

CONDITIONS SUBJECT TO WHICH THE LICENCE IS GRANTED

1. Animals shall at all times be kept in accommodation that is adequate in construction, size, amenities and position in the premises.
2. Where animals are kept in cages, hutches, boxes or other receptacles which are placed on top of other cages, hutches, boxes or other receptacles, effective means should be provided for preventing water, food or other droppings falling onto or contaminating the animals food or other surroundings which are underneath.
3. Animals shall be adequately supplied with suitable food and drink and shall be visited at suitable intervals. All accommodation shall be cleaned daily or as often as is necessary.
4. No mammal shall be sold unweaned or if weaned, at an age at which it should not have been weaned.
5. No animal shall be displayed in a cage, hutch, box or other receptacle in such a position that it can be interfered with by other animals or unauthorised persons.
6. Animals shall not be displayed for sale outside the premises during unsuitable weather.
7. All excreta and soiled bedding shall be stored in suitably covered metal or other impervious containers until removed from the premises as soon as practicable and disposed of to the satisfaction of the appropriate local authority. All refuse containers shall be maintained in a clean condition.
8. All necessary precautions shall be taken to prevent the introduction or harbourage of rodents, insects and any other pests to the premises.
9. All animal foods shall be stored in suitable covered metal or other impervious closed containers so that the quality of the food can be preserved. These containers should be of such design as to allow easy cleaning.
10. Animals shall not be handed to customers in unsuitable containers.
11. The licensee shall ensure that a responsible person shall at all times be in, or within, reasonable distance from the premises for the purpose of giving warning and taking other necessary steps in the event of fire or other emergency. In case of absence of the responsible resident, the licensee shall appoint a responsible person residing within a reasonable distance of the premises to have custody of a duplicate key. The name, address and telephone number of such persons shall be displayed in legible characters on the front door or window of the premises and shall be notified to the local fire brigade and police.
12. Animals and stock shall not be placed or kept in or outside the shop so as to obstruct entrance to or exit from the shop in the case of fire or other emergency.
13. Fire fighting equipment, including extinguishers, shall be provided as approved by the chief fire officer and shall be sited as so directed by him. The licensee shall ensure that the fire appliances remain accessible and maintained in a good condition.
14. No animal which is suffering from, or could reasonably be suspected of having come into contact with any other animal suffering from any infections or contagious disease or which is infested with parasites shall be brought into or kept on the premises unless effectively isolated.
15. The maximum numbers and types of animals permitted to be kept on the premises to which the licence refers are as set out and shall not be exceeded.
16. The numbers of animals which may be kept on the premises must be displayed on the premises.
17. Exhibition animals kept in the shop should be considered as requiring proper accommodation and any animals not for sale should have a note stating that fact.
18. No animals shall be directly imported except by licensees who have satisfied the local authority as to their ability to quarantine or handle consignments of animals under suitable conditions.
19. A register of animals shall be kept by the proprietor of the pet shop which must be produced on demand by the authorised inspector.
20. Pet shops selling animals on the schedule to the Dangerous Wild Animals Act should ascertain that the buyer is licensed or duly authorised to keep such animals.

PETERBOROUGH CITY COUNCIL

**STANDARD LICENCE CONDITIONS
FOR PET SHOPS**

March 2002

STANDARD LICENCE CONDITIONS – SECTION A**1. Licence Display**

- 1.1 The licence, or a copy of the licence, should be suitably displayed to the public in a prominent position.

2. Accommodation

- 2.1 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. All accommodation must be kept in good repair.
- 2.2 If animals are displayed outdoors, they must have protection appropriate to their species.
- 2.3 Housing must be constructed of non-porous materials or be appropriately treated.
- 2.4 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 by the public.
- 2.5 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.
- 2.6 Accommodation must be cleaned as often as necessary to maintain good hygiene standards.
- 2.7 Where accommodation is on a tiered system, water, food or other droppings must not be allowed to enter the lower housing.
- 2.8 All accessories provided in the accommodation must be suitable for the species.
- 2.9 When designing accommodation, consideration should be given to using systems which would allow removal of the animals in the case of emergency. This provision would not usually apply to aquariums and ponds.
- 2.10 For perching birds, a sufficient number of perches (as appropriate) 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. Exercise Facilities

- 3.1 Suitable and sufficient facilities must be available where appropriate.
- 3.2 N.B. For puppies, where required, a covered exercise area of at least 2.46sq metres (26 sq ft) should be provided. Exercise areas should have a minimum height of 1.8 metres (6ft) to facilitate adequate access by staff for cleaning.

4. Register of Animals

- 4.1 A livestock purchase register must be maintained for all livestock. A sales register must be maintained for all animals.

- 4.2 N.B. This can be by cross-reference to an invoice file. The purpose of the register is to ascertain the source of livestock and for emergency contact of purchaser. The name, address and telephone number of the purchaser should be obtained.
5. Stocking numbers and densities
- 5.1 The maximum numbers of animals to be stocked on the premises will be governed by the accommodation available, as advised by the Licensing Officer and stated on the Licence. No other animals, other than those specified in the licence, may be stocked without prior written approval from the Licensing Authority. The Licensing Officer must be informed of any changes made to the accommodation provided.
- 5.2 Animals must be suitably located in the cages so as to avoid overcrowding (i.e. not all in one cage).
- 5.3 No species of bird shall be housed in accommodation which does not afford 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.
6. 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.
- 6.3 "Care and 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.
- 6.4 Facilities must be provided to isolate sick animals. For ornamental fish, in-line UV treatment or other sterilising devices effectively provide a means of isolating individual tanks in multiple tank systems. They must be of a proper size, and maintained in accordance with manufacturers' recommendations.
- 6.5 All animals must received appropriate inoculations where required for the species, as advised by the veterinary surgeon. Veterinary advice must be sought whenever necessary.
- 6.6 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.
- 6.7 All animals must be allowed a suitable acclimatisation period before sale.
- 6.8 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 and infectious or contagious disease, or which is infested with parasites, shall be brought into or kept on the premises unless effectively isolated.

- 6.9 Individual litters of puppies and kittens must be kept separate from other litters.
- 6.10 All necessary precautions must be taken to prevent harbourage, or the introduction to the premises, of rodents, insects and other pests. (Excluding livestock for sale or for feeding.)
7. 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 minimise faecal contamination and spillage.
- 7.4 A suitable and sufficient number of receptacles must be provided and cleaned at regular intervals.
8. Food Storage
- 8.1 All food, excluding live foods intended for feeding to livestock on the premises, must be stored in impervious closed containers.
- 8.2 The containers and equipment used for feeding must be kept in a clean and sound condition.
9. Observation
- 9.1 All Livestock must be attended to at regular intervals, at least once daily, appropriate to the species. It is recommended that a system of recording observation is maintained.
10. Excreta and Soiled Bedding
- 10.1 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.
- 10.2 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.
- 10.3 All containers must be kept in a clean condition and have lids on.
11. Stock Movement
- 11.1 When receiving stock, the licensee must make every effort to ensure that it is transported in a suitable manner.
- 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.

N.B. For air transportation, the IATA live animals regulations must be followed as a minimum legal standard.

- 11.3 A quality padded net should be used when catching birds in an aviary.
- 12. Transportation containers
 - 12.1 Livestock must be transported or handed to purchasers in suitable containers.
- 13. Sale of Livestock
 - 13.1 No mammal shall be sold unweaned or, if weaned, at an age at which it should not have been weaned.
 - 13.2 In the case of non-mammals, they must be capable of feeding themselves.
- 14. Dangerous Wild Animals
 - 14.1 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.
 - 14.2 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.
- 15. Pet Care Advice
 - 15.1 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.
 - 15.2 Purchasers must be given proper advice on the care of the animal and, where necessary, on the maintenance and use of any accessories.
 - 15.3 Appropriate reference materials must always be available to use by staff.
- 16. Staff Training and Livestock Knowledge
 - 16.1 No animal 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.
 - 16.2 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.
 - 16.3 The licensee must formulate a written training policy for all permanent staff, and will be required to demonstrate that systematic training is carried out.
- 17. Fire and Other Emergency Precautions
 - 17.1 Suitable emergency precautions and written procedures must exist and be made known to all staff, including arrangements for evacuation of livestock.

N.B. The general maxim of “people first” is good advice.

- 17.2 Entrances and exits must be clear of obstructions at all times.
- 17.3 Suitable fire fighting equipment must be provided, maintained regularly services and sited as advised by the local Fire Protection/Prevention Officer and in consultation with the local authority.
- 17.4 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.
- N.B. A reasonable distance would, in normal conditions, be interpreted as no more than 20 minutes travelling time.
- 17.5 A list of keyholders must be lodged with the local police and with the local authority.
- 17.6 In the interests of animal welfare, the following notice must be displayed at the front of the shop. “in case of an emergency, dial 999”. The number of the local police station should also be displayed.
- 17.7 When pet shops are sited within other premises, the licensee or keyholders must have access at all times to the premises containing the livestock.
- 17.8 All electrical installations and appliances must be maintained in a safe condition.

MODEL LICENCE CONDITIONS – SECTION B

Further Recommendations

18. Sale of Livestock

- 18.1 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 16 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:

18.1.1 the parent/guardian would not object to the acquisition;

18.1.2 the juvenile is sufficiently knowledgeable as to the needs, care and nature of the species acquired;

18.1.3 the juvenile’s intention towards the acquisition is consistent with the well being of the animal concerned.

19. Water Quality

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	6 mg/litre
*Free ammonia	-max	0.02 mg/litre
Nitrite	-max	0.2 mg/litre
Nitrate	-max	50 mg/litre above ambient tap water

Tropical Fish		
*Dissolved oxygen	-min	6 mg/litre
*Free ammonia	-max	0.02 mg/litre
Nitrite	-max	0.2 mg/litre
Nitrate	-max	50 mg/litre above ambient tap water

Tropical Marine Species		
*Dissolved oxygen	-min	5.5 mg/litre
*Free ammonia	-max	0.01 mg/litre
Nitrite	-max	0.125 mg/litre
Nitrate	-max	40 mg/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.

- 19.2 Other species should be housed in accommodation 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.