

# Pet Shops

## Introduction

A licence is required for any premises including a private dwelling where animals are sold or kept with a view to being sold as pets.

Licences are renewed annually following an inspection. There is a charge for the licence.

## Legislation and Guidance

Pet Animals Act 1951

Pet Animals (Amendment) Act 1983

## **Pet Shop Licence Conditions**

### **1.0 LICENCE DISPLAY**

1.1 The licence, or a copy of the licence, must be suitably displayed in a prominent position. It shall not display the licence holder's home address.

### **2.0 ACCOMMODATION**

2.1 Animals must at all times be kept in accommodation suitable to their species with respect to construction, size, temperature, lighting, ventilation and cleanliness.

2.2 Animals must be kept in an environment suitable to the species. They must not be exposed to draughts and wide temperature fluctuations. If animals are displayed outdoors, they shall have protection appropriate to their species.

2.3 All accommodation must be kept in good repair.

2.4 Housing must be constructed of non-porous materials or be appropriately treated.

2.5 In order to control the spread of disease and to prevent injury, animals must not be kept in housing in such a way that they can be disturbed by other animals or the public.

2.6 All livestock, for sale, must be readily accessible and easy to inspect, with cages sited so that the floor of the cage is easily visible.

2.7 Accommodation must be cleaned as often as necessary to maintain good hygiene standards.

2.8 Where accommodation is on a tiered system, water, food or other droppings must not be allowed to enter the lower housing.

2.9 All accessories provided in the accommodation must be suitable for the species.

### **3.0 EXERCISE FACILITIES**

3.1 Suitable and sufficient facilities must be available where appropriate for the species. For puppies, where required, a covered exercise area of at least 2.46m<sup>2</sup> should be provided. The area should have a minimum height of 1.8m to allow access by staff for cleaning.

### **4.0 REGISTER OF ANIMALS**

4.1 A livestock purchase register must be maintained to determine the source of livestock. All livestock purchases must be entered and the entry must include:-

- (i) The name and address of the person or organization who supplied the livestock.
- (ii) Details of the type and numbers of livestock.
- (iii) The date of delivery to the premises.

To simplify the livestock purchase register, entries may be cross-referenced to a general invoice file for the premises, if the invoice contains the above information.

4.2 A sales register must be maintained for:

- (i) Puppies
- (ii) Kittens
- (iii) Psittacines (parrots and parakeets)
- (iv) Species contained in the Schedule to the Dangerous Wild Animals Act 1976 (as modified)

The purpose of the sales register is to enable the purchaser to be contacted in the event of an emergency, for example if the animal is suspected of being diseased. The name and address and telephone number of the purchaser should be recorded.

## 5.0 STOCKING NUMBERS AND DENSITIES

5.1 The maximum numbers of animals to be stocked on the premises will be determined by the accommodation available. These are defined by the stocking density lists for caged birds, small mammals and ornamental fish and other species which are detailed in the tables at the end of these licence conditions.

No other animals other than those specified in the licence, may be stocked without prior written approval from the licensing authority.

## 6.0 HEALTH, DISEASE AND ACCLIMATISATION

6.1 All stock for sale must be in good health and free from obvious parasitic infestation as far as can be reasonably determined without veterinary inspection.

6.2 Any sick or injured animal must receive appropriate care and treatment without delay. Inexperienced staff must not treat sick animals unless under appropriately experienced supervision. 'Care & Treatment' may include euthanasia but under no circumstances may an animal be euthanased other than in a humane and effective manner. In case of doubt, veterinary advice must be sought.

6.3 All animals must receive appropriate inoculations where required for the species as advised by the veterinary surgeon. Veterinary advice must be sought whenever necessary.

6.4 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.

6.5 All animals must be allowed a suitable acclimatization period before sale.

6.6 The facility to isolate sick animals must be provided. A procedure to deal with sick animals is required. For ornamental fish, in-line treatment or other sterilizing devices effectively provide a means of isolating individual tanks in multiple tank systems. They must be of proper size and maintained in accordance with manufacturer's recommendations.

6.7 All reasonable precautions must be taken to prevent the outbreak and spread of disease. No animal which is suffering from or could reasonably be suspected of having come into contact with any other animal suffering from any infectious or contagious disease, or which is infested with parasites, shall be brought into or kept on the premises unless effectively isolated.

6.8 Individual litters of puppies and kittens must be kept separate from other litters.

6.9 All necessary precautions must be taken to prevent the introduction to the premises, and harbourage of rodents, insects and other pests (excluding livestock for sale or for feeding).

## 7.0 FOOD AND DRINK

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

7.2 All food must be suitable for the species concerned.

7.3 Food and drink receptacles must be constructed and positioned to minimize faecal contamination and spillage.

7.4 A sufficient number of receptacles must be provided and cleaned at regular intervals.

7.5 All food (excluding live foods) intended for feeding to livestock on the premises, must be stored in impervious closed containers.

7.6 The containers and equipment used for feeding must be kept in a clean and sound condition.

## 8.0 **OBSERVATION**

8.1 All livestock must be attended to at regular intervals, appropriate to the species. In no circumstances should this be less than daily. Suitable arrangements must be made for days when the premises is closed. It is recommended that a system of recording visits is maintained.

## 9.0 **EXCRETA AND SOILED BEDDING**

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

9.2 Excreta and soiled bedding must be removed from the premises on a regular basis, at least weekly, and disposed of to the satisfaction of the appropriate local authority.

9.3 All containers must be kept in a clean condition.

## 10.0 **TRANSPORTATION**

10.1 When receiving stock, the licensee must make every effort to ensure that it is transported in a suitable manner. It is recommended to record the registration number of vehicles transporting livestock.

10.2 Any livestock received or consigned shall be transported according to regulations laid down in current legislation, such as the Welfare of Animals (Transport) Order 1997.

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

## 11.0 **SALE OF LIVESTOCK**

11.1 No mammal shall be sold unweaned or, if weaned, at an age at which it should not have been weaned.

11.2 In the case of non-mammals, they must be capable of feeding themselves.

11.3 No animal shall be sold to any person under the age of 12 years.

11.4 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. 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:-

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

## 12.0 **DANGEROUS WILD ANIMALS**

12.1 When dangerous 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.

The local authority must be notified of any intention that the pet shop wishes to offer for sale any dangerous wild animal.

12.2 Licensees selling animals on the Schedule to the Dangerous Wild Animals Act must inspect the purchaser's licence to keep such an animal and inform the issuing authority of the details of the purchase.

## 13.0 **PET CARE ADVICE**

13.1 Pet Care leaflets (e.g. leaflets produced by the Pet Care Trust) or other similar written instructions must be made available free of charge to customers at the time of purchase, in addition to any offer to purchase pet care books or leaflets.

- 13.2 Purchasers must be given proper advice on the care of the animal and, where necessary, on the maintenance and use of any accessories.
- 13.3 Appropriate reference books (e.g. The Pet Care Manual produced by the Pet Care Trust) relating to all species for sale must always be available at the premises for use by staff.
- 14.0 **STAFF TRAINING**
- 14.1 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 and has a recognized qualification or suitable experience.
- 14.2 In respect of new applications (not renewals), 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 and obtain the qualification within two years of the licence being granted.
- 14.3 The licensee must formulate a written training policy for all permanent staff, and demonstrate that systematic training is carried out.
- 15.0 **FIRE AND OTHER EMERGENCY PRECAUTIONS**
- 15.1 Suitable emergency precautions and written procedures shall exist and be made known to all staff, including arrangements for evacuation of livestock.
- 15.2 Entrances and exits must be clear of obstructions at all times.
- 15.3 Suitable fire fighting equipment must be provided, maintained and regularly serviced by a competent person and sited as advised by the local Fire Protection/Prevention Officer and in consultation with the local authority.
- 15.4 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. (Reasonable distance can be considered as 20 minutes travelling time).
- 15.5 A list of keyholders must be lodged with the Environmental Health Department at Allerdale Borough Council.
- 15.6 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 number 999.
- 15.7 When pet shops are sited within other premises, the licensee or keyholders must have access at all times to the premises containing the livestock.
- 15.8 All electrical installations and appliances must be maintained in a safe condition.
- 16.0 **PREMISES**
- 16.1 Walls and floors must be finished with a non-absorbent surface so that they can be easily cleaned.
- 16.2 A sink with a constant supply of hot water must be provided. This must be in addition to any wash hand basin. Procedures must be in place to keep equipment provided for human use stored and cleaned entirely separately from livestock equipment.
- 17.0 **BOARDING OF ANIMALS**
- 17.1 No pet shop should be used for the purpose of boarding any species of animal for which they are not licensed to sell. If it is intended to board cats and dogs, suitable and sufficient accommodation must be provided and the appropriate licence obtained.
- 18.0 **LICENCE VARIATION**
- 18.1 Once the annual licence has been granted, if the licensee wishes to stock species of animals not detailed on the licence, they must inform the Environmental Health Department and receive approval for the variation.

**TABLE 1 – STOCKING DENSITIES – CAGED BIRDS**

	Length of Bird cms	Floor Area (sq cm)		Cage Height cms
		Single	Each Additional	
Budgerigar		650	200	30
Canary		650	250	30
Cockatiel		1000	250	40
Finches	up to 12.5	650	100	30
	12.5 – 17.5	750	150	30
	over 17.5	1000	200	30
Parakeet	up to 25	1000	250	30
	25 – 35	1000	250	40
	over 35	1400	450	50
Parrot	up to 30	800	275	40
	30 – 35	1250	625	50
	over 35	1500	750	60

1. No species of bird shall be housed in accommodation which does not allow that species sufficient space for natural free and full wing stretching and the number of birds housed shall be such that overcrowding does not significantly reduce that freedom. Long tailed birds or birds in full plumage must be provided with properly placed perches and feeding and watering points to prevent that plumage being fouled or otherwise damaged.
2. For perching birds, a sufficient number of perches must be provided at such a height that the bird can rest its head without its head touching the top and its tail the bottom of the cage.
3. A quality padded net should be used when catching birds in an aviary.
4. The table details cage sizes for the commonly stocked species. Advice should be sought for other species.

**TABLE 2 – STOCKING DENSITIES – JUVENILE SMALL MAMMALS**

	No of Animals	1-4	5	6	7	8	9	10	Min Cage Height cm	Min Cage Depth cm
Mice, Hamsters, Gerbils	sq.cm	450	525	600	675	750	825	900	25	25
Rats	sq.cm	675	785	900	1010	1125	1235	1350	30	30
Guinea Pigs	sq.cm	1350	1570	1800	2020	2250	2470	2700	30	30
Rabbits up to 2kg, kittens, ferrets, chinchillas, chipmunks	sq.cm	2250	2625	3000	3375	3750	4125	4500	40	30
Puppies up to age of 12 weeks maximum	sq.cm	10,000	12,500	15,000	17,500	20,000	22,500	25,000	Double height at shoulder minimum 50	0-9m

The range of behavioural opportunities for many of the animals listed in the above table will be increased by enriching the environment with accessories. Raised shelving should be taken into consideration when assessing the total floor area. The above recommended stocking densities are insufficient for the housing of marmosets. Marmosets must be housed in cages sufficiently large enough to allow for natural movement, such as climbing and swinging.

**TABLE 3 – STOCKING DENSITIES – ORNAMENTAL FISH**

It is virtually impossible to determine the quantity of fish to be kept in a tank purely on weight/volume or numbers of fish/volume ratio. The variation in system design, husbandry techniques and types of fish involved make these calculations impractical. The maintenance of water quality standards is essential and is a simple but effective way to determine stocking densities. Water quality testing should be carried out at least once a week in centralised systems and 10% of individual tanks should likewise be tested. Unsatisfactory test results must be recorded in a register together with the corrective action taken. Further tests must be carried out when visual inspection of the tanks indicates the need.

**WATER QUALITY CRITERIA**

(1mg/litre – 1ppm)

**Cold Water**

*Dissolved Oxygen	-min	6mg/litre	Nitrite	-max	0.2mg/litre
*Free Ammonia	-max	0.02mg/litre	Nitrate	-max	50mg/litre above ambient tap water

**Tropical Fish**

*Dissolved Oxygen	-min	6mg/litre	Nitrite	-max	0.2mg/litre
*Free Ammonia	-max	0.02mg/litre	Nitrate	-max	50mg/litre above ambient tap water

**Tropical Marine Species**

*Dissolved Oxygen	-min	5.5mg/litre	Nitrite	-max	0.125mg/litre
*Free Ammonia	-max	0.01mg/litre	Nitrate	-max	40mg/litre. This is an absolute figure; it does not relate to ambient tap water
*pH (tropical marine only)	-min	8.1			

\*These parameters should be checked first. Only if a problem exists with these tests is it necessary to check nitrite and nitrate levels.

**TABLE 4 – STOCKING DENSITIES – OTHER SPECIES**

Accommodation must be provided appropriate to size, age and type of species; and to avoid overcrowding. There should be sufficient space for free and natural movement which should not be restricted by either the size of the accommodation or the number of animals in that holding. Correct temperature for the species must be maintained. The advice and approval of the Licensing Authority should be sought wherever there is doubt about a species being sold.

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