

## PET SHOP LICENCE CONDITIONS

### ACCOMMODATION

- Animals must at all times be kept in accommodation suitable with respect to construction, size, temperature, lighting, ventilation and cleanliness.
- Animals must not be exposed to draughts and must be kept in an environment suitable to the species. If animals are displayed outdoors, they should have protection appropriate to their species.
- Housing must be constructed of non-porous materials or be appropriately treated.
- Animals must not be kept in housing in such a way that they can be interfered with by other animals or the public.
- All livestock, for sale, must be readily accessible and easy to inspect.
- Accommodation must be cleaned as often as necessary to maintain good hygiene standards, consistent with the rate of stock turnover.
- Where accommodation is on a tiered system, water, food or other droppings must not be allowed to enter the lower housing/
- All accessories provided in the accommodation must be suitable for the species.

### EXERCISE FACILITIES

Facilities must be available where appropriate.

*(For example, in the case of puppies, if they are kept longer than five days, an exercise pen should be provided).*

### REGISTER OF ANIMALS

A livestock purchase register must be maintained for all livestock. A sales register must be maintained for:

- puppies
- kittens
- psittacines
- species contained in the Schedule to the Dangerous Wild Animals Act 1976 (as modified)

*(This can be cross referenced to an invoice file. The purpose of the register is to ascertain the source of livestock and for emergency contact of purchaser. The name and telephone number of the purchaser is, therefore, sufficient).*

### STOCKING NUMBERS AND DENSITIES

The maximum numbers of animals to be stocked on the premises will be governed by the accommodation available, as defined by the stocking density lists detailed in the schedule set out below.

### HEALTH, DISEASE AND ACCLIMATISATION

- All stock sold must be in good health as far as can be reasonably determined without veterinary inspection.
- Any sick or injured animal must receive appropriate care and treatment without delay. *(This may include euthanasia).*
- Veterinary advice should be sought whenever necessary.
- Any animal with an obvious, significant abnormality which would materially affect its quality of life, must not be offered for sale. When in doubt, veterinary advice should be sought.
- All animals must be allowed a suitable acclimatisation period before sale.
- The facility to isolate sick animals must be provided.
- All reasonable precautions must be taken to prevent the outbreak and spread of disease. No animal which is suffering from or could reasonably be suspected of having come into contact with any other animal suffering from, any infectious or contagious disease, or which is infested with

parasites, shall be brought into or kept on the premises unless effectively isolated.

- Puppies and kittens must be kept separate from other litters.
- All necessary precautions must be taken to prevent the introduction to the premises, and harbourage, of rodents, insects and other pests.  
(*Rodent and 'insect' excludes livestock for sale or for feeding*)

#### **FOOD AND DRINK**

- Animals must be supplied with adequate amounts of food and drink, appropriate to their needs, and at suitable intervals.
- All food must be suitable for the species concerned.
- Food and drink receptacles must be constructed and positioned to minimise faecal contamination.
- A sufficient number of receptacles must be provided and cleaned at regular intervals.

#### **FOOD STORAGE**

- All food, excluding live foods, intended for feeding to livestock on the premises, must be stored in impervious closed containers.
- The containers and equipment used for feeding must be kept in a clean condition.

#### **OBSERVATION**

All livestock must be attended to at regular intervals, appropriate to the species.  
(*In no circumstances will this be less than daily.*)

#### **EXCRETA AND SOILED BEDDING**

- All excreta and soiled bedding must be stored in impervious containers with close fitting lids.
- Excreta and soiled bedding should be removed from the premises on a regular basis, at least weekly, and disposed of to the satisfaction of the appropriate local authority and in accordance with current regulations and good waste management practice.
- All containers must be kept in a clean condition.

#### **TRANSPORTATION**

- When receiving stock, a licensee must make every effort to ensure that it is transported in a suitable manner.
- Any livestock received or consigned shall be transported according to the regulations laid down by the Transit of Animals (General) Order 1973 or other relevant legislation or recommendations.  
(*For air transportation, the IATA guidelines must be followed. For rail transportation, the British Rail guidelines must be followed.*)

#### **TRANSPORTATION CONTAINERS**

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

#### **SALE OF LIVESTOCK**

- All stock sold must be in good health as far as can be reasonably determined without veterinary inspection.
- No mammal shall be sold unweaned or, if weaned, at an age at which it should not have been weaned.
- In the case of non-mammals, they must be capable of feeding themselves.

#### **DANGEROUS WILD ANIMALS**

- When dangerous wild animals are kept, the cages must be of a secure construction appropriate to the species. A fine wire mesh, glass or plastic safety barrier must be incorporated into the cage system.
- Licensees selling animals on the Schedule to the Dangerous Wild Animals Act should inspect the purchaser's licence to keep such an animal and inform the issuing authority of the details of the purchase.

#### *PET CARE ADVICE*

- PTIA Pet Care leaflets or other similar written instructions should be made available to customers where appropriate at the time of purchase.
- Purchasers of accessories should, where necessary, be given proper advice as to their maintenance and use.
- The PTIA Pet Store Manual or other appropriate reference books must always be available for use by staff.

#### *STAFF TRAINING AND LIVESTOCK KNOWLEDGE*

- No animal should be stocked or sold unless the staff (or a member of the staff) is familiar with the care and welfare of that animal.
- In respect of new applications, at least one member of staff working at the licensed premises must hold the City and Guilds Pet Store Management Certificate, or some other appropriate qualification, or must be in the course of training to take the examination (within two years of the introduction of these conditions).
- The licensee must formulate a written training policy for all permanent staff, and will be required to demonstrate that systematic training is carried out.

#### *FIRE AND OTHER EMERGENCY PRECAUTIONS*

- Suitable emergency precautions and written procedures shall exist and be made known to all staff, including arrangements for evacuation of livestock.
- Entrances and exits must be clear of obstructions at all times.
- Fire extinguishers must be provided and sited as approved by the local fire Protection/Prevention Officer.
- The fire-fighting equipment must be maintained in good working order.
- The licensee, or a designated keyholder, must at all times be within reasonable distance of the premises and available to visit the premises in case of emergency.
- A list of keyholders must be lodged with the local police and fire brigade.
- An emergency telephone number must be displayed at the front of the shop; this may either be the keyholder's number or the emergency telephone No. 999.
- When pet shops are sited within other premises, the licensee or keyholders must have access at all times to the premises containing the livestock.

#### *SALE OF LIVESTOCK*

No animal should be sold to any person under the age of 16 years who is unknown to the retailer unless that person is accompanied by a parent or legal guardian or provides appropriate written consent. Subsequent sales to a juvenile less than 16 years (but over 12 years) of age who is known to the retailer can be carried out in the absence of a parent or legal guardian or appropriate written consent, provided that the retailer is satisfied as far as possible that:-

- the parent/guardian would not object to the acquisition;
- the juvenile is sufficiently knowledgeable as to the needs, care and nature of the species acquired;

- the juvenile's intention towards the acquisition is consistent with the well-being of the animal concerned.

#### *APPLICATION FOR A LICENCE*

Although not provided for in the Act, it is recommended that applicants consult their local authority prior to submitting an application.

#### *TRADE ASSOCIATIONS*

Licensees are recommended to apply for membership of an appropriate trade organisation which might act as a point of reference should any disputes over the licence conditions arise.