

Part A - GENERAL CONDITIONS

1.0 Licence Display

- 1.1 A copy of the licence must be clearly and prominently displayed on any premises used for the licensable activity.
- 1.2 The name of the licence holder followed by the number on the licence holder's licence must be clearly and prominently displayed on any website used in respect of the licensable activity.

2.0 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 any 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 animals

- 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.

4.0 Staffing

- 4.1 Sufficient numbers of people who are competent for the purposes must be available to provide a level of care that ensures that the welfare needs of all the animals are met.
- 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.
 - There must be a member of permanent, full-time staff with an OFQUAL regulated Level 3 qualification that is appropriate to the species kept.
- 4.3 The licence holder must provide and ensure the implementation of a written training policy for all staff

5.0 **Suitable Environment**

- 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.
- 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.
- [Businesses selling animals exclusively to other businesses must meet the cage sizes and stocking densities as stipulated in the species-specific minimum standards.](#)
- 5.3 Staff must ensure that the animals are kept clean and comfortable.
- 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.
- 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.
- 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.
- 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.
- 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**

- 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.
- 6.2 Feed and (where appropriate) water intake must be monitored, and any problems recorded and addressed.
- 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.
- 6.5 Constant access to fresh, clean drinking water must be provided in a suitable receptacle for the species that requires it.

- 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.

7.0 **Monitoring of behaviour and training of animals**

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

8.0 **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.
- 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.
- 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**

- 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

- 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.
- 9.4 All reasonable precautions must be taken to prevent and control the spread among animals and people of infectious diseases and parasites.
- 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.
- 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.
- 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.
- 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.
- 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.
- 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 of a veterinarian (or in the case of fish, of an appropriately competent person) must be sought and followed.

10.0 **Emergencies**

- 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, aeration or filtration systems or other emergencies.

- 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.

Part B – Specific Conditions for Selling Animals as Pets

1.0 Records and advertisements

- 1.1 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).
- 1.2 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.
- 1.3 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.

2.0 Prospective Sales; pet care and advice

- 2.1 The licence holder and all staff must ensure that any equipment and accessories being sold with an animal are suitable for the animal.
- 2.2 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.
- 2.3 Appropriate reference materials on the care of all animals for sale must be on display and provided to the prospective owner.
- 2.4 The licence holder and all staff must have been suitably trained to advise prospective owners about the animals being sold.
- 2.5 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.
- 3.0 Suitable Accommodation**
- 3.1 Animals must be kept in housing which minimises stress from other animals and the public.
- 3.2 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.
- 3.3 Dangerous wild animals (if any) must be kept in enclosures that are secure and lockable and appropriate for the species.
- 4.0 Purchase and sale of animals**
- 4.1 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.
- 4.2 The sale of a dog must be completed in the presence of the purchaser on the premises.
- 5.0 Protection from pain, suffering, injury and disease**
- 5.1 All animals for sale must be in good health.
- [A documented health checklist should be completed daily and must cover physical, psychological and behavioural issues and any abnormally recorded.](#)
- 5.2 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.
- 5.3 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.
- 5.4 Animals must be transported or handed to purchasers in suitable containers for the species and expected duration of the journey.

Part C – Dogs

Specific Conditions for Selling Animals as Pets

1.0 **Staffing**

- There must be adequate staffing to undertake more regular/frequent checks than required by the minimum standard.

2.0 **Suitable Environment**

- 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.
- There must be a travel plan that sets out how animals are managed for long journeys over 4 hours.

3.0 **Suitable Diet**

- 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.

4.0 **Monitoring of behaviour and training of animals**

- Each adult dog must have a documented daily exercise regime including lead exercise and free running.

5.0 **Animal handling and interactions**

- The last interaction session must take place within 1 hour before the end of the working day.

6.0 **Protection from pain, suffering, injury and disease**

- 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.

Part D –

Cats Specific Conditions for Selling Animals as Pets

1.0 **Staffing**

- There must be adequate staffing to undertake more frequent checks than required by the minimum standard.

2.0 **Suitable Environment**

- 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.
- For cats a privacy area where they are not visible to people or cats in neighbouring pens must be provided for toileting.

3.0 **Suitable Diet**

- 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.

4.0 **Monitoring of behaviour and training of animals**

- A written programme must be available setting out a variety of enrichment both inside and outside, including training, grooming, socialisation and play.

5.0 **Animal handling and interactions**

- The last interaction session must take place within 1.5 hours before the end of the working day.

6.0 **Protection from pain, suffering, injury and disease**

- There must be a routine monthly visit to check health and welfare by the veterinary practice and the veterinary record kept.

7.0 **Emergencies**

- A person that is competent in providing for the welfare of the animals must be on the premises at all times.

Part E – Rabbits Specific Conditions for Selling Animals as Pets

1.0 Suitable Environment

- 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 areas 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.

2.0 Suitable Diet

- 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 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).

3.0 Monitoring of behaviour and training of animals

- 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.

Part F – Guinea Pigs

Specific Conditions for Selling Animals as Pets

1.0 **Suitable Environment**

- 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.

2.0 **Suitable Diet**

- 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.
- 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.

3.0 **Monitoring of behaviour and training of animals**

- 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.

4.0 **Animal handling and interactions**

- 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.

Part G – Ferrets

Specific Conditions for Selling Animals as Pets

8.0 **Suitable Environment**

- 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.

9.0 **Suitable Diet**

- Treat foods must include cooked meat scraps and hard boiled eggs. Treats can be given in moderation and as appropriate to the individual ferret.

10.0 **Monitoring of behaviour and training of animals**

- 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. When puzzle feeders/dispensers are used, ferrets must be monitored to ensure they can access the food.

11.0 **Animal handling and interactions**

- 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.

Part H – Domestic Small Rodents

Specific Conditions for Selling Animals as Pets

Domestic small rodents means hamsters, gerbils, rats, mice, chinchillas, degus.

1.0 Suitable Environment

- Enclosure sizes must be adhered to as described in table H-02.
- 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.
- 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.
- 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.
- After cleaning, some used unsoiled litter and nesting material must be transferred back to help keep scents familiar for them.

2.0 Suitable Diet

- 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).

Part I – Other Non-Domestic Species (mammals)

Specific Conditions for Selling Animals as Pets

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.

1.0 Monitoring of behaviour and training of animals

- A written programme must be available setting out a variety of appropriate enrichment provided.

Part J – Birds

Specific Conditions for Selling Animals as Pets

1.0 Suitable Environment

- Cages/aviary sizes must meet, or exceed, higher requirements set out in the Schedule E Section 4.2. The enclosure size must allow the bird to have variety and choice in its environment.
- 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.
- Output of UV bulbs must be monitored with a UV meter and recorded. Species specific requirements must be documented and available for inspection.

2.0 Suitable Diet

- Specialist nutritional advice must be sought where appropriate.

3.0 Monitoring of behaviour and training of animals

- 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.

4.0 Animal Handling and Interactions

- 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.
- 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 necessary.

Part K – Reptiles and Amphibians

Specific Conditions for Selling Animals as Pets

1.0 Suitable Environment

- Sizing of vivaria and associated environmental parameters must meet or exceed those outlined in the 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.
- Large established or permanent reptilian vivaria with water features must have water filtration systems to ensure hygiene is maintained.
- 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.

2.0 Animal Handling

- Moist, non-powdered nitrile gloves, or similar, must be used to handle amphibians.

3.0 Protection from Pain, Suffering, Injury and Disease

- 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 Specific Conditions for Selling Animals as Pets

Specific Conditions for Selling Animals as Pets

1.0 Suitable Environment

- A suitable temperature range for the fish must be displayed on each tank.
- Water quality must be assessed 3 times weekly and documented.
- There must be evidence that UV systems are maintained regularly.
- For premises with no natural light there must be automated systems and/or procedures to ensure gradual change in light levels.

2.0 Protection from Pain, suffering, injury and Disease

- 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.

3.0 Consolidating imports of fish

- 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.