

Pet Shop Licence

Granted under The Pet Animals Act, 1951

1.0 Licence

- 1.1 The licence, together with Schedule 1, must be suitably displayed to the public in a prominent position near the entrance of the Shop or by the point of sale.
- 1.2 The licence limits the sale of animals to those authorised in Schedule 1.
- 1.3 Any proposed changes to the fabric, structure or ownership of the Licenced premises must be notified and agreed, in writing, with the Licensing Authority.
- 1.4 Where a category of animal (eg Dog, etc) is used in this licence that could imply a single sex or age group; it should be taken throughout as applying to juveniles and adults of either sex.

2.0 Accommodation

- 2.1 Display or keeping of any animals on the forecourt or outside of the premises or in a shop window are strictly forbidden.
- 2.2 All animals must be confined within suitable secure accommodation so as to prevent escape or free roaming.
- 2.3 Animals must at all times be kept in accommodation and environment suitable to their species with respect to situation, size, temperature, lighting, ventilation, and cleanliness and not exposed to draughts.
- 2.4 Correct temperatures must be maintained for all species.
 - 2.4.1 For all reptiles a thermometer must be visible, on display, in each vivaria.
 - 2.4.2 Thermostatic heating is required, for reptiles, in order to maintain the temperature of the vivaria; independent of the temperature of the shop or surrounding vivaria.
- 2.5 Overcrowding must be avoided. There must 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.
- 2.6 Noise levels must be kept below 75dB, at all times.
- 2.7 Mammals must be kept in accommodation with minimum sizes as laid out in Schedule 2.
- 2.8 The range of behavioural opportunities for mammals should be increased by enriching the environment with accessories.
- 2.9 Raised shelving should be provided for Kittens and all rodents.
- 2.10 All accommodation must be constructed of non-porous materials and kept in good repair.
- 2.11 Animals must not be kept in housing in such a way that they can be adversely disturbed by other animals or by the public.
- 2.12 All livestock for sale must be readily accessible and easy to inspect, with cages sited so that the floor of the cage is readily visible.

- 2.13 Accommodation must be cleaned as often as necessary to maintain good hygiene standards.
- 2.14 Where accommodation is on a tiered system, water, food or other droppings must not be able to enter lower housing.
- 2.15 No boarding of any species of animal is allowed without the permission, in writing, from the Licensing authority. (NB Boarding of dogs and cats is subject to separate licence under the Animal Boarding Establishments Act 1963.)
- 2.16 Marmosets must be housed in cages sufficiently large enough for natural movement, such as climbing and swinging.
- 2.17 All birds must be housed in a cage that complies with the Wildlife and Countryside Act 1981 and allow the wings to be freely stretched in all directions. Long tailed birds require perches to be placed to prevent the plumage from being fouled or otherwise damaged.
- 2.18 For perching birds, there must be sufficient perch space for the number of birds in the cage. The height of the perch must be such that the bird can rest its head without touching the top of the cage and/ or its tail being away from the bottom of the cage.
- 2.19 Stocking densities for fish is dependent upon the ability to maintain adequate water quality.
- 2.20 The maintenance of water quality standards, for all aquatic species, is essential. Water quality testing should be undertaken, and recorded, at least once a week. As a minimum:- pH, Ammonia, Nitrite and Nitrates, should be measured and the results recorded. All corrective actions must be recorded. The recorded details and results should be available for inspection, on request.

3.0 Exercise Facilities

- 3.1 Suitable and sufficient facilities must be available for puppies and dogs. This should be a dedicated covered exercise floor area of at least 2.46 Sq Metres (26 Sq ft) with a minimum height of 1.8 Metres (6ft) to facilitate adequate access by staff for cleaning.

4.0 Register of Animals

- 4.1 A livestock purchase register (listing a minimum of date purchased, supplier name and address, telephone number of supplier, registration number of transport vehicle, species, number purchased and description of animal and any invoice number) must be maintained for all livestock. This must be available on site for inspection, on request.
- 4.2 A Sales register (listing a minimum of date sold, name and address of purchaser, telephone of purchaser and description of animal) must be maintained for
 - 4.2.1 Puppies and Dogs
 - 4.2.2 Kittens and Cats
 - 4.2.3 Psittacines
 - 4.2.4 Species covered by Wildlife and Countryside Act 1981

- 4.2.5 Species covered by UK CITES Regulations
- 4.2.6 Species covered by the Dangerous Wild Animals Act, 1976 (as modified).

5.0 Stocking numbers and densities

- 5.1 The maximum number of animals to be stocked on the premises will be governed by the accommodation available, as stated in the stocking density lists detailed in the Schedule 1 attached to this licence conditions. These numbers are maximum and must not be exceeded.
- 5.2 No other animals, other than those specified in the Schedule 1 of this licence, may be stocked without prior written approval from the licensing Authority.

6.0 Health, Disease and Acclimatisation

- 6.1 The Licenced premises must at all times be maintained in a clean and sanitary condition, in good repair.
- 6.2 An adequate supply of hot and cold water, washing and toilet facilities must be maintained on the premises for the use of the staff.
- 6.3 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.
- 6.4 Any sick animals must be removed from public view and receive appropriate care and treatment without delay. Inexperienced staff must not treat sick animals unless under appropriate experienced supervision.
- 6.5 Facilities must be provided to isolate sick animals and sited out of public view.
- 6.6 All animals must received appropriate inoculations where required for the species, as advised by the veterinary surgeon. Vaccination certificates must be available for inspection, upon request.
- 6.7 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 and the written opinion kept and be available for inspection.
- 6.8 All animals must be allowed a suitable acclimatisation period (minimum of 7 days) before sale. During this period they can be displayed in the pet shop but must be marked as not for sale.
- 6.9 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 bought into or kept on the premises unless effectively isolated.

- 6.10 Individual litters of puppies and kittens must be kept separate from other litters.
- 6.11 All necessary precautions must be taken to prevent harborage, or the introduction to the premises, of rodents, insects and other pests. (NB "rodents" and "insects" excludes livestock for sale or as a food source.)
- 6.12 Any dead animals must be removed from display as soon as found. Bodies must be stored in impervious solid containers and removed on a regular basis, at least weekly and disposed of to the satisfaction of the Licensing Authority, and in accordance with current regulations and good waste management practice.

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 Animals must have water available at all times. A system must be in place to prevent water receptacles from becoming empty. Where an automated water system is provided, this must be in working order and checked frequently.
- 7.3 All Food must be suitable for the species concerned.
- 7.4 No live vertebrate may be fed to another animal.
- 7.5 Food and drink receptacles must be constructed and positioned to minimise faecal contamination and/ or spillage.
- 7.6 A suitable and sufficient number of receptacles must be provided and cleaned at regular intervals.

8.0 Food Storage

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

9.0 Observation

- 9.1 All livestock must be attended to at regular intervals, at least once daily, appropriate to the species (young puppies and kittens require more frequent attention). A system of recording observations, their dates and times must be maintained and available for inspection, on demand.

10.0 Excreta and soiled bedding

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

- 10.2 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 Licensing Authority, and in accordance with current regulations and good waste management practice.
- 10.3 All containers must be kept in a clean condition and in good repair.

11.0 Transportation

- 11.1 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.
- 11.2 Any livestock received or consigned shall be transported according to the regulations laid down in current legislation; such as the Welfare of Animals (Transport) Order 1997.
- 11.3 Livestock must be transported or handed to purchasers in suitable containers.

12.0 Sale of livestock

- 12.1 No mammal shall be displayed or sold unweaned or, if weaned, at an age at which it should not have been weaned.
- 12.2 In the case of non-mammals, they must be capable of, and proved to be, feeding themselves.
- 12.3 Any animal not for sale must be clearly marked as such, by way of sign.
- 12.4 No animal should be sold to any person under the age of 16 years, unless accompanied by a parent or legal guardian or provides appropriate written consent.
- 12.5 Appropriate certificates must be held for any animal (or derivative) on the premises that is subject to legislation restricting their sale, trade or display (eg Wildlife and Countryside Act 1981, UK CITES Regulations, etc). These documents must be available for inspection, on demand.
- 12.6 The sale of any animal that is subject to legislation restricting their sale (eg Wildlife and Countryside Act 1981, UK CITES Regulations, etc) must be accompanied by the original documentation. A copy of the documentation provided must be kept in the sales register and be available for inspection, on demand.
- 12.7 No dog covered by the Dangerous Dogs Act 1991 may be sold.
- 12.8 All dogs must be microchipped, before sale or being displayed for sale.
- 12.9 Any advertisement or sign stating an animal (eg Dog or Cat) is a "pedigree" must state what this means (eg Not registered, KC registered, GCCF Registered, etc).
 - 12.9.1 Where an animal is not yet registered (with a governing body or organisation) it must not be suggested it will be registered or the registration is pending, but sold and advertised/ labelled as "Not Registered".

- 12.9.2 The original documentation must always accompany any sale. If an animal is to be sold without documentation then it must be sold and advertised/ labelled as “No Documentation”
- 12.9.3 All purchasers of a pedigree dog must sign a correctly completed London Borough of Newham Animal Welfare Service document “Sale of Pedigree Dogs” (Schedule 3). A copy of the signed document must be supplied to the purchaser and the original signed form must be kept in the Sales Register and made available for inspection, on demand.

13.0 Dangerous Wild Animals

- 13.1 No animal legally classed as a Dangerous Wild Animal may be kept and/ or offered for sale unless the prior written permission of the licensing Authority has been obtained.
 - 13.1.1 Dangerous Wild Animals must be kept in secure, appropriate accommodation. A fine wire mesh, glass or plastic safety barrier must be incorporated into the cage system.
 - 13.1.2 No sale of a Dangerous Wild Animal may be made without the purchaser’s Dangerous Wild Animal Licence having been inspected and a photocopy taken and kept in the sales register and be made available, on demand.

14.0 Pet Care Advice

- 14.1 Pet care leaflets or other similar written instructions 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.
- 14.2 Purchasers must be given proper advice on the care of the animal and, where necessary, on the maintenance and use of any accessories.
- 14.3 Appropriate reference material must always be available for use by staff.

15.0 Staff Training and Livestock Knowledge

- 15.1 No animals should be stocked or sold unless the staff (or at least one member of the staff) is familiar with the care and welfare of the animals stocked and has a recognised qualification or suitable experience.
- 15.2 The Licensee must hold the City and Guilds Pet Store Management Certificate, or be in the course of training and obtain the qualification within two years of the licence being granted.
- 15.3 The licensee must formulate a written training policy for all permanent staff, and will be required to demonstrate that the systematic training is carried out.

16.0 Fire and other Emergency Precautions

- 16.1 A written risk assessment, as required under the Regulatory Reform (Fire Safety) Order 2005, must be kept and made available for inspection.
- 16.2 Suitable emergency precautions and procedures must exist and be made known to all staff, including arrangements for evacuation of livestock.
- 16.3 Entrances, passageways and exits must be clear of obstruction at all times.
- 16.4 Smoke detectors must be fitted.
- 16.5 Suitable fire fighting equipment must be provided, maintained, regularly serviced and well sited.
- 16.6 The licensee, or a designated keyholder, must at all times be within reasonable distance (no more than 20 minutes travelling time) of the premises and available to visit the premises in case of emergency.
- 16.7 A list of keyholders must be lodged with the local police and with the Licensing Authority.
- 16.8 In the interest of animal welfare, the following notice must be displayed at the front of the shop: "in case of emergency, dial 999". The number of the local police station should also be displayed.
- 16.9 When pet shops are sited within other premises, the licensee or keyholders must have access at all times to the premises containing the livestock.
- 16.10 All electrical installations and appliances must be maintained in a safe condition and inspected regularly.

17.0 Other Conditions

Schedule 1
Categories and Maximums numbers of Animals Licenced to be Kept on
this Premises, for the Year January XXXX to December XXXX

Category	Tick, if Allowed	Maximum number	Comments, restrictions, other
Dogs			
Cats			
Rabbits			
Guinea Pigs			
Hamsters			
Gerbils			
Rats			
Mice			
Chinchillas			
Chipmunks			
Other Rodents			
Ferrets			
Marmosets			
Other Primates			
Other Mammals			
Psittacines			
Birds of Prey			
Other Birds			
Snakes			
Tortoises			
Lizards			
Amphibians			
Fish			
Aquatic Invertebrates			
Invertebrates			
Larger Domesticated mammals			

Schedule 2
Minimum Accommodation sizes required

Nb Where there are more than 4 animals in the same accommodation, the minimum size will be the Basic Floor size plus an additional floor area for each and every animal over 4 (no maximum), as shown

Species	Basic Floor Area Sq cm	Additional Floor Area Sq cm	Cage height cm	Cage depth cm	Other Comments
Mice/ hamsters/ gerbils	450	80	25	25	
Rats	675	120	30	30	
Guinea Pigs	1350	240	30	30	
Rabbits/ Kittens/ Ferrets/ Chipmunks/ Chinchillas	2250	250	40	30	For rabbits, the depth and width should be at least 150% of the crown to rump length to allow easy movement.
Puppies (upto age of 12 weeks of age)	8,000	300	Double height of shoulders (minimum 50)	85	Depth and width must be minimum of 150% of crown to rump length to allow easy movement.
Dogs (over 12 weeks of age)	15,000	400	Double height of shoulders (minimum 50)	100	Depth and width must be minimum of 200% of crown to rump length to allow easy movement.

**Schedule 3
Sale of Pedigree Dogs**

Please carefully read this document, it may affect/ protect your legal rights

I.....(name of Purchaser)

Of

.....

.....(Address)

Have purchased a **Dog/ Bitch/ Puppy** ** on this day,(date)

BREED..... Date of Birth...../...../.....

Sex **Dog (male) / Bitch (female)** ** Microchip No

.....

I understand that this **Dog/ Bitch/ Puppy** ** is:

1. **Registered / Non-registered** **
2. If Registered, is registered with **KC/ IKC/ ISDS/ Other** **
.....
3. The original Registration document **has/ has not** ** been given to me.
4. The original three generation Pedigree (Family Tree) **has/ has not** ** been given to me. (Note, this is not the same as British Kennel Club Registration).
5. **Suitable/ Not suitable** ** for showing (exhibiting) at a British Kennel Club show; and I **can/ can not**** have the progeny (its own puppies) registered with the British Kennel Club. (Note, unless you have the original British Kennel Club Registration Document, you may not show nor may you later register any of the progeny).

I understand the above, and it has been explained to me, after the appropriate deletions and amendments had been made.

Signed.....(Purchaser)

Date.....

I have explained this document to the above Purchaser, and given then an accurate copy (duplicate) of this signed document.

Signed.....(Seller) Date
.....

For and on behalf of.....(Name of Pet Shop)

**** Please delete/ amend as appropriate**