daily socialisation and habituation programme must be documented and implemented for kittens less than 12 weeks. Kittens must have positive interactions with a variety of people. They must be gently introduced to handling, grooming, being lifted and touched all over. Kittens must be positively exposed to sights, sounds, tastes, textures and smells that they are likely later to encounter in the environment in which they are going to live.

8.0 Animal handling and interactions

Handling

- Cats must be protected from over handling by staff or the public as they require time to rest. Handling of cats by the public must only take place with potential purchasers as an element of a socialisation programme.
- Cats must always be handled humanely and appropriately to suit the requirements of the individual cat and to minimise stress and distress, such as anxiety, fear, frustration and pain. Cats must never be punished so that they are frightened or exhibit aversive behaviour. Scruffing of cats (picking up a cat by the scruff of its neck) must not be done except as an absolute last resort.

Kittens

- Litters must not be routinely mixed and if several litters are kept in one area then the pen must have solid sides to prevent direct contact or by sneezing with each different litters.
- Single kittens must receive additional human interaction.
- Kittens should only ever be mixed when their queens have already mixed e.g. in a domestic house. Litters from different sources must never be mixed.

Interaction with people

- Cats must have beneficial human contact and interaction e.g. staff on a daily basis. Interaction contact sessions with cats must each last for a minimum of 10 minutes and must occur on three separate, evenly spread, occasions during the day. Kittens must be visited a minimum of 4 times per day with 20 minutes of interaction per litter.
- A plan must be in place to provide for additional enrichment and socialisation for any kittens that are held for longer than one month.

Higher Standard

- **The last interaction session must take place within 1.5 hours of the end of the working day.**

9.0 Protection from pain, suffering injury and disease

Preventative treatment.

- Cats must have current vaccinations against feline parvovirus (aka feline infectious enteritis, feline panleukopenia) and against feline respiratory viruses (feline herpesvirus and feline calicivirus) when appropriate for their age.
- Homoeopathic vaccination is not acceptable.
- If there is evidence of external parasites the cat must be treated with a product authorised by the Veterinary Medicines Directorate. Treatment must be discussed with the veterinarian before administration.

Higher Standard

- **There must be a routine monthly visit to check health and welfare by the veterinary practice and the veterinary record kept.**

10.0 Emergencies

Higher Standard

- A person that is competent in providing for the welfare of the animals must be on the premises at all times.

Part E – Rabbits

5.0 Suitable Environment

- Slatted, grid or wire mesh floors must not be used in rabbit accommodation.

Environmental conditions, including sizes

- Enclosures must be large enough for rabbits to be able to stand fully upright on their haunches without their ears touching the roof and lie fully outstretched (without touching the sides of the enclosure or another rabbit).
- Where rabbits are housed in hutches, provision must be made for regular exercise in a secure area outside of the hutch.
- Minimum enclosure sizes must be adhered to as described in table E-01

Higher Standard

- For open top cages rabbits that are physically able to use platforms must be provided with access to a platform or multiple platforms. For closed top cages, rabbits must be able to access these easily and be able to sit on them fully without touching the cage roof.
- Where rabbits are housed in hutches, they should have permanent attached access to a secure pen
- Enclosure sizes must be adhered to as described in table E-02

Bedding and substrate

- Rabbits must be provided with a suitable nesting material in sufficient amounts. Suitable nesting materials include good quality dust-free hay.
- Rabbits must be provided with a suitable litter and substrates in sufficient amounts. Suitable litter materials include dust-free wood shavings, supplemented with hay.
- Sawdust is not suitable as either nesting or litter materials.

Temperature

- Ambient temperature should be no lower than 12°C and no higher than 26°C.
- In very hot weather, cooling procedures must be in place, such as, but not limited to, fans to increase air movement, ice packs or air conditioning.
- In cold temperatures, extra nesting material must be provided, unless alternative temperature control is provided e.g. heating.

Light

- An example of a suitable light-dark cycle for rabbits is 12 hours light:12 hours dark. Outdoor rabbits are subject to seasonal light variation.

TABLE E-01 MINIMUM ENCLOSURE SIZES FOR RABBITS

Weight of rabbit	Maximum stocking density	Minimum floor area (m ²)	Example dimensions (m) W x L	Minimum cage height (m)	Additional floor area for each additional animal (m ²)
Up to 4kg	4	0.4	1 x 0.4 or 0.8 x 0.5	0.4	0.1
4 – 6kg	2	0.4	1 x 0.4 or 0.8 x 0.5	0.5	0.2
Over 6kg	2	0.6	1 x 0.6 or 1.2 x 0.5	0.6	0.3

TABLE E-02 MINIMUM ENCLOSURE SIZES FOR SMALL RABBITS – HIGHER STANDARDS

Weight of rabbit	Maximum stocking density	Minimum floor area (m ²)	Example dimensions (m) W x L	Minimum cage height (m)	Additional floor area for each additional animal (m ²)
Up to 4kg	4	0.67	1 x 0.67 or 0.8 x 0.8	0.45	0.3 (approx 45%)
4 – 6kg	2	0.86	1 x 0.86 or 0.9 x 0.9	0.6	0.33 (approx 38%)
Over 6kg	2	0.86	1 x 0.86 or 0.9 x 0.9	0.6	0.4 (approx 45%)

Toileting**Higher Standard**

- Litter trays must be provided that are impermeable, easy to clean and disinfect or be disposable. Where used litter trays must be deep cleaned at least weekly.

Transporting and handling

- Rabbits must be able to sit, lie down and turn around in the carrier.
- Pregnant does are not to be transported within ten days of their expected birth date unless on veterinary advice. Veterinary advice must also be sought before transporting lactating does and kittens. If nursing does and kittens are to be transported they require additional care including adequate bedding and nesting material.

Higher Standard

- Containers must open from the top to facilitate removal of the animal. Containers must be lined with newspaper or bedding to absorb urine.

Housing and competition

- There must be sufficient cover for each rabbit housed within an enclosure and there must be two entrance/exit points to prevent monopolisation.

6.0 Suitable Diet

Diet

- All rabbits must be fed a suitable diet primarily consisting of a constant supply of ad lib fresh hay. Hay needs to be free from contamination.
- A small portion of commercially available rabbit foods can be given to supplement the primary diet of hay. Food must be appropriate to the age and breed of the rabbit and manufacturer's instructions must be followed. Licence holders must ensure that selective feeding is considered when selecting muesli or other similar type foods.
- If used, leafy greens and treat foods must be given in moderation and in small amounts as appropriate to the individual rabbit.

Monitoring

- A veterinarian must be consulted if there is no improvement where a rabbit has mild anorexia or reduced appetite within 12 hours of onset or the condition of the individual(s) deteriorates.
- A veterinarian must be consulted if a rabbit shows signs of constipation or diarrhoea.

Feed

Higher Standard

- Hay must be provided in a hay receptacle or feeder at an appropriate height, which keeps it off the floor and reduces the risk of contamination of the hay.
- Foraged foods (that have been foraged in uncontaminated areas and correctly identified) must be fed to the rabbits. Commercially available dried forages including willow can also be used to supplement the diet and provide a low risk alternative to foraged foods.
- Rabbits must be provided with access to growing grass to graze on, which can be in planted grass trays. Alternatively, rabbits can be provided with two different types of hay.

Water

- Water may be provided in a clean gravity fill drinking bottle (which must be of a suitable size for the individual), automatic drinkers, or in bowls. Bowls are not suitable if kittens are present.
- Any changes to drinking receptacles must be made gradually and drinking monitored to ensure animals are drinking normally.

Higher Standard

- Water must be provided for rabbits in multiple bottles or bowls. During hot weather, both a bottle and a bowl must be provided (unless kittens are present, in which case only bottles are suitable).

10.0 Monitoring of behaviour and training of animals

- Suitable enrichment items include, but are not limited to, tunnels, paper bags filled with hay, willow sticks/balls and branches from non-toxic, untreated fruit trees (e.g. apple).
- New objects must be introduced carefully and not exchanged daily.

Higher Standard

- Dietary enrichment must be used. For example, nuggets can be scattered around the enclosure, fed in puzzle feeders or hidden in paper bags/cardboard tubes. Where puzzle feeders/dispensers are used, rabbits must be monitored to ensure they can access the food.

11.0 Animal Handling and Interactions

Handling

- Rabbits must be protected from over handling by staff or the public. Handling of rabbits by a third party must only take place with potential owners as an element of a socialisation programme.
- Rabbits must not be placed on their back in positions of tonic immobility, or picked up by the scruff of their neck or ears.

Interactions

- Rabbits must be correctly sexed.
- All efforts must be made to ensure rabbits are not housed singly. Where this is unavoidable, special attention must be paid to specific human interaction and they must be provided with extra enrichment. A plan must be in place for all singly housed rabbits.
- Rabbits must not share accommodation with guinea pigs.

12.0 Protection from Pain, Suffering, Injury and Disease

Disease prevention

- Advice that rabbits should be vaccinated against myxomatosis and rabbit haemorrhagic disease (aka RHD 1 and 2) must be provided with sales.

Checking

- Rabbits' front teeth and nails must be checked regularly unless inappropriate at the stage of the breeding cycle, and treated as necessary, to ensure they are not overgrown or misaligned - only a veterinarian may correct overgrown/misaligned teeth. Rabbits must have a pre-mating check and then a check at weaning time.

Part F – Guinea Pigs

5.0 Suitable Environment

Risk of injury, illness and escape to be prevented

- Slatted, grid or wire mesh floors must not be used in guinea pig accommodation.

Environmental conditions, including sizes

- Minimum enclosure sizes must be adhered to as described in table F-01.
- Accommodation needs to be of sufficient size to allow all the guinea pigs housed to be able to lie fully outstretched (without touching the sides of the enclosure or another guinea pig), run, play, tunnel and stand without touching the roof of the enclosure.
- Ramps must be no steeper than 45° as guinea pigs are poor climbers.
- Where guinea pigs are housed in hutches, provision must be made for regular exercise in a secure area outside of the hutch.
- Guinea pigs must be provided with constant access to places to hide, which may include hay piles, in addition to their sleeping area. At a minimum each hiding place is to be large enough to allow one guinea pig to rest alone.

Higher standard

- Where guinea pigs are housed in hutches, they must have permanent attached access to a secure pen.
- Minimum enclosure sizes must be adhered to as described in table F-02.

Bedding and substrate

- Guinea pigs must be provided with a suitable nesting material in sufficient amounts. Suitable nesting materials include, but are not limited to, good quality dust-free hay and/or shredded paper.
- Guinea pigs must be provided with a suitable litter in sufficient amounts. Suitable litter materials include dust-free wood shavings, supplemented with hay.
- Sawdust is not suitable as either nesting or litter materials.

Temperature

- Extreme temperatures must be avoided, outside of 12 – 26°C. Sufficient nesting material can help achieve this. In very hot weather, cooling procedures must be in place, such as, but not limited to, fans to increase air movement, ice packs or air conditioners.

TABLE F-01 MINIMUM ENCLOSURE SIZES FOR GUINEA PIGS

Type	Stocking density	Minimum floor area (m ²)	Example dimensions (m) W x L	Minimum cage height (m)	Additional floor area for each additional animal (m ²)
Guinea pig	1-4	0.23	1 x 0.23 or 0.52 x 0.52	0.3	0.09 (approx. 33%)

TABLE F-02 MINIMUM ENCLOSURE SIZES FOR GUINEA PIGS – HIGHER STANDARDS

Type	Maximum stocking density	Minimum floor area (m ²)	Example dimensions (m) W x L	Minimum cage height (m)	Additional floor area for each additional animal (m ²)
Guinea pig	2	0.23	1 x 0.23 or 0.52 x 0.52	0.45	0.09 (approx. 33%)

Transporting and handling

- Guinea pigs are only to be transported in suitable carriers and must not be mixed with unfamiliar animals in the same carrier. The carrier must be of an appropriate size so that it is not overcrowded.

Higher Standard

- Carriers must open from the top to facilitate removal of the animal. Carriers must be lined with newspaper or bedding to absorb urine.

Housing and competition

- There must be sufficient cover for each guinea pig housed within an enclosure and there must be two entrance/exit points to prevent monopolisation.

6.0 Suitable Diet

Diet

- All guinea pigs must be fed a suitable diet primarily consisting of a constant supply of ad lib fresh hay. Hay needs to be free from contamination.
- Guinea pigs must have sufficient vitamin C in their diet as they are unable to synthesise this specific vitamin. Therefore, a portion of specific guinea pig food must be given daily or alternatively, a stabilised vitamin C commercially available supplement can be provided. Care must be taken in product selection and suitability and if in doubt the veterinarian must be consulted.
- Guinea pigs can also be given a portion of washed leafy green vegetables daily.
- Commercially available guinea pig foods can be given to supplement the primary diet of hay. These must be appropriate to the age and breed of the guinea pig and manufacturer's instructions must be followed. Staff must ensure that selective feeding is considered and mitigated when selecting muesli or other similar type foods.

Higher Standard

- Guinea pigs must be provided with access to growing grass to graze on. This can be achieved by placing planted grass trays in their exercise areas. There must be enough grass for all guinea pigs housed to graze simultaneously. Alternatively, guinea pigs can be provided with fresh vegetables high in vitamin C every day.

Monitoring

- A veterinarian must be consulted if there is no improvement where a guinea pig has mild anorexia or reduced appetite within 12 hours of onset or the condition of the individual(s) deteriorates.
- A veterinarian must be consulted if a guinea pig shows signs of constipation or diarrhoea.

Higher Standard

- Forage foods (that have been collected in uncontaminated areas and correctly identified) must be fed to the guinea pigs. Commercially available dried forages including willow can also be used to supplement the diet and provide a low risk alternative to foraged foods.
- Water may be provided in a clean gravity fill drinking bottle (which must be of a suitable size for the individual), automatic drinkers, or in bowls.
- Any changes to drinking receptacles must be made gradually and drinking monitored to ensure animals are drinking normally.

7.0 Monitoring of behaviour and training of animals

- Suitable enrichment items include, but are not limited to, tunnels, paper bags filled with hay, willow sticks/balls and branches from non-toxic, untreated fruit trees (e.g. apple).

Higher Standard

- Dietary enrichment must be used. For example, nuggets can be scattered around the enclosure, fed in puzzle feeders or hidden in paper bags/cardboard tubes. Where puzzle feeders/dispensers are used, guinea pigs must be monitored to ensure they can access the food.

8.0 Animal Handling and Interactions

Handling

- Guinea pigs are not to be placed on their back in positions of tonic immobility, nor must they be picked up by the scruff of their neck.

Interactions

- Guinea pigs must be housed in single sex groups unless sold/used for breeding.
- Guinea pigs and rabbits must not share the same accommodation.

Higher Standards

- Where guinea pigs have to be housed singly they must be provided with extra sources of enrichment. A plan must be in place for singly housed guinea pigs.

9.0 Protection from Pain, Suffering, Injury and Disease

Checking

- Guinea pigs front teeth and nails must be checked regularly, unless inappropriate at the stage of the breeding cycle, and treated as necessary, to ensure they are not overgrown or misaligned - only a veterinarian may correct overgrown/misaligned teeth. Guinea pigs in breeding harems must be checked as appropriate based on the management system.

Part G – Ferrets

5.0 Suitable Environment

Risk of injury, illness and escape to be prevented

- Slatted, grid or wire mesh floors must not be used in ferret accommodation.

Environmental conditions, including sizes

- Minimum enclosure sizes must be adhered to as described in table G-01
- Accommodation needs to be of sufficient size to allow all the ferrets housed to be able to lie fully outstretched in any direction, run, forage, explore or play, as well as to stand fully upright without touching the roof of the enclosure.
- Ferrets must be provided with constant access to places to hide. As a minimum, each hiding place must be large enough to allow one ferret to rest alone.

Bedding and substrate

- Sleeping areas need to be dry, draught-free, well ventilated and clean as well as large enough to allow all the ferrets housed to rest together fully outstretched, turn around unimpeded and move around comfortably. Appropriate bedding materials include good quality dust-free hay and/or shredded paper, or fabric items that can be laundered (although these must be monitored for chewing/damage and removed and replaced as necessary).
- Ferrets must be provided with a suitable substrate in sufficient amounts to allow foraging and other behaviours. Suitable litter materials include dust-free wood shavings, supplemented with dust-free hay.
- Sawdust and sand are not suitable as either nesting or litter materials.

Temperature

- Ambient temperature should be no lower than 12°C and no higher than 26°C.
- In very hot weather, cooling procedures must be in place, such as, but not limited to, fans to increase air movement, ice packs or air conditioning.
- In cold temperatures, extra nesting material must be provided, unless alternative temperature control is provided e.g. heating.

Light

- Ferrets need to experience appropriate light: dark cycles (minimum of 8 hours light and 16 hours dark; this is not to exceed 16 hours light and 8 hours dark).

TABLE G-01 MINIMUM ENCLOSURE SIZES FOR FERRETS

Type	Maximum stocking density	Minimum floor area (m ²)	Dimensions (m) W x L	Minimum dimension (m)	Minimum cage height (m)	Additional floor area for each additional animal (m ²)
<12 week old ferret	1-4	1	1 x 1 or 1.66 x 0.6	0.6	0.6	0.25 (approx. 25%)
>12 week old ferret	1	0.6	1 x 0.6 or 0.77 x 0.77	0.6	0.6	0.6

Toileting

- Ferrets require space for their toilet area removed from their sleeping or eating areas. Litter trays can be placed in this area to assist with cleaning.

Higher Standard

- Carriers must open from the top to facilitate removal of the animal; cardboard carriers are not advised as they are easily chewed and can become damp/insecure. Carriers can be lined with newspaper and some bedding material, e.g. good quality dust-free hay and/or shredded paper can be provided for comfort.

Housing and competition

- There must be at least one hiding place for each ferret housed within an enclosure and there must be two entrance/exit points to prevent monopolisation.

6.0 Suitable Diet**Diet**

- All ferrets must be fed a suitable, complete ferret diet, provided at appropriate intervals.
- Ferrets must not be fed dog or cat food, as these contain cereal and plant proteins which ferrets are unable to digest. For the same reason, bread or cereals must also not be given to ferrets.
- Ferrets mustn't be given anything that contains small bones, excluding day old chicks.

Higher Standard

- Treat foods must include cooked meat scraps and hard boiled eggs. Treats can be given in moderation and as appropriate to the individual ferret.

Monitoring

- A veterinarian must be consulted if there is no improvement in poor intake or anorexia within 24 hours of onset or if the condition of the individual(s) deteriorates.

Water

- Where water is supplied in bowls they must be heavy based.

7.0 Monitoring of behaviour and training of animals

Enrichment

- There must be environmental enrichment in all enclosures.
- Ferrets must not be given enrichment made of rubber, due to the risk of ingestion leading to intestinal blockages if chewed and swallowed.

Higher Standard

- **Dietary enrichment must be used. For example, nuggets can be scattered around the enclosure, fed in puzzle feeders or hidden in paper bags/cardboard tubes. Where puzzle feeders/dispensers are used, ferrets must be monitored to ensure they can access the food**

Exercise

- Ferrets need access to an area in which to exercise.

8.0 Animal Handling and Interactions

Handling

- Ferrets must not be lifted using only one hand.

Interactions

- Ferrets must be housed in single-sex groups or pairs, ideally comprising of littermates or individuals introduced as juveniles.
- Being induced ovulators, adult jills must be prevented from remaining in season to mitigate oestrogen related diseases. Veterinary advice must be sought about reproductive management. This must be documented and the reproductive issues explained to prospective purchasers.

Higher Standard

- **Where ferrets have to be housed singly they must be provided with extra sources of enrichment. A plan must be in place for all singly housed ferrets.**

9.0 Protection from Pain, Suffering, Injury and Disease

Preventative treatment

- The purchaser must be advised that ferrets should be vaccinated against canine distemper, usually at 6-8 weeks of age and again at 10-12 weeks old, thereafter annually but as per manufacturer's recommendations.

Checking

- Ferrets nails must be checked regularly to ensure they do not become overgrown.

Part H – Domestic Small Rodents

'Domestic small rodents means hamsters, gerbils, rats, mice, chinchillas, degus.

5.0 Suitable Environment

Risk of injury, illness and escape to be prevented

- If wire cages are used, bars must be narrow enough to avoid the risk of escape.
- Slatted, grid or wire mesh floors are not to be used in small animal accommodation. Chinchillas can be housed in cages with wire mesh floors if there are areas of alternative flooring such as solid wood.
- Minimum enclosure sizes must be adhered to as described in table H-01.

Higher standard

- Enclosure sizes must be adhered to as described in table H-02.

Environmental conditions, including sizes

- Every animal must be able to lie fully outstretched, turn around unimpeded, stand fully upright without touching the cage roof, hide, dig, run and play.
- Sleeping areas need to be dry, draught-free, well ventilated and clean as well as large enough to allow all the small rodents housed to rest together fully outstretched, turn around unimpeded and move around comfortably.

Higher Standard

- Small rodents that are physically able to use platforms must be provided with access to a platform (singly housed) or multiple platforms. Animals must be able to access these easily and be able to sit (ideally stand) up on it fully without touching the cage roof.

Bedding and substrate

- Small rodents must be provided with suitable nesting material in sufficient amounts. The type used will depend on the animal kept; see list below. Small rodents must not be given nesting materials which can separate into thin strands, e.g. cotton wool. Suitable nesting materials for small rodents include, but are not limited to:
 - Hamsters - hay, wood wool, shredded paper or cardboard.
 - Rats and mice - hay, shredded paper, paper strips and paper tissues.
 - Gerbils - ink-free cardboard (e.g. empty toilet rolls, egg boxes, plain cardboard boxes) or paper and hay.
 - Chinchillas and degus must be provided with constant access to a nest box filled with hay.
- Any hay, nesting materials and substrates provided must be good quality and dust-free.
- Small rodents must be provided with a suitable litter and substrate in sufficient amounts. There are a number of different litters available and the type will depend on the animal kept. Suitable materials include but are not limited to:
 - Hamsters - dust-free wood shavings or granulated corn-cob
 - Rats and mice - non-aspen woodchips, cellulose based chips or shredded paper

- Gerbils - peat-free compost or rough-grained woodchip/hay mix.
- Chinchillas - shredded paper, dust-free wood shavings and hay.
- Degus - dust-free wood shavings and hay.
- Small rodents must be provided with constant access to places to hide, in addition to their sleeping area. As a minimum each hiding place needs to be large enough to allow one individual to rest alone.

Higher Standard

- Light-reducing shelters for rats, mice and hamsters (such as, but not limited to, a box or red tinted acrylic) must be provided. However, these must be monitored daily for signs of chewing and removed/replaced as necessary.
- Small rodents must be provided with a choice of different nesting materials.

Temperature

- Temperatures must be appropriate to species specific or life stage consideration. In general ambient temperatures must not go below 12OC or exceed 26OC. This may be provided with nesting material.
- High temperatures above 18oC can be detrimental to chinchillas and extra checks and precautions must be made on these in very hot weather
- Providing sufficient nesting material can help achieve these temperatures.

Light

Higher Standard

- When work is occurring near, or nocturnal animals are checked at night, dim red light or dim white light must be used to minimise disturbance. Light level must be sufficient enough for observation/to undertake required tasks.

TABLE H-01 MINIMUM ENCLOSURE SIZES FOR SMALL MAMMALS (RODENTS)

No. of animals	Area per number of animals (cm ²)							Minimum cage height (cm)	Minimum cage depth (cm)
	1-4	5	6	7	8	9	10		
Mice, hamsters,	680	790	900	1000	1113	1240	1350	25	25
Gerbils	680	790	900	1000	1113	1240	1350	30	25
Rats	1350	1570	1800	2020	2225	2470	2700	30	28
Degus	2250	2630	3000	3380	3750	4130	4500	30	30
Chinchillas	2500	3750	5000	6250	7500	8750	10000	45	45

TABLE H-02 MINIMUM ENCLOSURE SIZES FOR SMALL MAMMALS (RODENTS) – HIGHER STANDARDS

No. of animals	Area per number of animals (cm ²)							Minimum cage height (cm)	Minimum cage depth (cm)
	1-4	5	6	7	8	9	10		
Dwarf hamsters, mice	750	1000	1250	1500	1750	2000	2250	25	25
Syrian hamster (1 only)*	750							25	25
Rats	1800	2400	3000	3600	4200	4800	5400	30	28
Gerbil	1250	1250	1500	1750	2000	2250	2500	30	25
Degus (2)	2500	6250	7500	8750	10,000	11,250	12,500	45	45
Chinchillas (2)	2500	6250	7500	8750	10,000	11,250	12,500	45	45
Chinchillas (3-4)	5000								

*Note: Syrian hamsters <12 weeks old same enclosure sizes as dwarf hamsters, once sexually mature must be maintained as individual animals for sale.

Cleaning

Higher Standard

- After cleaning, some used unsoiled litter and nesting material must be transferred back to help keep scents familiar for them.

Handling and transport

- Small rodents must be transported in suitable carriers and must not be mixed with unfamiliar animals (in the same carrier). They must be transported with their companion small rodent(s), where applicable, and the carrier is to be of an appropriate size so that it is not overcrowded.

6.0 Suitable Diet

Diet

- All small rodents must be fed a suitable diet, ad libitum
- Chinchillas and degus must have constant access to good quality dust-free hay
- All small rodents must be fully weaned on admission.

Monitoring

- If there is no improvement in poor intake or not eating within 12 hours or the condition of the individual deteriorates, a veterinarian must be consulted.
- A veterinarian must be consulted if a small mammal shows signs of constipation or diarrhoea.

Water

- Water must be provided in a bottle or automatic water systems and located away from the sleeping area to help prevent this becoming damp/waterlogged if the bottle leaks.

7.0 Monitoring of behaviour and training of animals

Enrichment

- Suitable enrichment items include, but are not limited to, tunnels, paper bags filled with hay, willow sticks/balls and branches from non-toxic, untreated fruit trees (e.g. apple).
- Chinchillas and Degus must be given the opportunity to use a sand bath by offering one on a regular basis, e.g. 10 minutes daily. This should not be permanently available.
- Small mammals must not be given enrichment made of rubber, due to the risk of ingestion leading to intestinal blockages if chewed and swallowed.

8.0 Animal Handling and Interactions

Handling

- Small rodents must not be picked up by the scruff of their necks, ears or unsupported by the tail, nor must they be placed on their backs in positions of tonic immobility. Picking small mammals up unsupported by the tail can result in their tail breaking or the skin sloughing off (degloving). Additionally, if chinchillas are handled roughly they may shed some of their fur.

Interactions

- All small rodents must be housed in single sex groups unless a solitary species (or sold/used for breeding).
- Small rodents must only be housed with other rodents of the same species.

Higher Standard

- *Where social species of small rodents have to be housed singly they must be provided with extra sources of enrichment. A plan must be in place for singly housed small rodents (only those of a social species).*

9.0 Protection from Pain, Suffering, Injury and Disease

Checking

- The front teeth and nails of every small rodent must be checked monthly, unless inappropriate at the stage of the breeding cycle, to ensure they are not overgrown or misaligned - only a veterinarian may correct overgrown/misaligned teeth. They should have a pre-mating check and then a check at weaning time.

Part I – Other Non-Domestic Species (Mammals)

Other Non-Domestic Species (Mammals)' includes any other mammal that is offered for sale excluding those already listed in this document or is any mammal not normally domesticated in Great Britain.

3.0 Use, Number and Type of Animal

- Staff must have demonstrable knowledge of the species or a closely related species
- Staff must comply with UK legislation with regard to the selling or procurement of invasive alien species.

4.0 Staffing

- 'Other non-domesticated species' covers a wide range of species seen in general trade. When approaching a novel species, it must be ensured that the same welfare requirements are met as for other species.
- Note that courses and qualifications relevant to pet vending may not cover the care of other non-domesticated species, particularly those that are less commonly traded.
- Primary sources of information and guidance on appropriate standards of care include, where they are available, government-issued Codes of Practice, husbandry guidelines from the zoo industry, guidance notes for related Dangerous Wild Animals Act Schedule listed species or other peer reviewed, industry or competent non-governmental organisation produced guidance materials.
- Inspectors unfamiliar with individual novel species are strongly advised to seek appropriate competent advice, for instance zoo licence inspectors, experienced private keepers or breeders or appropriately qualified individuals, including veterinarians listed on the British Veterinary Zoological Society (BVZS) website.
- Where specialist advice is required it is recommended that copies of training and husbandry documents are retained and secondary opinions sought.

5.0 Suitable Environment

- Where available, government-issued Codes of Practice must be adhered to. Licence holders must ensure that animals are maintained to a minimum standard as outlined in zoo standards, or industry or competent non-governmental organisation recommendations. Where these do not exist, standards for similar or related species must be considered as to their appropriateness and standards extrapolated. Note: where using non-vending standards consideration must be given to the situation of the animal and whether it is in permanent accommodation or transitional vending accommodation, if the latter then it must be noted that most husbandry guidelines focus on permanent accommodation which may not be appropriate in a vending premises and smaller areas could be considered, but not fencing specification. Other aspects of care likely will apply but common sense must be applied to each individual situation.
- Where there are no similar species and no husbandry guidance notes, or similar, then the inspector must seriously question licensing the licence holder to stock and sell to the general public those species.

7.0 Monitoring of behaviour and training of animals

- In many cases, handling is not in the animal's best interests and in such cases must be kept to a minimum

Higher standard

- A written programme must be available setting out a variety of appropriate enrichment provided.

Part J – Birds

3.0 Use, Number and Type of Animal

- Staff must have demonstrable knowledge of the species or a closely related species.

5.0 Suitable Environment

- Care must be taken where aviaries or cages are constructed of newly galvanised mesh to prevent heavy metal poisoning, particularly in psittacines which will often chew the metal. The licence holder must be able to demonstrate the steps taken to minimise or prevent any poisoning.

Higher Standard

- [Cages/aviary sizes must meet, or exceed, higher requirements set out in the Schedule E Section 4.2 below. The enclosure size must allow the bird to have variety and choice in its environment.](#)

Environmental conditions, including enclosure sizes

- All immature arboreal birds, at the point of fledging and for several following weeks, require larger cage sizes in order to stimulate flight.
- Where a bird uses a cage for sleeping, and the vast majority of the day is spent outside of the cage in a flight aviary where it is given the option to fly, then the cage must be a minimum of 1.5x the bird's flying wingspan for each of the length, depth and height of the cage.
- For birds that spend the majority of their time in the cage, the cage must be a minimum of 2x the bird's flying wingspan for the length, and 1.5x flying wingspan for the depth and height of the cage. A pair of birds must have enough space to fly past each other with the depth being increased to a minimum of 2x flying wingspan.
- In multiple occupancy cages, for every additional bird over two birds the cage dimensions must be increased by a set percentage per additional bird (either length or width or split between the two dimensions) of the individual's flying wingspan for that species as outlined in table J-02. Larger sizes are preferred and recommended. See table J-01 for specific examples.
- In the case where the flying wingspan is unknown a rough estimate of two-to-three times the length of the bird (bill-tip to tip of longest tail feather) can be used as a guide for flying wingspan.
- Where non-flying birds are maintained, enclosure dimensions must reflect current best practice for the individual species using sources similar to those outlined for mammals in Schedule I, Section 3.0 and 4.2.
- Birds that are ordinarily confined to smaller enclosures for the specific purpose of egg-laying and/or rearing of chicks (particularly chickens and pigeons) are exempted from the cage size dimensions referenced. However, the time kept in these enclosures should be minimised and should not, in any case, exceed 5 months in any one 12 month cycle. Businesses must also provide outcome based evidence to demonstrate that the welfare of the birds is being met with reference to guidance in the rest of this document, and ensure that they are complying with the legal requirements laid down in other relevant legislation.

- Where appropriate for the species outdoor aviaries must include sufficient sheltered and non-sheltered space. Shelter must be sufficient to allow all the birds to be undercover at the same time and preferably a third of a typical aviary should be covered with wind and rain-proof materials.
- Where a separate flight aviary is available, the licence holder must be able to demonstrate the frequency with which the birds have access to this larger aviary to the inspector. This must be a demonstrable minimum of 6 hours in a 24 hour period on a daily basis.
- The mesh hole size must be small enough that birds housed within cannot put their head or wing through it. The mesh gauge must be stout enough that the birds cannot break or bend it.
- As appropriate to species, birds must be given access to water for bathing and preening to encourage feather health.
- Birds must not be exposed to toxic or cooking fumes in the areas where they are maintained as these can be toxic to the birds e.g. Teflon poisoning, as such aviaries or cages must not be located next to kitchens or bathrooms.
- Aviaries should have a covered roof of debris netting or be of solid construction due to the presence of avian influenza in migratory waterfowl.

Higher Standard

- All cages must have direct access to a flight aviary
- Birds must be displayed for sale in aviaries that are 4 times the bird's flying wingspan or larger in size for length, depth and height for an individual bird and 20% increase for each successive bird for multiple occupancy.
- A variety of substrates, including a variety of perches for arboreal birds must be provided. Perches of a variable thickness and materials must be provided.

Bedding and substrate

- There must be adequate perching space for all birds at the same time. Perches must be positioned to encourage activity, preferably flight, and so that birds do not defecate on each other or into food receptacles.
- Flooring (for ground dwelling birds) and perching must be varied and non-abrasive to prevent bumblefoot.

Temperature

- Species whose range originates from tropical or sub-tropical zones must not be subjected to temperatures below 5oC, except where there are known exceptions. These species should be housed at temperatures between 12 and 26oC (where appropriate for the species).

Light

- Lighting levels must approximate those of daylight with regard to intensity and colour.
- Species requiring UVB lighting must have appropriate UVB emitting lamps manufactured for use with birds. These must be replaced according to manufacturer's recommendations, and effective provision must be monitored through the use of a UV meter. Evidence to this effect must be demonstrable to inspectors.

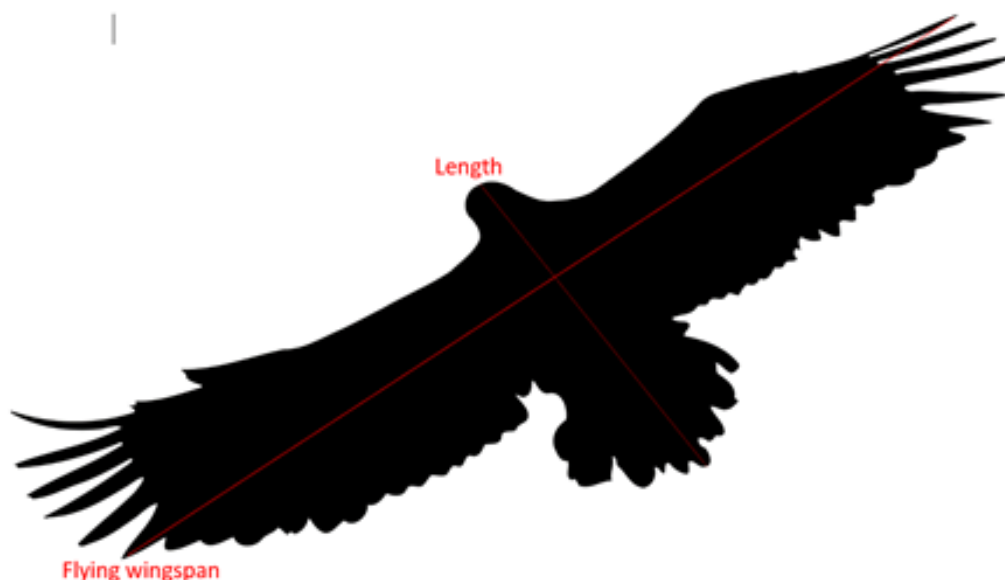
Higher Standard

- Output of UVB bulbs must be monitored with a UV meter and recorded. Species specific requirements must be documented and available for inspection.

TABLE J-01 MINIMUM ENCLOSURE SIZES FOR BIRDS

Species	Length of bird (head to tip of tail) (cm)	Average length of flying wingspan (cm)	Minimum cage dimensions to allow flight (single birds only)* (cm) (L 2x wingspan, D/H 1.5x wingspan)			Examples for % enclosure size increase for each additional bird >2 birds
			L	D	H	
Psittacines						
Budgerigar	18	30	60	45	45	5
Cockatiel	30	48	96	72	72	10
Love bird	15	28	56	42	42	10
Small parakeets and conures	20	35	70	52.5	52.5	10
Large parakeets, conures and small macaws	34	70	140	105	105	20
Amazon parrots	30	60	120	90	90	20
African grey (inc Timneh)	34	70	140	105	105	20
Cockatoo (small - medium)	35	75	150	112.5	112.5	20
Large cockatoos and macaws	85	110	220	165	165	20
Cage and aviary birds						
Canary	10 -12	22	44	33	33	5
Zebra finch	10 -12	22	44	33	33	5
Pigeon	35	70	140	105	105	10
Turaco	40-50	50	100	75	75	20

*For multi-occupancy cages, the dimensions must be a minimum of 2 x flying wingspan for length, height and depth, with stocking allowing all birds access to resources, particularly perching.



J-02 Avian enclosure size increases for multiple occupancy						
Additional increase per number of birds over two birds e.g. three <50g birds is 5% increase, for every additional bird the increase will be an additional 5%						
INDIVIDUAL BIRD WEIGHT RANGE	% INCREASE OF LENGTH OR WIDTH	EXAMPLE SPECIES				
<50g	5	Budgies, Canaries, Zebra finches and other small finches				
50-100g	10	Cockatiel, lovebirds, small parakeets or conures and pigeons				
>100g	20	Larger species e.g. macaws, medium or large parrots.				

Cleaning

- Faeces and urates must be removed at least once a week, but more frequently as required. For species which are in poor health or should not be disturbed during breeding seasons, cleaning should be minimized, provided that appropriately hygienic living conditions are maintained.
- Flooring must be drop-through or easily cleaned, with consideration of selection of substrate type and minimal disturbance for ground dwelling birds.

Suitable Diet

Diet

- Birds that require it must have a constant ad lib supply of food.

- Food supplements must be provided as appropriate to the species concerned.
- Specialist feeding practices must be taken into consideration in aviary design e.g. access for breeding aviaries or flycatcher manure piles. At times these may be in perceived conflict with expectations for hygiene and where in doubt specialist advice must be sought. Licence holders must be able to demonstrate the rationale behind any specialist feeding practices being utilised.

Higher Standard

- Specialist nutritional advice must be sought where appropriate.

6.0 Monitoring of behaviour and training of animals

Enrichment

- Enclosures must be designed, furnished and of a size which allows inhabitants to exhibit a range of natural behaviours, including flying, climbing and hiding as appropriate.
- Psittaciformes, and other species as appropriate, must be provided with suitable toys which encourage them to play and to 'forage' for foods.
- Cages and aviaries must have at least one side (one of its horizontal dimensions) clad in an opaque material, so that the occupants are not vulnerable on all sides to viewing and disturbance.
- Birds of prey subject to restraint by tethering for part of their lives must be flown at least four times a week unless tethered under veterinary advice for medical treatment. Licence holders must not permanently tether any bird. All birds must be given the opportunity to fly or move around freely during part of the year, for example in an aviary (free lofted) for rest periods from sale, demonstrations, breeding or moulting. The recommended period is a minimum of one month in a twelve-month period but daily or overnight is preferred.

Higher Standard

- Birds must not be housed or sold with their wings clipped. Wings are kept entire and flight actively encouraged.
- All birds of prey, or other trained birds where appropriate, must have daily periods of flight; either in aviaries or flown outdoors by a competent person.
- Furniture must be changed on a regular basis to provide novelty and enclosures designed to provide choice for the animals within.

Habituation

- Handling must be kept to a minimum at all times except where the licence holder can demonstrate that it is in the best interest of the animal e.g. for the purpose of health checking, flying birds of prey etc.

8.0 Animal Handling and Interactions

Handling

Higher Standard

- The licence holder must have signage identifying potentially aggressive birds including clearly labelled aviaries/cages.

- Birds must not be removed from their parents (for 'hand rearing') until their eyes have been opened for more than one week to avoid risk of mal imprinting on humans as adult birds

Interactions

- Social species must be kept in social groups suitable to the species. Where this is unavoidable, special attention must be paid to specific human interaction and they must be provided with extra enrichment. A plan must be in place for all singly housed birds
- Decisions to pair- or group-house social bird species must be made by suitably trained and competent staff.
- Compatible species-specific sex ratios and suitable group sizes must be observed bearing in mind potential for persistent aggression.
- Only compatible species must be kept communally.
- In particular, consideration for management of psittacine species, known to be sociable and live in flock situations, must be shown in the housing arrangements and stocking densities.
- All immature birds must be housed with, OR housed in close proximity to, others of their own or similar species, using adjacent cages or aviaries where they are in visual contact.
- Where behavioural problems are likely to arise in 'adult' non-colonial birds, consideration must be given to managing them separately with the same species adjacent in visual contact. Examples of species that breed in a group include budgerigars and cockatiels, non-colonial breeders include African greys, Amazons and cockatoos. Once non-colonially nesting species approach breeding age, keeping two or more in a cage can be dangerous, as paired birds of breeding age can be aggressive to each other/their own mate.

Higher Standard

- Adult non-colonial birds must be managed in large flights, to allow birds space to escape from each other if required to prevent behavioural problems. Sufficient staff to manage the population must be provided as needed.

Part K – Reptiles and Amphibians

Abbreviations

SVL Snout-to-vent length (distance from nose to cloaca).

STL Snout-to-tail length (distance from nose to tip of tail).

SCL Straight-carapace-length (straight length of the curved part of the shell of a tortoise). Carapace is the curved top part of the tortoise or terrapin shell, as opposed to the flat bottom part which is the plastron.

PL Plastron length

3.0 Use, Number and Type of Animal

- Staff must have demonstrable knowledge of the species or a closely related species.

5.0 Suitable Environment

Risk of injury, illness and escape to be prevented

- Vivaria must allow for ease of cleaning and the maintenance of hygienic standards. This includes the use of impervious materials for construction.
- Venomous animals must be kept in appropriate, secure enclosures (with suitable means of escape-proof ventilation).
- Service areas for venomous species must be secure. Service areas must be free of escape routes or places to hide, for example access into cavity walls.
- Enclosures containing venomous species must be individually marked with warning signs identifying the species and number of animals.
- Venomous animal enclosures must be kept locked and access available only by authorised persons.

Environmental conditions, including sizes

- Minimum enclosure sizes must be adhered to as described in table K-01
- The size of the vivarium must allow a demonstrable and species-appropriate thermogradient to be maintained.
- All vivaria must be provided with hides or species appropriate areas of shelter.
- The vivarium must be large enough to allow the animals separate types of activity including resting, thermo-regulating, feeding, hiding and, if applicable, swimming.
- **Height and Width** of the enclosure must be appropriate to the species, with arboreal species requiring more height than terrestrial species and recommendations, stipulated below, adjusted accordingly: when considering vivarium size for arboreal species the licence holder must increase the height to the sizes outlined below for length and can reduce the length of the vivarium dimensions by 1/3.
- The following vivarium size guidelines are for a single reptile and/or amphibian, up to a maximum of four animals for group managed species, **unless specifically stated**. For 5-8 animals the enclosure sizes must double and for 9-12 triple, and so on.

- Most amphibians and reptiles are not social and may, therefore, be kept individually. Decisions to pair- or group-house amphibian or reptile species must be made by suitably trained and competent staff. Compatible species-specific sex ratios and suitable group sizes must be observed bearing in mind potential for persistent aggression.
- Only compatible species of similar size and from similar habitat and geographical areas must be kept communally.
- Generally mixed taxa (e.g. lizards and tortoises) enclosures are not recommended, although paludaria (vivaria with terrestrial and aquatic areas) which combine fish with small reptiles and/or amphibians of appropriate species are acceptable.
- **Frogs and Toads:** Mixing of taxa (e.g. frog & toad) is not generally recommended. Cannibalistic species, such as horned frogs (*Ceratophrys* sp.) and African bull frogs (*Pyxicephalus* sp.) must be housed individually.
- **Reptiles** may be housed individually or in small groups, of the same species. Species known to be cannibalistic (e.g. king snakes *Lampropeltis* spp., leopard lizards *Gambelia* spp.) and adult males in breeding condition must be housed individually.
- Aquatic species must be able to swim (or submerge) adequately, i.e. water depth must be at least 2 times the length (snout to vent) of the animal where appropriate for the species. Water depth should be adjusted according to the specific needs of the species.
- To prevent trauma, materials with rough surfaces (e.g. metal mesh) must be used with caution in the construction of vivaria, unless there are species specific requirements that indicate their use e.g. for species requiring high ventilation rates. Where possible, plastic or other suitable alternative materials are preferred.
- For reptile species or life stages where evidence suggests that smaller spaces are required for feeding and/or security then the animal must be maintained in the size-appropriate vivarium (as defined below) with the addition of a number of small hides, ensuring the animal has the choice to move out into the wider vivarium at any time and enable appropriate thermoregulation whilst ensuring the reptile feels secure. Where there are documented problems with feeding individual reptiles in larger spaces they may be maintained in smaller enclosures.

Higher Standard

- **Sizing of vivaria and associated environmental parameters must meet or exceed those outlined in the higher standards (table K-02).**

Bedding and substrate

- Substrate may include, but not be limited to: paper towel, bark chip, wood chip, terrarium humus, moss, gravel, terrarium sand, depending on the species.
- Burrowing species must have an appropriate substrate to facilitate burrowing.
- Measures must be taken to minimise ingestion of substrate.
- A moisture gradient is recommended for many amphibians. In setups which are misted on a regular basis to keep humidity levels elevated, it is important that a drainage layer is provided in the enclosure to avoid the substrate from becoming waterlogged. Drainage must be considered in all setups where there is a risk of waterlogging.

Temperature

- Licence holders must be able to demonstrate that enclosures provide an appropriate thermogradient (the temperature range from the cool end to the hot end of the vivaria) for each species.
- Temperature must be monitored using a reliable and repeatable method, with licence holders able to demonstrate systems are in place to allow assessment of the range of temperatures an animal experiences over a 24 hour period e.g. using a maximum/minimum thermometer.
- Temperature must be checked daily on initial set up of a vivarium and once the temperatures are stable, where thermostatically controlled heat sources are used, assessment can be reduced to once per week.
- The target appropriate temperatures for each species must be documented in written procedures and include, at a minimum ambient day temperature range, minimum ambient night temperature, basking zone temperature (where appropriate), and UV requirements (where appropriate). Where clearly defined ambient and basking temperatures are not available for a species then comparable species, from a similar geographical habitat, can be used to define the range. For such species where there is no known care guidelines and specialist husbandry is required these species must not be sold to a member of the general public, only competent specialist keepers.
- Any deviations from the expected temperature range must be recorded along with the action taken to ensure the appropriate temperature is provided for the animal.
- Heating equipment must be controlled with the use of thermostats, where compatible, and the vivaria sited so as to prevent overheating.
- Where rack systems or other vivaria are utilised in thermally stable heated rooms, temperature monitoring of one tray per level is acceptable if accompanied by spot checks demonstrating that the recorded temperatures are representative of the other rack systems in the shared space and that the temperatures are maintained at the correct ranges for the species housed within. During inspection licence holders must be able to demonstrate that this is the case.
- Ambient and basking temperatures must be appropriate to the species concerned, with the following guidance for commonly kept species. Ambient temperature ranges below represent the thermal gradient from the cold end to the hot end of the enclosure:
- Licence holders and staff must have access to relevant credible reference material for normal environmental parameters
- Basking spots may be provided by convection or radiant heat sources (e.g. light bulb, or heat mat), as appropriate to the species.
- Heat sources, both terrestrial and aquatic, must be guarded or positioned so no direct contact to the heating element is possible by animals living in the enclosure. This includes heat-emitting light sources but excludes heat mats and hot rocks or similar such heating devices.
- Hides/shelters must be provided in different areas across the thermogradient.

Higher Standards

- For thermostatically stable vivaria temperature assessment must be increased to 3 times weekly to document maximum and minimum temperatures.
- For species that require brumation, designated facilities must be available and a related policy regarding temperature and other husbandry requirements available for inspection.
- Suitable thermogradient, humidity and UVB index, where applicable, for the species must be displayed on each vivarium.
- Where applicable a minimum of two hides or sheltered areas must be provided, located in different areas of the thermogradient.

Water quality

- Aquatic and semi aquatic amphibians must have water quality measurement similar to that for fish, with species specific requirements being met.
- Water for aquatic species of amphibians must be dechlorinated. Methods include harvested rain water, where appropriate; or using commercial dechlorinating products.
- Containers must be thoroughly washed between each use.
- For semi-aquatic and aquatic reptilian species (terrapins, turtles, crocodilians) and species where water features form a part of the enclosure design water must be maintained in a clean hygienic state.
- Where appropriate terrapins must also have an adequate land basking area typically 25/75 land to water ratio.

Higher Standard

- Large established or permanent reptilian vivaria with water features must have water filtration systems to ensure hygiene is maintained.

Light

- Species requiring UVB lighting, must have appropriate UVB emitting lamps manufactured for use with reptiles and amphibians which must be replaced according to manufacturer's recommendations. On installation of a new lamp, a UV meter (preferably a UVI meter) must be used to ensure adequate and appropriate UVB levels are provided at the level the animal is located. Evidence of the frequency of lamp changes and assessment of UVB output on installation must be demonstrable to inspectors.
- UV light sources must not be screened by non-UV transmitting glass, mesh or plastic such that the animals do not receive the appropriate UVB levels. Animals must have areas of shade so that they can escape from the light if desired.

Higher Standard

- Output of UVB lamps must be monitored with a UV meter and recorded on a weekly basis. Species specific requirements must be documented and available for inspection.

TABLE K-01 MINIMUM ENCLOSURE SIZES FOR REPTILES AND AMPHIBIANS

Group	Length	Width	Height	Water depth (where appropriate)
Frogs and toads	30cm or 3x SVL (whichever is larger)	30cm or 3x SVL (whichever is larger)	30cm or 3x SVL (whichever is larger)	2x SVL
Newts and salamanders	30cm or 3x SVL (whichever is larger)	30cm or 2x SVL (whichever is larger)	30cm or 3x SVL (whichever is larger)	2x SVL
Snakes	No less than 2/3 length STL	No less than 1/3 length STL	-	NR
Lizards	4x SVL	2.5x SVL	-	NR
Terrapins and turtles	90cm or 5x SCL (whichever is larger)	3x SCL	NR	4x carapace height*
Tortoises	90cm or 5x SCL (whichever is larger)	5x SCL	NR	
Crocodylians	Land 2x SVL Water 2.5x SVL	Land 1.5x SVL Water 2x SVL	Prevent escape	0.3x SVL

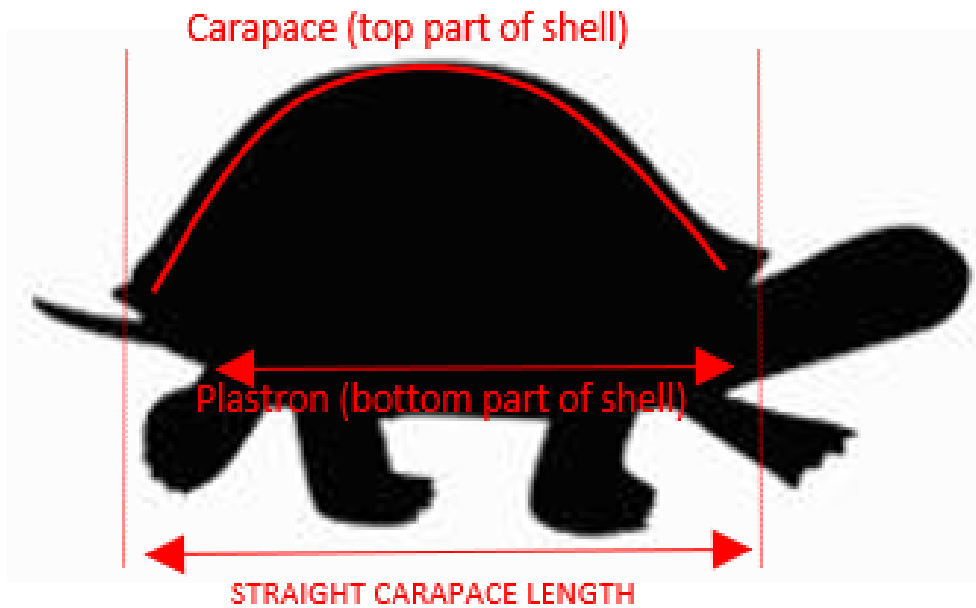
*Some terrapins do not need such deep water

TABLE K-02 MINIMUM ENCLOSURE SIZES FOR REPTILES AND AMPHIBIANS – HIGHER STANDARDS

Group	Maximum stocking density	Length	Width	Height	Space per additional animal	Water depth (where appropriate)
Frogs and toads	3	30cm or 6x SVL (whichever is larger)	30cm or 6x SVL (whichever is larger)	30cm or 6x SVL (whichever is larger)	1/3 length	2x SVL
Newts and salamanders	3	30cm or 3x SVL (whichever is larger)	30cm or 2x SVL (whichever is larger)	30cm or 3x SVL (whichever is larger)	1/3 length	2x SVL
Lizards	1-4	4x SVL	2.5x SVL	2.5x SVL	1/3	NR
Terrapins and turtles	1-4	90cm or 8x PL (whichever is larger)	4x SCL	2x SCL + 20-30cm	1/3	4x carapace height*
Tortoises	1-4	90cm or 8x PL (whichever is larger)	4x SCL	2x SCL + 20-30cm	1/3	
Crocodilians	1	Land 4x SVL Water 5x SVL	Land 3x SVL Water 4x SVL	Prevent escape	N/A	0.3x SVL

*Some terrapins do not need such deep water

Arboreal species require more height than terrestrial species and sizes, stipulated above, must be adjusted accordingly: vivarium height for arboreal species must increase to the length outlined above; length of the vivarium can be reduced by one third.



Cleaning

- Faeces and urates must be removed a minimum of once daily. An exception to this is a system involving a larger enclosure with small species that has a mature bioactive system of management.
- There must be a programme of waste water management and treatment for all amphibians to ensure no microorganisms are accidentally released. Specifically, those selling amphibians must treat waste water to prevent the spread of chytridiomycosis (fungus) and some viral agents prior to disposal into the sewage e.g. sodium hypochlorite (>1% for 1 min). Evidence as to how this is achieved must be available to inspectors.

Higher Standard

- [Specific written protocols for the quarantine and/or prevention of release of chytridiomycosis and potentially other biological agents must be available for inspection where amphibians are maintained.](#)

5.0 Suitable Diet

Diet

- Live invertebrates must be gut loaded and/or dusted with suitable vitamin/mineral supplement used according to the manufacturer's instructions and with regard to the specific needs of the animal.

Feeding

- Licence holders must maintain written records of feeding for all snakes, including hatchlings, which must be made available to buyers and inspectors.
- In situations where a specific reptile species is known to prefer to have food left in for 24 hours this practice is considered acceptable but must be reflected in the individual species' care sheet.

Water

- Fresh water must be available at all times, with the exception of certain desert species, which must be offered water at a frequency suitable to the species.
- As appropriate to species, amphibians and reptiles must be given access to water in a form that allows them to submerge or bathe within.
- Certain species, such as chameleons and some amphibians, do not often drink from standing water and must be offered water appropriately, e.g. by a dripper system or sprayer.

6.0 Monitoring of behaviour and training of animals

Enrichment

- Enclosures must be furnished in such a fashion as to allow inhabitants to exhibit natural behaviour, e.g. climb or hide where appropriate.
- All vivaria must be provided with hides or species appropriate areas of shelter.

Habituation

- Handling must be kept to a minimum at all times except where the licence holder can demonstrate that it is in the best interest of the animal e.g. to habituate the animal to handling for the purpose of health-checking. Beneficial and positive contact depends on species and can include feeding and training.

7.0 Animal Handling and Interactions

Handling

- For amphibians, water of quality similar to that used to house them, often dechlorinated, must be used for hand washing prior to handling to prevent damage to species with moist skin. Hands must be clean and wet.

Higher Standard

- **Moist, non-powdered nitrile gloves, or similar, must be used to handle amphibians.**

8.0 Protection from Pain, Suffering, Injury and Disease

- A dedicated area for storage of cadavers must be present separate from food stores.

Higher Standard

- **A dedicated area of isolation or quarantine must be available with associated protocols and policies in place to ensure biosecurity of the premises.**

Part L – Fish

“Coldwater” refers to freshwater ornamental fish species including, but not limited to: Goldfish (all varieties), common carp (including Koi), Tench, Orfe, Rudd and sturgeon species, which are kept in unheated aquaria/vats/ponds;

“Tropical freshwater” refers to all those freshwater ornamental fish species which require to be kept in heated aquaria;

“Tropical Marine” refers to all those ornamental fish species which require to be kept in sea water and heated aquaria;

“Temperate” refers to those species that are suitable for unheated aquaria kept in centrally heated rooms only;

“Centralised systems” refers to multiple aquaria or vats which are connected via pipework to a central sump tank and filter. Water is circulated through the system such that no water travels directly from one aquaria/vat to another but always via a biological filter and (possibly) other devices such as UV, ozone etc. Water quality in such systems is wholly dependent on the management of the whole system.

“Standalone system” refers to aquaria or vats which do not share water with others. Filtration (and heating) is provided individually to each aquarium/vat. Water quality in such systems is wholly dependent on the management of each individual aquarium/vat;

3.0 Use, Number and Type of Animal

- There are in excess of 4000 species of fish in trade whose welfare needs can be met based on a broad categorisation. It is acceptable for fish to be categorised in broad groupings of (i) cold water, (ii) tropical marine and (iii) tropical freshwater.
- The maintenance of water quality standards is used to determine working stocking densities.
- The water quality standards must not be met at the expense of a correct feeding regime.
- Exceptions to these standards might occur e.g. when aquatic organisms are diseased, after transport or other stress. However, in these cases appropriate remedial actions e.g. treatment, acclimatisation or isolation must be undertaken.
- It is not considered necessary nor feasible to individually identify all fish held within an establishment.

5.0 Suitable Environment

Risk of injury, illness and escape to be prevented

- Fish must be able to move freely and turn around in aquariums or ponds.
- Some facilities will be handling very high numbers of animals on a daily basis and at such facilities some standing water may be expected. It must not be excessive and should be removed as soon as practicable. Where there is some standing water all facilities must take precautions to prevent and control the spread of disease and infection

Temperature

- Aquatic organisms must not be exposed to excessive heat or light, or a lack of adequate warmth. Sudden fluctuations in temperature, and water quality parameters must be avoided.

- Temperature must be maintained within the optimal range for the fish species housed and kept as stable as possible (see Table L-01 for temperature ranges). Changes in temperature must take place gradually.
- For centralised systems, the water temperature must be appropriate to meet the husbandry requirements and temperature range for that fish category i.e. coldwater, tropical freshwater, tropical marine, and will usually be set at the mid-range between different species within a category
- Water temperature for temperate fish must never fall below 17oC. Temperate fish are defined as those sold as being suitable for unheated aquariums, kept in centrally heated rooms only. Consideration must be given to the few fish species to which this is considered to be suitable and purchasers must be advised accordingly as to appropriate conditions to meet the welfare needs of the fish. In the case of doubt, licence holders must adopt a cautious attitude (i.e. unless the species is a recognised coldwater species, it must be kept in a heated aquaria i.e. in an aquarium with a thermostatically controlled heater).
- Temperatures must be monitored daily and checked weekly with any deviations from the expected range being recorded. At high temperatures it may be necessary to provide supplementary aeration or oxygenation of enclosure water

TABLE L-01: TEMPERATURE RANGES OF ORNAMENTAL FISH

Category	Fish group(s) – by common name	Temperature range
Coldwater	Goldfish (kept in aquariums)	4 to 25°C
	Fancy goldfish (all varieties)	4 to 25°C
	Pond fish (including goldfish, Koi carp, Orfe, Rudd & Tench)	4 to 24°C
	Hillstream Loach, White Cloud Mountain, Minnows & Weather Loaches	17 to 23°C
	Tetras, Rasboras & Danios	18 to 27°C
	Guppies, Swordtails, Mollies & Platies	18 to 28°C
	Barbs	20 to 27°C
	Bettas, Gouramis & Paradise fish	Majority will tolerate a range of 22 to 28°C. Paradise fish can tolerate cooler temperatures of 17°C
	Rainbowfish	21 to 28°C
	Freshwater sharks (not related to true sharks)	22 to 26°C

Tropical Freshwater	Dwarf Cichlids	Mid range of 23 to 28°C
	Discus	26 to 30°C
	American Cichlids e.g. Angelfish, Oscar, Parrot Cichlid, Severum, Firemouth Cichlid, Convict Cichlid & Jack Dempsey	22 to 28°C
	African Malawi Cichlids	23 to 28°C
	Freshwater stingrays, Knifefish & Elephant noses	20 to 26°C
	Piranhas, Snakeheads & Wolf fish	22 to 27°C
	Catfish e.g. Corydoras, Suckermouth catfish	21 to 28°C
	Tropical algae eaters e.g. Plecs (<i>Plecostomus</i>)	20 to 28°C
	Killifish	20 to 26°C
	Loches (family <i>Cobitidae</i>)	20 to 26°C
	Large fish e.g. Giraffe catfish, Pacu, Giant Gourami	22 to 28°C
	Monos, Scats, Archers & Puffers (brackish water)	22 to 30°C
Marine	Clownfish, Damsels, Chromis & Basslets	23 to 28°C
	Blennies, Gobies, Jawfish, Dwarf Wrasse & Dartfish	23 to 28°C
	Butterflyfish, Tangs	23 to 28°C
	Dwarf angelfish	23 to 28°C
	Angelfish	23 to 28°C
	Seahorses & Pipefish	23 to 28°C
	Morays, Groupers & Triggerfish	23 to 26°C
Poisonous & venomous fish e.g. lionfish, scorpionfish, boxfish, frogfish, rabbitfish & pufferfish	23 to 26°C	

Higher standard

- A suitable temperature range for the fish must be displayed on each tank.

Water quality

- Minimum water standards must comply with those outlined in table L-02
- Water quality must be checked weekly and records kept of all tests. Water testing must take place in stocked tanks.
- Centralised systems must be tested weekly. 10% of individually filtered tanks or vats must be tested weekly. On aquaria or vats in which visual inspection indicates unusual behaviour or deaths, and any necessary remedial action must be undertaken and recorded.
- Ammonia and nitrite are toxic to fish and their accumulation must be avoided.
- Fish must not be subject to sudden fluctuation in chemical composition of their water, other than for the controlled treatment of disease or as part of a controlled breeding programme. In case of doubt expert advice must be sought.

Higher standards

- Water quality must be assessed 3 times weekly and documented.
- There must be evidence that UV systems are maintained regularly.

Light

- Fish must be maintained on an appropriate photoperiod (i.e. day/night cycle) as far as possible.
- For fish kept in outdoor ponds, vats and stock tanks shade from direct sunlight must be provided, for example, by the provision of plants or other shade

Higher standard

- For premises with no natural light there must be automated systems and/or procedures to ensure gradual change in light levels.

TABLE L-02 WATER QUALITY MINIMUM WATER STANDARDS

Water quality parameter	Measurement standard
COLD WATER SPECIES	
Free Ammonia	max 0.02mg/l
Nitrite	max 0.2mg/l
Dissolved Oxygen	min 6mg/l
Nitrate	max 50mg/l above ambient tap water
TROPICAL FRESHWATER SPECIES	
Free Ammonia	max 0.02mg/l
Nitrite	max 0.2mg/l
Dissolved Oxygen	min 6mg/l
Nitrate	max 50mg/l above ambient tap water
TROPICAL MARINE SPECIES	
Free Ammonia	max 0.01mg/l
Nitrite	max 0.125mg/l
Nitrate	max 100mg/l
pH	min 8.1
Dissolved Oxygen	min 4mg/l

Cleaning

- All aquaria/vats/ponds must be kept free of accumulations of suspended waste products or uneaten feed. Excess accumulation may affect water quality and therefore damage fish health. Waste material must be removed as necessary. Cleaning regimes must be sensitive to species-specific needs e.g. certain fish species may benefit from controlled algal build-up to facilitate grazing behaviour. Care must be taken to minimise stress during cleaning.

Accessibility to staff

- Racked systems must be accessible by use of a stepladder or other such means.

Feed

- Food must be added direct to the tank or pond.

5.0 Suitable Diet

Diet

- Fish must be fed a diet suitable for that species at an appropriate feeding rate and frequency and so as to avoid competition e.g. feeding across the whole surface of the aquaria/pond, extending feeding times.
- Licence holders selling to the general public must have an understanding of the nutritional requirements of the categories of fish they sell, and must advise the owner of these requirements.

Feeding

- Given the numbers of fish that might be held in any one facility it is not feasible to monitor and record changes in eating habits of individual fish. The feeding behaviour of groups of fish must be recorded if such behaviour changes significantly and appropriate advice obtained from a competent specialist when appropriate.

6.0 Monitoring of behaviour and training of animals

- Any items that get in the way of the safe and easy capture of fish must not be used or must be removed from tanks prior to capture.

7.0 Animal handling and interactions

- Handling must be kept to a minimum at all times.

8.0 Protection from Pain, Suffering, Injury and Disease

Higher standard

- [The business must have in place reasonable measures to prevent the import, outbreak and spread of disease/pathogens. This must be demonstrated by implementation of a biosecurity plan.](#)
- Staff must take precautions to prevent cross-contamination between aquaria/vats. Equipment, for example nets, must normally be cleaned and disinfected between uses or dedicated to a specific tank..
- Aquaria/vats must be checked daily and cleaned as often as is necessary (as determined by water quality) to maintain good hygiene standards, consistent with the rate of stock turnover and consequent stocking densities.
- For fish, in-line UV treatment or other sterilising devices effectively provide a means of isolating individual tanks in multiple tank systems and are a suitable alternative to self-contained isolation facilities. They must be of a proper size and maintained in accordance with manufacturers' recommendations.
- Newly introduced stocks must be given an appropriate acclimatisation period, as deemed necessary, as far as possible separate from existing stocks. New stocks must be closely monitored and any disease problem which arises must be treated promptly.
- Fish waste, including cadavers, may be incinerated or disposed of through general waste in sealed double-bagged plastic bags.
- Fish showing signs of illness or disease may be kept with other animals provided that all the fish in the same tank (or in connected systems, without a sterilisation filter are given appropriate treatment. In cases of doubt about appropriate

treatments, expert advice must be sought (e.g. from a veterinarian, competent person, fish specialist).

- Anyone responsible for euthanising fish must follow recommended practices, written procedures and have been suitably trained.
- In the case of fish, it is sufficient to check daily and maintain records limited to observed signs of ill health and disease.
- Where problems are identified remedial action must be taken.
- In cold weather ice may form on outdoor displays such as ponds. In such cases it is important that a hole in the ice is made e.g. by floating a plastic ball which can be removed if the water freezes.

Guidance for inspectors on businesses consolidating imports of fish

“Consolidators” refers to businesses which import live ornamental fish for the sole purpose of supplying imports directly to wholesalers/retailers. Routinely opening boxes compromises the welfare of the fish.

Aquaculture Production Businesses (APBs) that are authorised under regulation 5(1) of the Aquatic Animal Health (England and Wales) Regulations 2009(), and that are inspected by the Fish Health Inspectorate are exempt from the requirement to have a licence. In the case of APBs, if local authorities consider they need specialist advice, they may consult the Fish Health Inspectorate who are experienced in the inspection of these businesses.

Relevant conditions for businesses consolidating imports of fish

This section outlines the conditions that can be checked on inspection and the additional conditions that must be applied to such businesses.

General conditions:

- 1.0 (licence display)
- 2.1 (type of animals to be specified)
- 3.3 (written training policy) - at least one designated member of staff to be on site with an understanding of import regulations, CITES, IATA standards and Welfare of Animals in Transport Regulations (WIT).
- 4.10 (animals not left unattended) - Fish boxes must be handed over into the care of a person competent to provide necessary care from that point. They must not be dropped off and left unattended.

Pet sales conditions:

- 2.1 (Register of animals) – purchase records maintained (see retailer).
- 2.5 (Advertisements) – as retailer.

Fish must be transported in accordance with IATA and WIT regulations. The licence holder must be able to demonstrate that they have undertaken appropriate due diligence in this regard. In particular that:

- Fish will be packed and transported according to IATA standards.
- Distributors will meet legal obligations under WIT.

- Anyone transporting fish has the appropriate, i.e. WIT Type 1/Type 2 authorisation
- They keep records of all imported / transported fish that enables traceability to source. This condition can be met by retaining invoices and receipts. Additional record keeping is not required.
- They allow access by the relevant authority to these records.
- Have a contingency plan in place that is available to inspecting authorities and includes:
 - Provision for the care of fish in the event of an accident.
 - Provision for the care of fish in the event of failure to deliver, e.g. delayed delivery.
 - Emergency contact telephone numbers.

Higher standard

- [Businesses must have documented procedures that control and manage the purchase and sale of fish, internal controls in place to detect irregular transactions and a well maintained accounting system with a full audit trail.](#)

Higher Standards

For each activity, a number of higher standards have been agreed. Meeting the higher standards is optional but is the only way to gain a higher star rating. The higher standards are classified in to two types: **required** and **optional** and are outlined in the relevant guidance documents for the activity in question. To distinguish required standards from optional ones they have each been given a specific colour which is used in each guidance document. **Higher standards that appear in blue text are required**, whereas **those that appear in red text are optional**. To qualify as meeting the higher standards, the business needs to achieve all of the required higher standards as well as a minimum of 50% of the optional higher standards. During an inspection, the inspector should assess whether or not the business meets the required number of higher standards.

General

Required

- Businesses selling animals exclusively to other businesses must meet the cage sizes and stocking densities as stipulated in the species-specific minimum standards.
- A documented health checklist should be completed daily and must cover physical, psychological and behavioural issues and any abnormality recorded.
- There must be a member of permanent, full-time staff with an OFQUAL regulated Level 3 qualification that is appropriate to the species kept.

Dogs

Required

- There must be adequate staffing to undertake more regular/frequent checks than required by the minimum standard.
- The floor area must be at least 1.5 times larger than the minimum required.
- Dogs must be provided with a design and layout that provides them with choice. Separate areas for different activities should be provided. This can be achieved by, for example, inclusion of raised platforms.
- There must be a travel plan that sets out how animals are managed for long journeys over 4 hours.
- Adult dogs must have a feeding plan which sets out feeding twice a day.
- Each dog must, every day, be fed some of their food through scatter feeding or other feeding device. If this is not done, the reason must be documented e.g. due to veterinary advice.
- Each adult dog must have a documented daily exercise regime including lead exercise and free running.
- The last interaction session must take place within 1 hour before the end of the working day.

Optional

- Ventilation must be a managed, fixed or portable air system to ensure appropriate temperatures are maintained in all weather. This can be an air conditioning unit or use of removable fans.
- There must be a routine monthly visit to check health and welfare by the veterinary practice and the veterinary record held.
- A person that is competent in providing for the welfare of the animals must be on the premises at all times.

Cats

Required

- There must be adequate staffing to undertake more frequent checks than required by the minimum standard.
- The floor area must be at least 1.5 times larger than the minimum required.
- Cats must be provided with a design and layout that provides them with choice. Separate areas for different activities should be provided. This can be achieved by, for example, inclusion of a choice of raised platforms or hiding places.
- For cats a privacy area where they are not visible to people or cats in neighbouring pens must be provided for toileting.
- Cats must have a feeding plan which splits meals into small portions throughout the day.
- Where the individual cat will benefit, they must every day be given some food through scatter feeding or other appropriate feeding device. Cats must still get the majority of their daily food allowance in a feeding dish. If this is not done the reason must be documented e.g. due to veterinary advice.
- A written programme must be available setting out a variety of enrichment both inside and outside, including training, grooming, socialisation and play.
- The last interaction session must take place within 1.5 hours of the end of the working day.

Optional

- Ventilation must be a managed, fixed or portable air system to ensure appropriate temperatures are maintained in all weather. This can be an air conditioning unit or use of removable fans.
- A noise management plan must be in place e.g. physical barriers, cat unit design, location of noise producing equipment, with demonstration of effectiveness.
- There must be a routine monthly visit to check health and welfare by the veterinary practice and the veterinary record kept.
- A person that is competent in providing for the welfare of the animals must be on the premises at all times.

Rabbits

Required

- Where rabbits are housed in hutches, they should have permanent attached access to a secure pen.
- Enclosure sizes must be adhered to as described in table E-02.
- Litter trays must be provided that are impermeable, easy to clean and disinfect or be disposable. Where used litter trays must be deep cleaned at least weekly.
- Containers must open from the top to facilitate removal of the animal. Containers must be lined with newspaper or bedding to absorb urine.
- Hay must be provided in a hay receptacle or feeder at an appropriate height, which keeps it off the floor and reduces the risk of contamination of the hay.
- Foraged foods (that have been foraged in uncontaminated areas and correctly identified) must be fed to the rabbits. Commercially available dried forages including willow can also be used to supplement the diet and provide a low risk alternative to foraged foods.
- Dietary enrichment must be used. For example, nuggets can be scattered around the enclosure, fed in puzzle feeders or hidden in paper bags/cardboard tubes. Where puzzle feeders/dispensers are used, rabbits must be monitored to ensure they can access the food.

Optional

- For open top cages rabbits that are physically able to use platforms must be provided with access to a platform or multiple platforms. For closed top cages, rabbits must be able to access these easily and be able to sit on them fully without touching the cage roof.
- Rabbits must be provided with access to growing grass to graze on, which can be in planted grass trays. Alternatively, rabbits can be provided with two different types of hay.
- Water must be provided for rabbits in multiple bottles or bowls. During hot weather, both a bottle and a bowl must be provided (unless kittens are present, in which case only bottles are suitable).

Guinea pigs

Required

- Where guinea pigs are housed in hutches, they must have permanent attached access to a secure pen.
- Minimum enclosure sizes must be adhered to as described in table F-02.
- Carriers must open from the top to facilitate removal of the animal. Carriers must be lined with newspaper or bedding to absorb urine.
- Forage foods (that have been collected in uncontaminated areas and correctly identified) must be fed to the guinea pigs. Commercially available dried forages including willow can also be used to supplement the diet and provide a low risk alternative to foraged foods.
- Dietary enrichment must be used. For example, nuggets can be scattered around the enclosure, fed in puzzle feeders or hidden in paper bags/cardboard tubes. Where puzzle feeders/dispensers are used, guinea pigs must be monitored to ensure they can access the food.
- Where guinea pigs have to be housed singly they must be provided with extra sources of enrichment. A plan must be in place for singly housed guinea pigs.

Optional

- Guinea pigs must be provided with access to growing grass to graze on. This can be achieved by placing planted grass trays in their exercise areas. There must be enough grass for all guinea pigs housed to graze simultaneously. Alternatively, guinea pigs can be provided with fresh vegetables high in vitamin C every day.

Ferrets

Required

- Carriers must open from the top to facilitate removal of the animal; cardboard carriers are not advised as they are easily chewed and can become damp/insecure. Carriers can be lined with newspaper and some bedding material, e.g. good quality dust-free hay and/or shredded paper can be provided for comfort.
- Dietary enrichment must be used. For example, nuggets can be scattered around the enclosure, fed in puzzle feeders or hidden in paper bags/cardboard tubes. Where puzzle feeders/dispensers are used, ferrets must be monitored to ensure they can access the food.
- Where ferrets have to be housed singly they must be provided with extra sources of enrichment. A plan must be in place for all singly housed ferrets.

Domestic small rodents

Required

- Enclosure sizes must be adhered to as described in table H-02.

- Light-reducing shelters for rats, mice and hamsters (such as, but not limited to, a box or red tinted acrylic) must be provided. However, these must be monitored daily for signs of chewing and removed/replaced as necessary.
- Small rodents must be provided with a choice of different nesting materials.
- After cleaning, some used unsoiled litter and nesting material must be transferred back to help keep scents familiar for them.
- Where social species of small rodents have to be housed singly they must be provided with extra sources of enrichment. A plan must be in place for singly housed small rodents (only those of a social species).

Optional

- Small rodents that are physically able to use platforms must be provided with access to a platform (singly housed) or multiple platforms. Animals must be able to access these easily and be able to sit (ideally stand) up on it fully without touching the cage roof.
- When work is occurring near, or nocturnal animals are checked at night, dim red light or dim white light must be used to minimise disturbance. Light level must be sufficient enough for observation/to undertake required tasks.

Other Non-Domestic Species (Mammals)

Optional

- A written programme must be available setting out a variety of appropriate enrichment provided.

Birds

Required

- Cages/aviary sizes must meet, or exceed, higher requirements set out in the Schedule E Section 4.2 below. The enclosure size must allow the bird to have variety and choice in its environment.
- Birds must be displayed for sale in aviaries that are 4 times the bird's flying wingspan or larger in size for length, depth and height for an individual bird and 20% increase for each successive bird for multiple occupancy.
- A variety of substrates, including a variety of perches for arboreal birds must be provided. Perches of a variable thickness and materials must be provided.
- Output of UVB bulbs must be monitored with a UV meter and recorded. Species specific requirements must be documented and available for inspection.
- Specialist nutritional advice must be sought where appropriate.
- Birds must not be housed or sold with their wings clipped. Wings are kept entire and flight actively encouraged.
- All birds of prey, or other trained birds where appropriate, must have daily periods of flight; either in aviaries or flown outdoors by a competent person.

- Birds must not be removed from their parents (for 'hand rearing') until their eyes have been opened for more than one week to avoid risk of mal imprinting on humans as adult birds.
- Adult non-colonial birds must be managed in large flights, to allow birds space to escape from each other if required to prevent behavioural problems. Sufficient staff to manage the population must be provided as needed.

Optional

- All cages must have direct access to a flight aviary.
- Furniture must be changed on a regular basis to provide novelty and enclosures designed to provide choice for the animals within.
- The licence holder must have signage identifying potentially aggressive birds including clearly labelled aviaries/cages.

Reptiles and Amphibians

Required

- For thermostatically stable vivaria temperature assessment must be increased to 3 times weekly to document maximum and minimum temperatures.
- Where applicable a minimum of two hides or sheltered areas must be provided, located in different areas of the thermogradient.
- Output of UVB lamps must be monitored with a UV meter and recorded on a weekly basis. Species specific requirements must be documented and available for inspection.
- Specific written protocols for the quarantine and/or prevention of release of chytridiomycosis and potentially other biological agents must be available for inspection where amphibians are maintained.
- A dedicated area of isolation or quarantine must be available with associated protocols and policies in place to ensure biosecurity of the premises.

Optional

- Sizing of vivaria and associated environmental parameters must meet or exceed those outlined in the higher standards (table K-02).
- For species that require brumation, designated facilities must be available and a related policy regarding temperature and other husbandry requirements available for inspection.
- Suitable thermogradient, humidity and UVB index, where applicable, for the species must be displayed on each vivarium.
- Large established or permanent reptilian vivaria with water features must have water filtration systems to ensure hygiene is maintained.
- Moist, non-powdered nitrile gloves, or similar, must be used to handle amphibians.

Fish

Required

- Water quality must be assessed 3 times weekly and documented.
- There must be evidence that UV systems are maintained regularly.
- The business must have in place reasonable measures to prevent the import, outbreak and spread of disease/pathogens. This must be demonstrated by implementation of a biosecurity plan.

Optional

- A suitable temperature range for the fish must be displayed on each tank
- For premises with no natural light there must be automated systems and/or procedures to ensure gradual change in light levels.

Businesses consolidating imports of fish

Required

- Businesses must have documented procedures that control and manage the purchase and sale of fish, internal controls in place to detect irregular transactions and a well maintained accounting system with a full audit trail.



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Department
for Environment
Food & Rural Affairs

**The Animal Welfare (Licensing of Activities
Involving Animals) (England) Regulations 2018**
**Guidance notes for conditions for keeping or training
animals for exhibition**
October 2018

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Introduction

1. This guidance is aimed at local authority inspectors in England and should be read in conjunction with the Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018 (SI No.486) ⁽¹⁾. Guidance documents are available for each licensable activity under the regulations: dog breeding, pet selling, hiring out horses, boarding for dogs, boarding for cats, home boarding for dogs, dog day care and keeping or training animals for exhibition. There is also Procedural Guidance on the general issues that apply to all activities.

What is in and out of the scope: Keeping or training animals for exhibition

2. Schedule 1 of the Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018 (“the regulations”) defines the licensable activities for each sector. In all cases except dog breeding, the licensable activity is restricted to businesses or those operating on a commercial basis.

Business Test

3. The Regulations specify two example business tests to be considered when determining whether an activity is considered commercial, and thus within scope. They are not the exclusive factors to be considered but are examples and other factors, such as those listed in the nine badges of trade set out by HMRC, are also relevant. The regulations include the following on this issue:
4. The circumstances which a local authority must take into account in determining whether an activity is being carried on in the course of a business for the purposes of this Schedule include, for example, whether the operator—
 - (a) makes any sale by, or otherwise carries on, the activity with a view to making a profit, or
 - (b) earns any commission or fee from the activity.
5. This guidance is intended to assist inspectors in determining whether or not an activity may be subject to the regulations noting that ultimately there will be an element of judgement required.
6. Set out below are examples of the type of activity that should or should not be considered within the scope of the regulations and the indicators that should be considered when deciding whether a licence is required.
7. Local authority inspectors should take account of all elements of the advice below and weigh them against each other before reaching a decision as to whether an activity falls within scope of the regulations.

Keeping or training animals for exhibition: definition in Schedule 1 of the Regulations

“10. Keeping or training animals for exhibition in the course of a business for educational or entertainment purposes—

- (a) to any audience attending in person, or

(1) [Animal Welfare \(Licensing of Activities Involving Animals\) \(England\) Regulations 2018](#)

(b) by the recording of visual images of them by any form of technology that enables the display of such images.

11. The activity described in paragraph 10 does not include—

- (a) keeping or training animals solely for military, police or sporting purposes,
- (b) any activity permitted under a licence to operate a travelling circus under the Welfare of Wild Animals in Travelling Circuses (England) Regulations 2012⁽²⁾, or
- (c) any activity permitted under a licence for a zoo under the Zoo Licensing Act 1981⁽³⁾.”

In scope criteria

Activities that fulfil one or more of the following criteria are subject to licensing:

1. Businesses which keep animals for exhibition, either for entertainment or educational purposes. This includes mobile animal exhibits that visit schools, weddings, private parties, fairs and other events where an audience is present.
2. Pony parties where the ponies are not ridden.
3. Businesses which keep animals for exhibition via electronic media, for example, animals used in films or TV.
4. Businesses which train animals for exhibition, either to an audience or via electronic media.
5. Exhibiting domestic animals in a circus.
6. Any business based outside of England that brings in an animal for exhibition. These businesses must apply to the first authority in which they will be performing or where the animals are to be kept for the duration of their stay.

Guideline indicators of running a business of training or exhibiting animals. The following may assist consideration for the criteria listed above:

- Regularly exhibiting or training animals for a fee.
- Infrequently exhibiting or training animals for a fee where the profit margin is high.

Out of scope criteria

Activities that fulfil one or more of the following criteria are not subject to licensing:

1. Agents who organise for the exhibition of animals, but do not own them or train them themselves and thus have limited or no contact with the animals. Agents who arrange for the supply of animals for an exhibit should ensure all keepers and trainers are licensed and comply with the Regulations.
2. Animal shows where animals are exhibited (e.g. Crufts, animal trade shows). If individual participants are in the business of exhibiting animals and receive a fee for doing so, they will need to have a licence, but the show itself does not require a licence as it is not responsible for the animals exhibited.
3. Training or exhibiting animals for military or police purposes (i.e. training police dogs, demonstrations of police/military dogs at fairs).

(2) [Welfare of Wild Animals in Travelling Circuses \(England\) Regulations 2012](#)

(3) [Zoo Licensing Act 1981](#)

4. Registered charities that exhibit animals as part of their charitable work, unless such registered charities are in practice running this element of their operations as a commercial activity.
5. Training or exhibiting animals for sporting purposes, for example, horse racing and greyhound racing.
6. Exhibiting wild animals within a licensed circus.
7. Licensed zoos.

Guideline indicators of “out of scope” activities

The following may assist consideration of the criteria listed above:

- The Government announced in Budget 2016 a new allowance of £1,000 for trading income from April 2017. Anyone falling under this threshold would not need to be considered in the context of determining whether they are a business.

Overview of the conditions and explanatory guidance

1. This document outlines the conditions that must be complied with in order to receive an animal activities licence for the activity of keeping or training animals for exhibition. The conditions set out in schedules to the regulations are given in **bold** throughout this document, whilst the explanatory guidance notes are provided as bullet points.
2. Paragraph numbering in the following parts of this guidance document relate to the numbering of the conditions in the relevant Schedules of the regulations.

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

1.0 Licence Display

Condition (paragraph numbers relate to the numbering in the Regulations)

1.1 A copy of the licence must be clearly and prominently displayed on any premises used for the licensable activity.

Guidance

- 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.

Condition

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

Conditions

- 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.**

Guidance

- Electronic records must be backed up.

3.0 Use, number and type of animals

Condition

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.

Guidance

- 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.
- 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.

Condition

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.

Guidance

- Any animals kept as pets that are not included in the licence must not be exhibited.
- 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.

4.0 Staffing

Condition

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.

Guidance

- 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).
- 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.
- 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 venomous animal and a member of the public or staff member.

Condition

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.

Guidance

- Suitable and sufficient training of staff involved in animal care must be demonstrated to have been carried out in the following areas:
 - 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.

Condition

4.3 The licence holder must provide and ensure the implementation of a written training policy for all staff.

Guidance

- The training policy must be reviewed and updated on an annual basis and must include:
 - 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.
- It will be applicable to any members of staff and can be shown by engagement with courses, written or online learning, keeping up to date with any research or developments for specific species and the documentation of the annual appraisal.
- Evidence of staff attendance or completion of the training must be provided

5.0 Suitable Environment

Condition

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.

Guidance

- 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.
- 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.
- 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.
- Materials must be non-toxic.
- 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.
- Door openings must be constructed such that the passage of water/waste is not impeded, or allowed to gather due to inaccessibility.
- 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.

- 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.
- 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.
- 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.
- Accommodation must be regularly inspected for damage and potential injury or escape points. Damaged accommodation must be repaired or replaced immediately.

Condition

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.**

Guidance

- Animals must be provided with suitable housing and rest areas which will depend on the species or species group. All housing must be:
 - 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.
- 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 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.
- 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:
 - 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.
- All housing must allow an animal to:
 - 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;
 - 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.

Condition

5.3 Staff must ensure that the animals are kept clean and comfortable.

Guidance

- 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 should be minimized, provided that appropriately hygienic living conditions are maintained.
- 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.
- Any cleaning products used must be non-toxic to enclosure inhabitants and appropriate timed separation between disinfection and (re)introduction of livestock observed.
- Soiled bedding must be removed in a timely fashion and immediately replaced.
- 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.
- 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.

Conditions

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.

Guidance

- 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.

Condition

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.

Guidance

- Any animals received or consigned must be transported according to the regulations laid down in current legislation.
- The licence holder must demonstrate that a suitable vehicle is available to transport the animals.
- Predators and prey must not be kept within sight, sound or smell during transport.
- 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.

- Birds must, where appropriate, have the opportunity to perch during transport.
- All animals must be provided with the temperature appropriate to their species whilst in transit. Hot and cold weather procedures must be in place.
- Leaving animals in vehicles must be minimalised and animals must never be left unattended in a car or other vehicle when the temperature may pose a risk to the animal.
- 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.

Condition

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.

Guidance

- Enclosures must allow for visual inspection with minimal disturbance to the animal.
- 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.

Condition

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.

Guidance

- Resources include, but are not limited to: food, water, enrichment items and resting/sleeping areas.
- 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.
- Animals kept together must be carefully monitored, especially at feeding times.
- Staff must be trained to recognise signs of group disruption (e.g. competition and aggression), which could compromise animal welfare.

Condition

5.9 The animals must not be left unattended in any situation or for any period likely to cause them distress.

Guidance

- 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.

- A documented system of recording observation for illness, injury or behavioural problems must be maintained.
- All handling/interaction by the public with animals must be constantly supervised.

6.0 Suitable Diet

Condition

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.

Guidance

- 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.
- If there are concerns about an individual animal's diet, appropriate nutritional/veterinary advice must be sought.
- 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.
- 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.
- 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.
- 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.

Condition

6.2 Feed and (where appropriate) water intake must be monitored, and any problems recorded and addressed.

Guidance

- 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.
- 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.

- 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.

Conditions

6.3 Feed and drinking water provided to the animals must be unspoilt and free from contamination.

6.4 Feed and drinking receptacles must be capable of being cleaned and disinfected, or disposable.

Guidance

- Receptacles must be maintained to a high standard of cleanliness and hygiene. They must be disposed of if damaged.

Condition

6.5 Constant access to fresh, clean drinking water must be provided in a suitable receptacle for the species that requires it.

Guidance

- Water bottles must be free flowing and free from leakages and blockages.
- Water must be kept away from sleeping areas to reduce risk of damp.
- Fish must not be removed from water during exhibits.
- 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.

Condition

6.6 Where feed is prepared on the premises used for the licensable activity, there must be hygienic facilities for its preparation, including a working surface, hot and cold running water and storage.

Guidance

- Soap and hygienic hand drying facilities must be available. Alcoholic gel is not considered a suitable alternative to soap and running water.
- Food must be protected against dampness, deterioration, mould or from contamination by insects, birds, vermin or other pests.
- 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.
- Staff must not use receptacles for food and drink for any other purposes.

7.0 Monitoring of behaviour and training of animals

Condition

7.1 Active and effective environmental enrichment must be provided to the animals in inside and any outside environments.

Guidance

- 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.
- 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.

Condition

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.

Guidance

- All animals must have daily exercise, as appropriate for species, age, ability, stage of training and physical capability.
- 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 in the Guidance on the Sale of Pets. Birds must not be tethered permanently.
- 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.

Condition

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.

Guidance

- 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.
- 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.
- 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.

Condition

7.4 Where used, training methods or equipment must not cause pain, suffering or injury.

Guidance

- 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.

Condition

- 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.**

Guidance

- 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.

8.0 Animal Handling and Interactions

Condition

- 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.**

Guidance

- 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.

Condition

- 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.**

Guidance

- Where appropriate, all animals must be housed in social groups of suitable size.
- 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.
- Animals working together must be familiarised prior to attendance at events. Use of predator and prey species at the same time must be avoided.
- 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.
- 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.

Condition

8.3 The animals must have at least daily opportunities to interact with people where such interaction benefits their welfare.

Guidance

- 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.

9.0 Protection from Pain, Suffering, Injury and Disease

Condition

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 carcasses);

(b) be in place covering the care of the animals following the suspension or revocation of the licence or during and following an emergency.

Guidance

- 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.
- The procedures must demonstrate how the conditions outlined in this guidance are met.

Conditions

9.2 All people responsible for the care of the animals must be made fully aware of these procedures.

9.3 Appropriate isolation, in self-contained facilities, must be available for the care of sick, injured or potentially infectious animals.

Guidance

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

- 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.
- 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.
- 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.

Condition

9.4 All reasonable precautions must be taken to prevent and control the spread among animals and people of infectious diseases and parasites.

Guidance

- 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.
- 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.
- Staff and customers must wash hands before and after handling animals. Any equipment used must be disinfected.

Condition

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.

Guidance

- 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.

Condition

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.

Guidance

- 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.

Conditions

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.

Guidance

- 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.

Conditions

- 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.**

Guidance

- 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.
- 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.

Condition

- 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.**

Guidance

- 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.

- 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.
- 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.

Conditions

- 9.13 All animals must be checked at least once daily and more regularly as necessary to check for any signs of pain, suffering, injury, disease or abnormal behaviour. Vulnerable animals must be checked more frequently.**
- 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.**
- Checks must not cause unnecessary stress or disturbance. Visual checks are acceptable.
 - A system of recording abnormalities must be maintained.

10.0 Emergencies

Condition

- 10.1 A written emergency plan, acceptable to the local authority, must be in place, known and available to all staff 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.**

Guidance

- Entrances and fire exits must be clear of obstructions at all times.
- 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.
- There must be a plan for accommodation of the animals should the premises become uninhabitable.
- 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.
- Staff must all have contact numbers of a veterinarian who will visit if required.
- 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.

- 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.

Conditions

- 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.**

Guidance

- A reasonable distance would, in normal conditions, be interpreted as no more than 30 minutes travelling time.

Part B – Specific Conditions: Keeping or training animals for exhibition (Schedule 7 of the Regulations)

1.0 Insurance

Condition

- 1.1 The licence holder must hold valid public liability insurance in respect of the licensable activity of keeping or training animals for exhibition.**

Guidance

- A copy of the policy document must be taken to exhibits ready for inspection if requested.

2.0 Emergencies

Condition

- 2.1 A written policy detailing contingency measures in the event of the breakdown of a vehicle used to transport the animals or any other emergency must be available to all staff.**

Guidance

- All drivers must carry an accident book and have in place procedures for managing accidents involving the animals in transit, including emergency contact details of a person with suitable training to deal with animal injuries.

3.0 Suitable Environment

Condition

- 3.1 Suitable temporary accommodation must be provided for all the animals at any venue where they are exhibited.**

Guidance

- All animals involved for longer than a day must be provided with on-site housing and/or rest areas as set out under 5.2 that allow for a range of movement and natural behaviours. There should be enough separate rooms or securely partitioned areas to avoid unfamiliar animals being mixed together. Wherever possible, the animal's normal housing should be used. If possible, fish should be moved in the same water as they have been permanently housed.
- 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.
- 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.
- The distance between the resting facilities and the working environment should be kept to a minimum where possible.

4.0 Monitoring of behaviour and training

Condition

4.1 The animals must be trained by competent staff and given suitable and adequate opportunities to become habituated to being exhibited, using positive reinforcement.

Guidance

- If animal training takes place during exhibition it must be done in a way that minimises stress to the animal.
- Consideration should be made to the need for the presence of a veterinary surgeon on set or location to provide welfare assurances where feasible, where a particular hazard has been identified in the risk assessment, or where otherwise required by industry standards.
- All props, costumes and equipment must be inspected before and after each use and animals examined for signs of discomfort, rubbing or damage.
- Props, animal costumes, make-up and any special effects must not pose a risk to the animal nor cause any unnecessary pain, suffering, distress or discomfort, and must be used for the shortest time possible. Carbon dioxide (used to produce dry ice) and artificial smoke can be harmful to and is aversive to many species and should be avoided. It must never be used around birds, reptiles or amphibians.
- Animals must not be exposed to glare, heat, noises or other conditions unless specifically habituated to these conditions in advance of the exhibition. For animals trained in this way exposures must be reduced to the shortest possible time and when possible the effect achieved by using other methods such as camera angles and techniques. Veterinary advice must be sought and recorded.
- An animal must not be forced to do anything, nor should it be expected to do anything outside its normal behaviour repertoire or for which it has not been trained.
- The number of animal trainers and handlers must be consistent with the number and species of animals being used.
- All effects such as fires, explosives and similar must be determined in consultation with the veterinarian, animal consultant and trainer prior to filming. Restraining equipment must not be used on animals not trained to wear them, or if an animal struggles or resists.

5.0 Housing with, or apart from, other animals

Conditions

5.1 Social animals must not be exhibited if their removal from and reintroduction to the group with which they are usually housed causes them or any other animal within that group stress, anxiety or fear.

5.2 Animals must be prevented from coming into contact with each other during any exhibition where such contact would be likely to cause any of them to show signs of aggression, fear or distress.

Guidance

- Animals showing signs of aggression, fear or distress must not be used in an exhibit. If signs of fear or distress occur during exhibition either the exhibition must cease or the animals removed immediately to a place of safety.

- Animals must not be used to goad others in order to achieve an effect.
- Predators and prey must not be kept within sight, sound or smell of each other.

Condition

5.3 All persons likely to come into contact with the animals during an exhibition must be briefed about how to behave around the animals so as to minimise anxiety, fear and stress in the animals.

Guidance

- Everyone on the production site (including audience, actors and production crew) must be informed about what kinds of animals will be used, how to behave around them (including sudden/loud noises such as applause), or movements that might frighten the animals and/or make them panic or react aggressively.
- Those exhibiting animals must request that the event manager alerts them to any other activities involving loud noises or other activities (e.g. other animals) which may cause anxiety for the animals and seek to minimise it as much as possible by locating the animals as far away as possible.
- Everyone coming into contact with exhibited animals must be briefed on how to minimise the risks of diseases that can be transmitted between humans and animals. Sufficient handwashing must be available for people coming into contact with animals.
- No-one other than staff responsible for the animals must be allowed to pet, handle or play with animals during the working day unless supervised and directly involved with the required action and consistent with the best interest of the animal.

Condition

5.4 No female animal with unweaned offspring may be removed from its home environment and newborn, unweaned or dependent offspring must not be removed from their mothers.

6.0 Records

Condition

6.1 The licence holder must keep a list of each animal kept, or trained, for exhibition with all the information necessary to identify that animal individually (including its common and scientific names) and must provide the local authority with a copy of the list and any change to it as soon as practicable after the change.

Guidance

- Any new types of animals acquired for exhibition that are not specified on the licence or where the number of a particular type of animal exceeds the number on the licence, must be notified in writing to the Local Authority. This should not result in an additional inspection unless the numbers are significant.

7.0 Protection from pain, suffering, injury & disease

Condition

7.1 A register must be kept of each animal exhibited or to be exhibited which must include—

- (a) the full name of the supplier of the animal,**

- (b) its date of birth,
- (c) the date of its arrival,
- (d) its name (if any), age, sex, neuter status, description and microchip or ring number (if applicable),
- (e) the name and contact details of the animal's normal veterinarian and details of any insurance relating to it,
- (f) details of the animal's relevant medical and behavioural history including details of any treatment administered against parasites and any restrictions on exercise or diet,
- (g) a record of the date or dates of the animal's most recent vaccination, worming and flea treatments, and
- (h) the distance to and times taken for it to travel to and from each exhibition event.

Guidance

- If the animal does not require vaccinations, worming or flea treatment this must be stated.
- If any of this information is unknown the reason for that must be documented.

Condition

7.2 A record of when the animals are exhibited must be kept and an animal rotation policy must be put in place to ensure that the animals have enough rest between and during exhibition events.

Guidance

- The log must include:
 - Date of exhibit;
 - Time of exhibit;
 - Duration of exhibit (Arrival to departure time);
 - Type of exhibit;
 - Animals used in exhibit;
 - Location of exhibit;
 - Distance/travel time to exhibit from licensed premises.
- Usage – time working, time resting and actions must be kept. This would record comments on behaviour, injury, any form of problem.
- Call sheets must be retained.
- A record must be kept for each individual animal setting out how often and the length of time used in any exhibit with clear rest periods in the home environment set out.
- Animals must have clear breaks from exhibits that enable them to perform normal behaviour in their home environment including sleeping, feeding and play and must not be used on a continuous basis.

Condition

7.3 All the animals used in exhibition events must be in good physical and mental health.

Guidance

- All animals used in exhibition events must be allowed to acclimatise after arrival, prior to exhibition.
- During exhibition breaks, animals must be moved to a suitable, secure designated place, or exercised if suitable, unless doing so would be expected to impair welfare to a greater extent than remaining in the exhibition area.

Conditions

7.4 The exhibited animals must be suitable for the specific conditions, type of enclosure and actions involved in the exhibition.

7.5 Any equipment, chemicals and other materials used in the exhibition must not cause the animals pain, discomfort, fatigue or stress.

Guidance

- Toxic substances must not be used at the same time as the animals in any production. If hazardous or toxic substances are involved beforehand, washing facilities and emergency treatments for animals should be provided close to the site and Control of Substances Hazardous to Health (COSHH) data sheets need to be completed and circulated as required. These must be given to the attending veterinarian in the event of an accident that results in an animal touching, breathing in or eating such a substance.

Condition

7.6 The animals must be transported in suitable, secure and appropriately labelled carriers.

- Carriers must be suitable for the species. They must be large enough to allow the animal to move around but small enough to minimise any injury during transit. When there are circumstances where movement must be restricted to avoid injury, the reasons must be set out within the written transport procedure.
- Where an animal requires external life support this must be provided for during transportation e.g. appropriate temperatures for reptiles, water temperature for fish.
- All animal carriers in transit must be appropriately secured to ensure no movement or escape whilst in transit.
- Animals must not be mixed with different species and unfamiliar animals in carriers.
- Where a number of animals are mixed in the same carrier then it must be of an appropriate size to prevent overcrowding.
- Transport carriers must be maintained in a clean and hygienic condition.
- Each animal carrier must have a label securely attached that identifies the contents and states that it contains live animals.

Condition

7.7 The licence holder or the licence holder's staff must undertake a risk assessment before each exhibition event.

Guidance

- The risk assessment must assess against each of the five welfare needs of the Animal Welfare Act 2006, the mitigating measures taken to reduce these risks and person(s) responsible.
- The operator must familiarise themselves with an evacuation procedure for each venue in the event of an emergency.

Condition

- 7.8 The animals must not be handled by persons whose behaviour appears at the time to be influenced by the consumption of alcohol or by any psychoactive substance.**



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Department
for Environment
Food & Rural Affairs

**The Animal Welfare (Licensing of Activities
Involving Animals) (England) Regulations 2018
Guidance notes for conditions for hiring out horses
October 2018**

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Introduction

1. This guidance is aimed at local authority inspectors in England and should be read in conjunction with the Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018 (SI No.486) ⁽¹⁾. Guidance documents are available for each licensable activity under the regulations: dog breeding, pet selling, hiring out horses, boarding for dogs, boarding for cats, home boarding for dogs, dog day care and keeping or training animals for exhibition. There is also Procedural Guidance on the general issues that apply to all activities including on how to assess the star rating of establishments.

What is in and out of the scope: Hiring out horses

2. Schedule 1 of the Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018 (“the regulations”) defines the licensable activities for each sector. In all cases except dog breeding, the licensable activity is restricted to businesses or those operating on a commercial basis.

Business Test

3. The Regulations specify two example business tests to be considered when determining whether an activity is considered commercial, and thus within scope. They are not the exclusive factors to be considered but are examples and other factors, such as those listed in the nine badges of trade set out by HMRC, are also relevant. The regulations include the following on this issue:
4. The circumstances which a local authority must take into account in determining whether an activity is being carried on in the course of a business for the purposes of this Schedule include, for example, whether the operator—
 - (a) makes any sale by, or otherwise carries on, the activity with a view to making a profit, or
 - (b) earns any commission or fee from the activity.
5. This guidance is intended to assist inspectors in determining whether or not an activity may be subject to the regulations noting that ultimately there will be an element of judgement required.
6. Set out below are examples of the type of activity that should or should not be considered within the scope of the regulations and the indicators that should be considered when deciding whether a licence is required.
7. Local authority inspectors should take account of all elements of the advice below and weigh them against each other before reaching a decision as to whether an activity falls within scope of the regulations.

Hiring out horses: definition in Schedule 1 of the regulations

“6. Hiring out horses in the course of a business for either or both of the following purposes—

- (a) riding;
- (b) instruction in riding.

(1) [Animal Welfare \(Licensing of Activities Involving Animals\) \(England\) Regulations 2018](#)

7. The activity described in paragraph 6 does not include any activity—
- (a) solely for military or police purposes, or
 - (b) involving the instruction of students at a university on a course of study and examinations leading to a veterinary degree to which a recognition order under section 3 of the Veterinary Surgeons Act 1966⁽²⁾ relates and for as long as such an order is in force.”

In scope criteria

Activities that fulfil one or more of the following criteria are subject to licensing:

1. Businesses which hire out horses for riding or for riding lessons. This includes riding schools and those that hire out horses, trekking, loan horses, pony parties (but only where the ponies are ridden), hunter hirelings, polo/polocrosse instruction and pony hire, pony and donkey rides.

Out of scope criteria

Activities that fulfil one or more of the following criteria are not subject to licensing:

1. Businesses that run pony parties where none of the ponies are ever ridden – these should be licensed as animal exhibits.
2. Activities that are carried out solely for military or police purposes (e.g. riding stables that are used exclusively for these purposes).
3. Riding stables that are used exclusively for instructing veterinary students at university for the purpose of their course.
4. Individuals who occasionally lend a horse, even if a small fee is charged, where there is no profit made and no intent to make a profit.

Guideline indicators of “out of scope” activities

The following may assist consideration of the criteria listed above:

- The Government announced in Budget 2016 a new allowance of £1,000 for trading income from April 2017. Anyone falling under this threshold would not need to be considered in the context of determining whether they are a business.

(2) [Veterinary Surgeons Act 1966](#)

Overview of the conditions and explanatory guidance

1. This document outlines the conditions that must be complied with in order to receive an animal activities licence for the activity of hiring out horses. The conditions set out in schedules to the regulations are given in bold throughout this document, whilst the explanatory guidance notes are provided as bullet points.
2. In order to receive a licence a business will need to meet all of the minimum standards outlined in this document. In addition, businesses are encouraged to apply higher standards. A business that meets the higher standards will be able to gain a 4 or 5 star rating in the Animals Activity Star Rating System and will qualify for a longer licence (e.g. two or three years as opposed to a one-year licence) and thereby pay a lower licence fee.
3. Whilst applying the higher standards is optional, certain standards are required in order to attract the higher star ratings. To distinguish required higher standards from optional ones they have each been given a specific colour which is used in each guidance document. Higher standards that appear in **blue** text are required in order for a business to be classed as high standard, whereas those that appear in **red** text are optional. See the Procedural Guidance for a full explanation of the Animals Activity Star Rating System and how it incorporates a risk assessment of the business.
4. Paragraph numbering in the following parts of this guidance document relate to the numbering of the conditions in the relevant Schedules of the regulations.

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

1.0 Licence Display

Condition (paragraph numbers relate to the numbering in the Regulations)

1.1 A copy of the licence must be clearly and prominently displayed on any premises used for the licensable activity.

Guidance

- The licensed premises address must be displayed on the licence.
- This must be displayed in a public-facing area of the premises such as the entrance.

Condition

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

Conditions

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.

3.0 Use, number and type of animal

Condition

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.

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.

Guidance

- The licence conditions must clearly state the numbers of horses permitted at the premises for the activity.

4.0 Staffing

Condition

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.

Guidance

- Personnel with experience of working with horses must actively oversee daily horse care and ensure optimal welfare for all horses. Staff or at least one member of staff must have a recognised qualification such as a relevant OFQUAL regulated Level 2 qualification and/or suitable experience/ training such as having run an equine establishment before.
- Where there is evidence that the welfare needs of the animals are not being met, the inspector should consider if the staffing levels are appropriate. The inspector should take into account:
 - The size of premises,
 - The layout of the premises i.e. how many horses are stable kept or field kept,
 - The qualifications / experience of the staff,
 - Advice from the council's veterinary officer,
 - Use of part-time or voluntary staff.

Higher Standard

- **At least one member of key staff must hold an OFQUAL regulated Level 3 qualification or higher.**

Condition

- 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.**

Guidance

- Suitable and sufficient training of staff must be demonstrated to have been carried out in the following areas with relevant records of induction:
 - Animal welfare, including recognising poor welfare,
 - Animal handling,
 - Cleanliness and hygiene,
 - Feeding and food preparation,
 - Disease prevention and control,
 - Recognition and first aid treatment of sick or injured animals.

Condition

- 4.3 The licence holder must provide and ensure the implementation of a written training policy for all staff.**

Guidance

- The training policy must be reviewed on an annual basis and updated as required and must include:
 - 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.
- It will be applicable to any members of staff. Training can be demonstrated by engagement with online courses and the documentation of the annual appraisal.
- Evidence of staff attendance or completion of the training must be provided

5.0 Suitable Environment

Condition

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.

Guidance

- The minimum size of a stables must be: Horses: 3.65m x 3.65m (12ft x 12ft) Large Horse: 3.65m x 4.25m (12ft x 14ft); Ponies: 3.05m x 3.05m (10ft x 10ft) Large Ponies 3.05m x 3.65m (10ft x 12ft) Mules: 3.65m x 3.65m (12ft x 12ft) Donkeys: 3.05m x 3.05m (10ft x 10ft, Large donkeys: 3.05m x 3.65m (10ft x 12ft) and must allow room for horse to lie down and move around.
- Stall positioning and dimensions must allow room for the horse to lie down but not turn around and have sufficient space behind the stall for the horse to be able to back out with ease. Stalls must have adequate bedding and a non-slip floor.
- 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 to render it impervious.
- Interior surfaces, including floors, must be even, impervious and able to be disinfected, where appropriate. Floors must have a non-slip, solid surface.
- There must not be any sharp edges, projections, rough edges or other hazards which present risk of injury to a horse.
- Doors must be strong enough to resist impact, scratching and chewing, and must be capable of being effectively secured. Door width must be minimum 4ft wide and must be bolted top and bottom. The height of the door must allow the horse to look out with the head comfortably over the door unless it can be shown that there is a valid reason to not allow heads out. Doors must allow safe access/egress for horse and handler. Doors must open outwards or through slide mechanism.
- Door openings must be constructed such that the passage of water/waste is not impeded, or allowed to gather due to inaccessibility.
- Gaps or apertures must be small enough to prevent a horse's head passing through, or entrapment of any limb or body parts.
- Windows and fittings must be safety glass/ mesh protected with no obtrusive fittings and encourage air flow.
- Drainage must be effective to ensure there is no standing or pooling of liquids. A minimum gradient of 1:80 is advised to allow water to run off. Waste water must not run off into adjacent stables.

- Stables must open onto secure areas so that horses are not able to escape from the premises.
- Fields must be safe and securely fenced (ideally using post and rail, at least 1.25m (4ft) high, plain taut wire, well maintained hedging or electric fencing with gates).
- For establishments that carry out instruction in riding on site, there must be a safe riding area (e.g. an arena or a field), which must have clear access for the licensed premises, with a minimum expected size of 20m x 40m with well-maintained access and egress and protection from horses escaping onto public land. A safe suitable area must be provided to carry out rider assessments. The riding surface must be well maintained and there must be management systems to maintain the surface and control levels of dust.
- Where a riding area does not meet the expected size of 20m x 40m a smaller area is acceptable if there is a suitable justification and risk management plan in place to ensure the safety and welfare of both horse and rider are not negatively affected by the use of a smaller arena.
- Fields must be free from dangerous objects and poisonous plants and weeds otherwise horses must be fenced away where this is not possible.
- There must be a suitable annual pasture management plan for fields.
- Accommodation must be regularly inspected for damage and potential injury or escape points and the results of these inspections recorded. Damaged accommodation must be repaired or replaced immediately.
- Pony lines and tie up areas must be well maintained.

Higher standard

- **Size of stable must exceed minimum requirements. Horses will not be in reach of each other to bite and there will be room to work around them. Horses will be in view of each other, unless kept singly for management reasons, such as isolation or stallion management purposes.**

Condition

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.**

Guidance

- Horses must be monitored to check if they are too hot or too cold. The licence holder must be able to demonstrate the steps taken if a horse is showing signs of heat or cold intolerance, such as providing rugs for horses. There must be provision of adequate indoor and outdoor rugs for each horse subject to the individual needs of a horse as dictated by breed/type and if stable or field kept.

- Horses must have access to shelter in the form of purpose built or natural cover, when kept in fields. With a purpose built shelter, the entrance must be wide enough to offer access/egress of min 2 horses to minimise risk of injury.
- Where working horses are stall kept they must spend a significant part of their day out of the stall. Stall kept horses must be fastened so that they can access food and water and lie down in comfort.
- Bedding materials must have minimal dust and be of sufficient depth to encourage horses to lie down.
- Where rubber floor matting is used in stables it must be regularly cleaned and there must be a small amount of bedding material.
- Sleeping areas need to be dry, draught-free, well ventilated and clean as well as large enough to allow all the animals housed to rest together fully outstretched, turn around unimpeded and move around comfortably.
- Animals held or displayed outdoors must have suitable protection from adverse weather conditions.

Condition

5.3 Staff must ensure that the animals are kept clean and comfortable

Guidance

- Stables must be cleaned on a regular basis, with faeces cleared daily.
- All horses kept must benefit from a regular routine grooming and other health regimes as needed - this would include once a day inspection, attention to coat, teeth, ears and hooves and inspection for parasites.

Condition

5.4 Where appropriate for the species, a toileting area and opportunities for toileting must be provided.

Guidance

- Dung collection must be a central part of pasture management to ensure an effective parasite control programme and to enhance grass recovery. Dung must be removed from fields a minimum of twice weekly. Alternatively, there should be a programme for harrowing larger areas in conjunction with resting/rotation system for pasture to ensure horses are not on the pasture directly after harrowing.

Condition

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.

Guidance

- Stables must be kept in a clean condition in accordance with a documented procedure which must detail the routine daily cleaning regime and the procedure for cleaning between periods of occupation.

Condition

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.

Guidance

- Any animals received or consigned must be transported according to the regulations laid down in current legislation.
- Leaving horses in vehicles must be minimalised and animals must never be left unattended in a car or other vehicle where doing so may pose a risk to the horse.
- All vehicles and equipment must be clean before use.

Condition

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.

Guidance

- Where practicable this should be natural light, but artificial light must be available.
- Artificial lights must be turned off to provide a period of darkness overnight.

Higher standard

- **There must be a separate secure, clean and well-lit veterinary inspection area that enables safe access to allow inspection of a horse.**

Condition

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.

Guidance

- When stabled each horse must have access to its own water at all times.
- Where horses are being fed together, care must be taken to ensure that all horses are receiving sufficient food.
- When field kept attention must be paid to any monopolisation of resources such as hay and water to prevent any individual horse not getting access. There must be one feeding site per horse plus an extra one.

Higher standard

- **There must be an option for a permanent individual turn out paddock/pen to allow horses their own area for grazing/turnout if required owing to ill-health or domination by other horses.**

Condition

5.9 The animals must not be left unattended in any situation or for any period likely to cause them distress.

Guidance

- Horses at grass must be inspected at least once a day, or as often as necessary for the individual health and welfare of each horse, and stabled or group housed horses must be inspected at least twice a day.
- A documented system of recording observation for illness, injury or behavioural problems must be maintained.

Higher standard

- Horses must be inspected at least once during the out of hours period (e.g. 1800-0800).

6.0 Suitable Diet

Condition

6.1 The animals must be provided with a suitable diet, in terms of quality, quantity and frequency that reflects their needs. Any new feeds must be introduced gradually to allow the animals to adjust to them.

Guidance

- Horses must be provided with a predominantly fibre-based diet; grass, hay, haylage or a hay replacement unless there are specific concerns about an individual horse's diet, for which veterinary advice must be sought. Ideally the hay/haylage should have minimal dust and be of good nutritional value.
- Hard/concentrate feeding of horses will be determined on an individual basis around age, workload, condition health and type.
- A plan/record of the type, quantity, frequency of food each horse receives must be kept.
- If there are concerns about an individual horse's diet, qualified nutritional advice must be sought.

Condition

6.2 Feed and (where appropriate) water intake must be monitored, and any problems recorded and addressed.

Guidance

- Horses must not remain inappetent (without appetite) for longer than 6 hours without seeking veterinary advice. If there are specific concerns in relation to diet or inappetency, veterinary advice must be sought earlier.
- The body condition of every horse must be monitored on a weekly basis with the use of a weight tape, scores should be recorded as part of a horses health plan.
- Horses displaying significant weight loss/gain must be evaluated by a competent person and treated as necessary. Veterinary advice must be followed if feeding debilitated, underweight or ill horses, or those with specific dietary requirements. The premises must have the ability, where appropriate, to isolate the individual animal to ascertain whether it is eating or not if it is in a group management situation.

Condition

6.3 Feed and drinking water provided to the animals must be unspoilt and free from contamination.

Guidance

- Prepared feed must not be left out for excessive periods and must be stored away from risk of vermin and in appropriately cool and dry places.
- Clean and dry feed bins that are clearly labelled to identify the different feed types, must be in use.

- Any stored feed is kept off the floor to prevent damp.
- There must be a system in place for disposal of feed waste.

Higher standard

- **There must be separate well lit, lockable, purpose built feed room with water available and additional storage for supplements.**

Condition

6.4 Feed and drinking receptacles must be capable of being cleaned and disinfected, or disposable.

Guidance

- Receptacles must be non-porous, cleaned at least once a week and kept free from algae.
- If damaged they must be disposed of.

Condition

6.5 Constant access to fresh, clean drinking water must be provided in a suitable receptacle for the species that requires it.

Guidance

- Fresh water must be provided continuously in a clean container and changed or refreshed as often as necessary.
- Automatic water bowls/troughs must be routinely cleaned and the supply of water checked.
- In fields, water troughs or buckets must be securely fixed at a convenient height to allow horses of different sizes to drink comfortably and it should not be possible for the trough or bucket to be dislodged and knocked over. Supply should be sited to minimise risk of restricted access.

Condition

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.

Guidance

- In establishments where staff are employed a separate hand wash basin with an adequate supply of hot and cold water must be provided for them to wash their hands. This must be connected to a suitable drainage system.
- Soap and hygienic hand drying facilities must also be available.

7.0 Monitoring of behaviour and training of animals

Condition

7.1 Active and effective environmental enrichment must be provided to the animals in inside and any outside environments.

Guidance

- Exercise or field time forms part of this enrichment. Keeping horses permanently stabled or without exercise must be avoided. If it is necessary for veterinary

purposes, then thought must be given to enrichment in the form of feeding mechanisms and grooming.

Higher standard

- All horses must have a structured management and care programme to include their exercise needs with suitable alternatives for those unable to exercise, such as additional grooming, physiotherapy etc.

Condition

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.

Guidance

- Horses must be exercised regularly, however rest periods must be factored into the weekly schedule for each horse used.
- A horse kept in a suitable field does not always require additional opportunities to exercise and may have extended rest periods.

Condition

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.

Guidance

- The behaviour of individual horses must be monitored daily and changes in behaviour and/or behaviours indicative of stress, fear, pain and anxiety must be recorded and acted upon.
- The licence holder/manager must be able to identify horses that are anxious or fearful about contact or close proximity to people or other horses.
- Horses likely to be or showing signs of being nervous or stressed must be located in a suitable part of the establishment, bearing in mind their individual temperament.

Condition

7.4 Where used, training methods or equipment must not cause pain, suffering or injury.

Guidance

- Training must be reward based (i.e. reward desired behaviour).

Condition

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.

Guidance

- Processes must be in place to meet the needs of young and new horses including appropriate training and slow introduction to different noises and sights that will be part of their daily routine or workload.

8.0 Animal Handling and Interactions

Condition

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.

Guidance

- Horses must always be handled humanely and appropriately to suit the requirements of the individual horse and to minimise fear, stress, pain and distress. Horses must never be punished so that they are frightened or exhibit aversive behaviour.
- Training equipment must only be used by competent people and any potentially painful equipment must be avoided.

Condition

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.

Guidance

- Horses are usually best kept in social groups. If for any reason a horse must be separated from the social group, it must be ensured it still has sight of other horses if possible.
- A policy must be in place for monitoring the introduction of new horses to existing groups, to avoid stress to either new or resident animals.

Condition

8.3 The animals must have at least daily opportunities to interact with people where such interaction benefits their welfare.

Guidance

- Horses must be interacting with people through daily grooming and exercise.
- If kept at grass all year they may not have interaction for daily grooming but will need interaction for health and injury checks.

9.0 Protection from Pain, Suffering, Injury and Disease

Conditions

9.1 Written procedures must—

(a) be in place and implemented covering—

- (i) feeding regimes,**
- (ii) cleaning regimes,**
- (iii) transportation,**
- (iv) the prevention 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 carcasses);
- (b) be in place covering the care of the animals following the suspension or revocation of the licence or during and following an emergency.

9.2 All people responsible for the care of the animals must be made fully aware of these procedures.

Guidance

- The procedures must demonstrate how the conditions outlined in this guidance are met.

Condition

9.3 Appropriate isolation, in separate self-contained facilities, must be available for the care of sick, injured or potentially infectious animals.

Guidance

- Adequate isolation facilities for animals with infectious diseases must be provided. This may be on site or at another location, such as a local veterinary practice.
- When a new horse enters the premises, the horse must be kept in isolation for a minimum of 14 days and must not have direct contact with other horses or any equipment used in the care of other horses.
- Where an infectious disease is present in the premises, barrier nursing procedures, and people trained in these, must be implemented in accordance with the advice of the attending veterinarian. This includes use of protective clothing and footwear changed between enclosures; cleansing and disinfection of materials in contact with the affected group of animals; washing of hands; separate use and storage of equipment and segregation of waste.
- There must be a Control of Substances Hazardous to Health assessment for management of infectious diseases including coverage for zoonoses and use of Process Operation Management Systems.
- Members of the public must not be given access to or handle sick animals.

Condition

9.4 All reasonable precautions must be taken to prevent and control the spread among animals and people of infectious disease, pathogens and parasites.

Guidance

- Procedures must be in place, and understood by all staff, to prevent the introduction of infectious disease and spread from any infected animals.
- If there is evidence of external parasites (fleas, ticks, lice, mites) the horse must be treated according to best practice and using a product authorised for use by the Veterinary Medicines Directorate where necessary. Records of such treatment must be kept.
- A preventative plan must be in place, including effective grassland management and use of current anthelmintics alongside faecal egg counts where necessary.

Condition

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.

Guidance

- There must be a muck heap located away from any stables, at least 10 metres distant, which must be removed from the site at regular intervals.
- Siting and storage of any muck heap must comply with environmental legislation and avoid contamination of waterways.

Condition

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.

Guidance

- When a competent person suspects a horse of being ill or injured, a veterinarian must be contacted for advice immediately and any instructions for treatment recorded. Minor ailments can be dealt with by a competent person.

Condition

9.7 Where necessary, animals must receive preventative treatment by an appropriately competent person.

Guidance

- Homoeopathic vaccination is not an acceptable form of preventative treatment.
- Vaccinations must only be administered by a veterinarian.
- Routine and documented treatment must be in place for internal and external parasites.
- Consideration must be given to biosecurity and horse travel movements in determining a vaccination plan.

Condition

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 person must be readily available to all staff on the premises used for the licensable activity.

Guidance

- The name, address and telephone contact number, including out of hours provision, of the veterinarian used by the establishment must be displayed in a prominent place, close to the telephone and accessible to all members of staff.

Condition

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.

Guidance

- Any medication given must be prescribed/recommended for the individual horse by a veterinarian, and each instance must be recorded.
- All treatment must be completed to the instructions given by the veterinarian.
- Prescription only medications (POMs) must be kept in a lockable container with a responsible person nominated as key holder/issuer of medications.

- Records of POMs administered must be recorded in horse passports by the veterinarian or owner where required.
- All unused medication must be disposed of appropriately which may require return to the veterinarian who prescribed them.

Condition

9.10 Medicines other than prescribed medicines must be stored, used and disposed of in accordance with the instructions of the manufacturer or veterinarian.

Guidance

- Care must be taken in disposal of sharp instruments such as needles into an appropriate yellow sharps container, and emptied accordingly as hazardous waste. They must be securely stored by a competent person.

Condition

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.

Guidance

- The choice of cleaning and disinfectant products must be based on suitability, safety, compatibility and effectiveness.
- Cleaning and disinfection products shall be used in accordance with the manufacturer's instructions.
- 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 stables.
- Standing water must not be allowed to accumulate due to the possibility of pathogens and biting flies residing in these moist environments.
- Any equipment that has been used on an infectious or suspected infectious animal must be cleaned and disinfected after use or disposed of.

Condition

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.

Guidance

- The licence holder must be able to demonstrate which veterinary practice/competent person is to be called.
- The passport for the horse must be available so that the veterinarian/competent person can check the identity of the animal.
- A record of all animals euthanased, the carcass disposal route and the identity of the individual that carried it out must be kept for 36 months.

Condition

9.13 All animals must be checked at least once daily and 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.

Guidance

- Horses must be checked for signs of illness, injury, stress, fear, anxiety and pain, and/or abnormal behaviour for that horse and to ensure that their needs are being met.

Condition

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.*

10.0 Emergencies

Condition

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.

Guidance

- Entrances and fire exits must be clear of obstructions at all times.
- There must be a Preventative Fire Risk Assessment that includes location map re access/egress for people and horses.
- Suitable firefighting, prevention and detection equipment must be provided and maintained in good working order. Any buildings must have at least one working smoke detector (or other suitable fire detection system) installed in a suitable location on each separate level / floor of the property.
- There must be awareness about entrapment of horses and the procedures to release them.
- Emergency drills must be regularly practised and practices 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 new members of staff must have this as part of their induction programme.
- There must be a plan for accommodation for the horses should the premises become uninhabitable even if just field provision is available.
- There must be contingency planning for extreme weather.

- There must be an accessible and current human and equine first aid kit available for client use and an accident reporting procedure which complies with the Health and Safety Executive.
- There must be a portable human first aid kit available for use off property, where applicable, and a list of people qualified in first aid on display.

Conditions

- 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.**

Guidance

- A reasonable distance would, in normal conditions, be interpreted as no more than 30 minutes travelling time.
- In a non-domestic setting, an emergency contact name / number must be displayed on the outside of the premises.
- Internal gates and doors to stabling should not be locked to ensure safe evacuation of horses and people in an emergency situation.

Higher standard

- **A competent person must be on site at all times.**

Part B – Specific Conditions: Hiring out horses (Schedule 5 of the Regulations)

2.0 Eligibility

Condition

2.1 The licence holder must—

- (a) hold an appropriate formal qualification, or have sufficient demonstrable experience, in the management of horses, and**
- (b) hold a valid certificate of public liability insurance which—**
 - (i) insures the licence holder against liability for any injury sustained by, and the death of, any client, and**
 - (ii) insures any client against liability for any injury sustained by, and the death of, any other person, caused by or arising out of the hire of the horse.**

Guidance

- The licence holder must have employers' liability insurance if required.
- This must be displayed along with the copy of the licence.

Condition

2.2 The certificate mentioned in subparagraph (1)(b) must be clearly and prominently displayed at the premises.

3.0 Supervision

Condition

3.1 The activity must not at any time be left in the charge of a person aged under 18 years.

Guidance

- This includes managing the establishment and dealing with clients.

Conditions

3.2 No horse may be hired out except under the supervision of a person aged 16 years or more unless the licence holder is satisfied that the person hiring the horse is competent to ride without supervision.

3.3 The following must be clearly and prominently displayed at the premises—

- (a) the full name, postal address (including postcode) and telephone number of the licence holder or other person with management responsibilities in respect of the activity;**
- (b) instructions as to the action to be taken in the event of a fire or other emergency.**

4.0 Suitable Environment

Condition

4.1 It must be practicable to bring all the horses at the premises under cover.

Guidance

- There must be access to safe shelter appropriate for seasonal conditions for all horses whether stables or field facilities such as a field shelter or barn or suitable natural shelter in the form of hedges or trees. This can include off-site facilities.

Conditions

4.2 Suitable storage must be provided and used for feed, bedding, stable equipment and saddlery.

4.3 All arena surfaces must be suitable for purpose, well drained, free of standing water and maintained regularly to keep them level.

5.0 Suitable Diet

Condition

5.1 At all times when any horses are kept at grass, adequate pasture, shelter and clean water must be available for them.

Guidance

- Grazing must be managed with routine dung removal to ensure there is adequate pasture and where this is not possible hay must be provided.

Conditions

5.2 Supplementary feed and nutrients must be provided to any horse when appropriate.

5.3 Each horse must be fed a balanced diet of a quantity and at a frequency suitable for its age, health and workload to enable it to maintain an appropriate physical condition.

Higher standard

- Independent specialist nutritional advice must be sought as appropriate for individual horses and documented alongside the weekly body condition scoring. Records must evidence individual health plans and monitoring for horses in connection with dietary requirements. There must be legible and up to date feed chart on display that informs correct feeding amounts for individual horses.

6.0 Protection from Pain, Suffering & Disease

Condition

6.1 The horses must be maintained in good health and must be in all respects physically fit.

Guidance

- All horses must have a structured management and care programme including foot care, worming and veterinary care. This must be set out on an annual calendar or diary.
- Saddles and tack must be checked for safety and for correct fit for the horse at least annually. Saddles should also be checked more often with young horses and when horses gain/lose weight or undergo muscle development changes.

- Tack should be checked to ensure that it correctly fits the rider.
- All horses must have a dental check at least once a year by a veterinarian or someone qualified by the British Association of Equine Dental Technicians.

Condition

6.2 There must be a preventative healthcare plan in place agreed with the appointed veterinarian or appointed veterinary practitioner.

Guidance

- The health plan must demonstrate the measures taken to prevent and control disease alongside any medication or treatments for each horse.

Higher standard

- Each horse will have its own specific care plan detailing age and any health related conditions.

Condition

6.3 A daily record of the workload of each horse must be maintained and available for inspection at any reasonable time.

Guidance

- This record will set out hours of work that each horse has undertaken and must be maintained over the course of that year.

Higher standard

- Records must evidence individual monitoring and training plans for horses in connection with individual training needs to complement their use within a riding school. This must be accompanied with evidence of regular and effective checks with saddler for comfort and fit.

Condition

6.4 Each horse must be suitable for the purpose for which it is kept and must not be hired out if, due to its condition, its use would be likely to cause it to suffer.

Guidance

- There will be records to demonstrate that each horse workload/regime is balanced to meet the needs of each individual horse including maximum weight of rider.

Condition

6.5 Any horse found on inspection to be in need of veterinary attention must not be returned to work until the licence holder has, at the licence holder's expense, obtained from and lodged with the local authority a veterinary certificate which confirms that the horse is fit for work.

Guidance

- This will include the horse being lame, underweight or any back or teeth problems impacted by riding.

Condition

- 6.6 Each horse's hooves should be trimmed as often as is necessary to maintain the health, good shape and soundness of its feet and its shoes should be properly fitted and in good condition.**

Guidance

- If shod, their shoes must be properly fitted by a registered farrier. The frequency of trimming and shoeing for each individual horse must be recorded and available for inspection.

Condition

- 6.7 An area suitable for the inspection of horses by a veterinarian must be provided.**

Guidance

- This must be a semi dark stable to inspect eye and heart function and a level firm surfaced trotting up area which allows the veterinarian to fully examine the horse and observe any signs of lameness.

Condition

- 6.8 The following must not be hired out—**
- (a) a horse aged under three years;**
 - (b) a mare heavy with foal;**
 - (c) a mare whose foal has not yet been weaned.**

Guidance

- A mare can be exercised during the first six to eight months of pregnancy but she should not be used two to three months before foaling, unless veterinary advice suggests otherwise. Care must be demonstrated on ensuring that a mare is not overworked.

Condition

- 6.9 The licence holder must keep a register of all horses kept for the licensable activity on the premises and each horse's valid passport showing its unique equine life number and microchip number (if any).**

Guidance

- The licence holder may be deemed to be the keeper of the horse, in the absence of the owner, and has a legal responsibility to ensure that the horse has the correct, and up to date, identification document. Where available, the microchip number of each new horse must be checked by a veterinarian and local authority inspector to ensure it corresponds to that in the passport.
- This only applies to those horses being used for the activity.

7.0 Equipment

Condition

- 7.1 All equipment provided to clients must be in good and safe condition and available for inspection at any reasonable time.**

Guidance

- Riders must use the correct Personal Protective Equipment for the activity e.g. hats, riding boots, gloves and body protectors as required. Riding hats must meet current safety standards and be worn at all times when mounted and any hats provided must be stored, clean and fit for purpose with clearly documented records of regular safety checks.
- Saddlery and associated equipment must be in a good state of repair and checked for safety.
- Jumps and equipment used in riding lessons must be fit for purpose and checked weekly for safety.
- Rider registration forms must be completed that are regularly updated and include emergency contact details and client health conditions.

Higher standards

- Initial assessments must be undertaken for new riders and details of assessment recorded.
- Documented risk assessment must be available for all such equipment, for example horse clippers, horse walker, yard blowers, arena levelling equipment and any additional therapy based machines or equipment.
- Documented risk assessment must be available for activities, including PPE requirements that include appropriateness of PPE relative to differing tasks and situations.

Higher Standards

For each activity, a number of higher standards have been agreed. Meeting the higher standards is optional but is the only way to gain a higher star rating. The higher standards are classified in to two types: **required** and **optional** and are outlined in the relevant guidance documents for the activity in question. To distinguish required standards from optional ones they have each been given a specific colour which is used in each guidance document. **Higher standards that appear in blue text are required**, whereas **those that appear in red text are optional**. To qualify as meeting the higher standards, the business needs to achieve all of the required higher standards as well as a minimum of 50% of the optional higher standards. During an inspection, the inspector should assess whether or not the business meets the required number of higher standards

Required

- There must be an option for a permanent individual turn out paddock/pen to allow horses their own area for grazing/turnout if required owing to ill-health or domination by other horses.
- Horses must be inspected at least once during the out of hours period (e.g. 1800-0800).
- All horses must have a structured management and care programme to include their exercise needs with suitable alternatives for those unable to exercise, such as additional grooming, physiotherapy etc.
- Each horse will have its own specific care plan detailing age and any health related conditions.
- Records must evidence individual monitoring and training plans for horses in connection with individual training needs to complement their use within a riding school. This must be accompanied with evidence of regular and effective checks with saddler for comfort and fit.
- Initial assessments must be undertaken for new riders and details of assessment recorded.
- Documented risk assessment must be available for all such equipment, for example horse clippers, horse walker, yard blowers, arena levelling equipment and any additional therapy based machines or equipment.
- Documented risk assessment must be available for activities, including PPE requirements that include appropriateness of PPE relative to differing tasks and situations.

Optional

- At least one member of key staff must hold an OFQUAL regulated Level 3 qualification or higher.
- Size of stable must exceed minimum requirements. Horses will not be in reach of each other to bite and there will be room to work around them. Horses will be in view of each other, unless kept singly for management reasons, such as isolation or stallion management purposes.
- There must be a separate secure, clean and well-lit veterinary inspection area that enables safe access to allow inspection of a horse.

- There must be separate well lit, lockable, purpose built feed room with water available and additional storage for supplements.
- A competent person must be on site at all times.
- Independent specialist nutritional advice must be sought as appropriate for individual horses and documented alongside the weekly body condition scoring. Records must evidence individual health plans and monitoring for horses in connection with dietary requirements. There must be legible and up to date feed chart on display that informs correct feeding amounts for individual horses.



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