Statutory guidance
Selling animals as pets licensing: statutory guidance for local authorities

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This guidance is for local authority inspectors in England. You should read it alongside the Animal Welfare (Licensing of Activities Involving Animals) Regulations (England) 2025.

To decide if an activity is covered by the regulations and needs a licence to operate, you should consider all the following guidance:

All selling animals as pets activities need a licence if they're carried out as a commercial activity.

To decide if an activity is carried out as a commercial activity, consider if the operator:

- makes any profit or uses cost-free activity to make a profit
- makes any arrangements for their activity
- is commercially motivated
- sells animals as pets (or to be later resold as pets)
- keeps animals for sale or resale

This does not include businesses that:

- sell animals in the course of their educational production
- breed dogs

You should also consider LITRG's 5 tasters of trade.

If someone has a trading income below the LITRG trading income allowance, they do not require a licence for this activity.

If someone has a trading income above the LITRG trading income allowance, they do require a licence for this activity.

Activities that fulfill one or more of the following criteria do not require a licence:

- selling a small number of surplus offspring or excess stock from animals bred as a hobby, or to improve the breed of a pedigree breeding stock (provided the advancement and the other species specific that may exclude large scale activities of stock, consider the value of the stock and the likelihood that the seller is making a profit)
- organisers where people meet to sell surplus animals they have bred, or animals that are surplus to their requirements, whether or not this is open to the public (provided the organisers do not sell animals as their main business)
- equine and animal welfare charities under regulation 3(1) of the Animal Welfare (Health (England and Wales) Regulations 2009, and that is inspected by the Royal Society for Prevention of Cruelty to Animals
- non-commercial rehoming of animals

An operator is not deemed to be selling animals as pets as a commercial business and will not need a licence if they are demonstrably:

- their transactions are irregular, with low numbers, frequency or volume of sales or purchases
- they do not advertise as a trader, for education or scientific advancement, and they sell only surplus stock, not for profit. evidence could include reports or studies about the activity, or documentation showing the activity is part of a non-profit, publicly published, scientifically-organisation projects, competition entry forms, or membership of a relevant club or society
- that rehoming is not for profit, and does not meet the business tests

Minimum standards

It's expected that all businesses meet and maintain minimum standards. If an inspector finds a breach, they should ensure that the operator takes action to remedy the breach. Failure to remedy breaches may lead to enforcement.

To grant a new animal activities licence to sell animals as pets, you must show that businesses meet all the minimum standards in this guidance.

Higher standards

Businesses that meet the higher standard will get a 4 or 5-star rating in the animals activities star ratings system.

Higher standards are required or optional. To achieve the higher rating, a business must meet all the required higher standards and at least 50% of the optional higher standards.

If a business meets the higher standards, they qualify for a longer licence (that's valid for 2-3 years rather than for one year. They'll also pay a lower licence fee.

See Animal activity licence process: statutory guidance for local authorities for an explanation of the animal activity star rating system and how it incorporates a risk assessment of the business.

General conditions and species-specific guidance

Part A to K of this guide cover general conditions that apply to all species.

Parts C to J cover species-specific conditions.

You should refer to Defra's codes of practice on:

- cat welfare
- dog welfare

Part A – General conditions (Schedule 2 of the regulations)

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.

The licensed premises' address must be displayed on the licence.

1.2 The name of the licence holder followed by the number of the licence holder's premises licence must be prominently displayed on any website or online or in respect of the licensable activity.

The name on the licence must be the individual licence holder's name.

A duplicate licence can be issued for public display in the name of the business.

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 an authorised officer of the local authority, or a veterinarian, or a person in charge of 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 3 years beginning with the date on which the record was created.

Electronic records must be backed up.

3.0 Use, number and type of animal

3.1 The 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.

Only animals specified in the licence can be received or selling.

For reptiles, amphibians, fish, and insects, the named animals in the licence can be accepted by species (for example, tropical fish, snakes, newts, tarantulas, geckos).

3.2 The number of animals held 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.

The licence conditions must clearly state the maximum number for each species that may be held on the premises, with the exception of fish. Numbers of fish should not be specified as they are determined by the water quality and surroundings.

If there are more of a species than stated on the licence, the operator breaches the licence, especially if not reflected in increased staffing levels.

The operator must adhere to the stocking densities for each species in the relevant licence.

4.0 Staffing

4.1 Sufficient number of people who are competent for the purpose must be available to provide a level of care that ensures that the welfare needs of the animals are met.

At least one member of staff on site during opening hours must:

- be familiar with the care and welfare of the animals
- have a recognised qualification or be able to demonstrate suitable experience or training

If welfare needs of the animals are not being met, consider if there are enough staff onsite. Consider any site-specific and automated processes that may affect staff needs.

Licence holders should be encouraged to have staff members who have at least one sufficient staff are trained in have experience in the species management.

Written health care instructions must be provided for staff in case of an incident training any veterinary arrival and a visitor or staff member. These procedures must be followed.

4.2 The licence holder or a designated manager and any staff employed to care for animals must be able to demonstrate that they have received training or have gained the skills they are currently to recognise signs of ill-health appropriate necessary to mitigate or prevent, pain, suffering, injury, disease or abnormal behaviour.

Staff must be trained and be able to carry out the following tasks:

- animal welfare, including recognising good welfare
- animal handling
- animal husbandry
- cleanliness and hygiene
- feeding and preparing food
- administering medicines and diseases
- recognising sick or injured animals
- first aid
- how to be a responsible pet owner

Animals must be handled and cared for by staff with the appropriate skills, knowledge and professional competence.

Staff must either:

- hold a formal qualification such as Level 2 Qualifications and Examinations Framework (QCF) Animal Care or equivalent appropriate to their role
- show they have relevant experience

Where no accredited training course exists for an activity, other evidence of training, such as industry guidance courses, must be provided.

Staff who have taken an Ofqual-regulated qualification must show that they have completed training, such as Level 2 or Level 3 qualifications, or equivalent, within 2 years.

4.3 The licence holder must provide and ensure the implementation of a written training policy for all staff.

The training policy must be reviewed and updated annually, and must include:

- an annual appraisal
- a personal training plan
- documentation of completed development

Once staff are employed, the licence holder must demonstrate their own knowledge development.

The participation of the staff can be shown by:

- records of courses they are taking
- records of written or online learning
- keeping up to date with any research or developments for animals sold as part of the business
- annual appraisal documents

This applies to all staff including the licence holder.

Evidence of staff attendance or completion of the training must be provided.

Optional higher standard for staffing

There must be a member of permanent, full-time staff with an Ofqual-regulated Level 3 qualification that is appropriate to the species held.

5.0 Suitable environment

5.1 All areas, equipment and appliances that animals can 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
- easily cleaned

Housing must be set in order to prevent injuries and reduce risk of disease transmission. The housing must be secure and lead to good repair. It must be designed to prevent escape and ensure that animals can't escape or injure themselves in the housing. This does apply to non-equally species. Premises must be in clean and constructed of non-porous materials, or be appropriately treated.

Housing must be respective regarding the type of animal which is damaged, may cause injury, or offer an animal the opportunity to escape must be repaired or replaced immediately.

Hazards must be minimised. There must be any sharp edges, projections, rough edges or other hazards which could injure an animal.

Electrical cables must be out of reach of any animal that could chew or damage them.

All licence holders must be able to show that they have considered both environmental and animal health and welfare risks. Diseases could be in their stock and premises, and they can:

Drainage in enclosures, airtight areas, passageways and preparation areas must be adequate to reduce the risk of pathogen spread.

Where a pest problem is identified a control programme must be implemented.

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) to situation, space, air quality, cleanliness and temperature

(c) the water quality (where relevant);

(d) noise levels;

(e) light levels;

(f) ventilation.

Animals must be able to climb, fly, swim, jump and move around freely where appropriate, and exhibit normal behaviour in their environment.

Housing must provide shelter from adverse weather and predators.

Enclosures must be appropriate to the size of the species. They must adjust in size as the animal grows. Animals kept communally may need to be separated or relocated if enclosure if there is any change in group dynamics.

Animals kept in groups must be housed in enclosures considered a short-term transitions holding facility. Short-term stay. This can be acceptable if have enclosures of smaller sizes than those intended for long-term care. These sizes are outlined for each species in this guide, within the individual schedules and take into account the stocking density.

The transitional period is to be no more than 3 months from the date of arrival. If an animal is kept for longer than 3 months, the animal must be moved to an enclosure of a size that is of best practice for the individual species. The enclosure must be appropriate to the species and meet the needs of the animal. Animals must be provided with a suitable environment, including appropriate substrate, shelter, and enrichment.

Enclosures must be secure and free from other businesses. There are currently no recommendations for specific stocking densities. Businesses must demonstrate evidence to demonstrate that the animals' welfare needs are being met, with reference to the species, the size of the enclosure, the number of animals, the environment, the dogs and cats. The use of housing for cats and dogs must meet the requirements in the guidance.

a) Behavioural needs

Where appropriate, animals must have separate areas for hiding, sleeping, toileting and exercising. Sleeping areas must be dry, draught-free, well ventilated and clean, and be large enough to allow all the animals housed to rest together fully extended. Bedding must be provided if appropriate and suitable. Any substrate used must be appropriate to the species concerned.

b) Situation, space, air quality, cleanliness and temperature

Licence holders must ensure that environmental factors such as temperature, relative humidity, ventilation, lighting conditions are carefully controlled at all times. Conditions must be monitored to ensure within the appropriate range for the species housed.

A record should be kept of any instances where conditions fall outside of the appropriate range, and what corrective actions were taken. Staff must be able to confirm the remedial action.

Over-exposure to sunlight and other unfriendly light sources must be avoided.

Animals held in displayed outdoors must always have access to suitable protection from adverse weather conditions. Animals must not be exposed to drought.

c) Water quality (where relevant)

Water must be provided in sufficient quantity, in an clean jug of clifts, or where poor water quality has adverse effects on health, quality must be tested and recorded. The frequency of testing must be appropriate to the system, but must be at least weekly. Records must demonstrate that the water is fit for the species in question.

d) Noise levels

Noise and vibration must be maintained at levels appropriate to species. Enclosures must be situated away from noise sources likely to cause stress or disturbance.

e) Light levels

Light must be provided in a suitable natural cycle for the species. If there is not enough, natural light then must be suitable artificial lighting.

f) Ventilation

All installations must be well ventilated, but animals must not be exposed to draughts. The ventilation must not make even too hot or too cold.

Humidity must be appropriate for the species.

5.3 Staff must ensure that the animals are kept clean and comfortable.

Where housing is on a bered system, water, food or waste products must not be allowed to contaminate lower levels. In certain systems, such as aquatic and species aviaries, where separation of the animals is impracticable, waste must be managed to prevent contamination of lower levels.

5.4 Where appropriate for the species, a bolstering area and opportunities for hiding must be provided.

5.5 Procedures must be in place to make sure housing and any equipment within it is cleaned as often as necessary and good hygiene standards are maintained. The housing must be capable of being thoroughly cleaned and disinfected.

Housing must be cleaned and disinfected with products effective against likely pathogens. Cleaning and disinfecting must be carried out in a way that does not cause any harm to the animals or any other animals in the premises. Cleaning must be done in a way that does not cause any harm to the animals or any other animals in the premises. There must be the correct length of time between disinfection and introduction of new animals.

Soiled bedding must be removed promptly and immediately replaced.

Empty enclosures must be fully cleaned, disinfected and allowed to dry before vacated and before new stock arrives. Substrate should be replaced as appropriate, and enclosures should be cleaned and disinfected before rehoming.

Enclosures must be cleaned of faeces and urine and removed or if necessary, unless this has negative effects on the welfare of the animals.

5.6 The animals must be transported and handled in a manner (including for transportation) that does not cause them unnecessary pain, suffering, injury and disease.

All animals must be transported according to the requirements laid down in current legislation.

Predators and prey must not be able to see, hear or smell each other during transport.

The licence holder must demonstrate that a suitable vehicle is available to transport the animals. It does not have to be owned by the licence holder.

Vehicles must be cleaned and disinfected after each collection and delivery except when transporting animals from the same consignor. The consignor must provide a cleaned after each.

Animals must be transported in suitable containers and must not be mixed with different species or unfriendly animals. Where a number of animals are mixed in the same container, the contained needs to be of an appropriate size to prevent injuries and stress.

Animals must not be left in vehicles for unreasonable periods and must never be left unattended in a car or other vehicle when the temperature may pose a risk to the animal's welfare. Consider the weather, the type of vehicle, the length of the journey, when the climate, conditions pose a risk.

Injured, diseased or ill animals must not be transported unless being taken to vet, quarantine or isolation facility, for treatment or being prepared to prevent. There must be barriers between containers to reduce the transmission of disease. The vehicle and equipment must be appropriately disinfected between journeys.

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.

Animals must not be placed on display in a window looking out to public spaces, such as a shop.

This is to avoid:

- exposure to direct sunlight
- overheating and damage
- stressful stimuli

Staff must be able to inspect enclosures daily, with minimal disturbance to the animal, unless the species requires less frequent checks (see relevant Schedule).

Consideration must be given to the specific requirements of nocturnal species.

5.8 All enclosures must be provided in a way (for example as regards. frequency, accessibility, and functionality) that minimises competitive behaviour or the dominance of individual animals.

Resources include, but are not limited to:

- food
- water
- enrichment items, such as toys and blankets
- nesting and sweeping areas

There must be sufficient resources for each individual animal in any shared enclosure. Resources must be provided in a way that minimises the risk that one animal could be prevented or dominated and animals must be removed.

Feeding and play must be separate or supervised where necessary.

Staff must be trained to recognise signs of aggressive behaviour (for example, competition and aggression), which could compromise the welfare of the animals.

5.9 The animals must not be left unattended in any situation or for any period likely to cause them distress.

Required higher standard for providing a suitable environment

Business selling animals as pets under the licensable must meet the requirements for cage sizes and stocking densities in the species specific minimum standards.

6.0 Suitable diet

6.1 The animals must be provided with a suitable diet in terms of quality, quantity and frequency. Any raw foods must be introduced gradually to allow the animals to adjust to them.

The quantity and type of food, frequency of feeding and how animals are fed must be appropriate to the species, breed, age, size, condition and activity.

Staff must know the requirements for all the species for which they are responsible. The person who buys the animal must be advised to continue feeding the diet given by the licence holder initially.

Food supplements, including vitamins and minerals, must be provided if necessary, or if recommended by a veterinarian. Food must be kept in a way that is free of pests and in a manner that is generally adequate hygienic.

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Part B – General conditions (Schedule 3 of the regulations)

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(c) the water quality (where relevant);

(d) noise levels;

(e) light levels;

(f) ventilation.

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d) Noise levels

Noise and vibration must be maintained at levels appropriate to species. Enclosures must be situated away from noise sources likely to cause stress or disturbance.

e) Light levels

Light must be provided in a suitable natural cycle for the species. If there is not enough, natural light then must be suitable artificial lighting.

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Humidity must be appropriate for the species.

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Soiled bedding must be removed promptly and immediately replaced.

Empty enclosures must be fully cleaned, disinfected and allowed to dry before vacated and before new stock arrives. Substrate should be replaced as appropriate, and enclosures should be cleaned and disinfected before rehoming.

Enclosures must be cleaned of faeces and urine and removed or if necessary, unless this has negative effects on the welfare of the animals.

5.6 The animals must be transported and handled in a manner (including for transportation) that does not cause them unnecessary pain, suffering, injury and disease.

All animals must be transported according to the requirements laid down in current legislation.

Predators and prey must not be able to see, hear or smell each other during transport.

The licence holder must demonstrate that a suitable vehicle is available to transport the animals. It does not have to be owned by the licence holder.

Vehicles must be cleaned and disinfected after each collection and delivery except when transporting animals from the same consignor. The consignor must provide a cleaned after each.

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Animals must not be left in vehicles for unreasonable periods and must never be left unattended in a car or other vehicle when the temperature may pose a risk to the animal's welfare. Consider the weather, the type of vehicle, the length of the journey, when the climate, conditions pose a risk.

Injured, diseased or ill animals must not be transported unless being taken to vet, quarantine or isolation facility, for treatment or being prepared to prevent. There must be barriers between containers to reduce the transmission of disease. The vehicle and equipment must be appropriately disinfected between journeys.

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.

Animals must not be placed on display in a window looking out to public spaces, such as a shop.

This is to avoid:

- exposure to direct sunlight
- overheating and damage
- stressful stimuli

Staff must be able to inspect enclosures daily, with minimal disturbance to the animal, unless the species requires less frequent checks (see relevant Schedule).

Consideration must be given to the specific requirements of nocturnal species.

5.8 All enclosures must be provided in a way (for example as regards. frequency, accessibility, and functionality) that minimises competitive behaviour or the dominance of individual animals.

Resources include, but are not limited to:

- food
- water
- enrichment items, such as toys and blankets
- nesting and sweeping areas

There must be sufficient resources for each individual animal in any shared enclosure. Resources must be provided in a way that minimises the risk that one animal could be prevented or dominated and animals must be removed.

Feeding and play must be separate or supervised where necessary.

Staff must be trained to recognise signs of aggressive behaviour (for example, competition and aggression), which could compromise the welfare of the animals.

5.9 The animals must not be left unattended in any situation or for any period likely to cause them distress.

Required higher standard for providing a suitable environment

Business selling animals as pets under the licensable must meet the requirements for cage sizes and stocking densities in the species specific minimum standards.

6.0 Suitable diet

6.1 The animals must be provided with a suitable diet in terms of quality, quantity and frequency. Any raw foods must be introduced gradually to allow the animals to adjust to them.

The quantity and type of food, frequency of feeding and how animals are fed must be appropriate to the species, breed, age, size, condition and activity.

Staff must know the requirements for all the species for which they are responsible. The person who buys the animal must be advised to continue feeding the diet given by the licence holder initially.

Food supplements, including vitamins and minerals, must be provided if necessary, or if recommended by a veterinarian. Food must be kept in a way that is free of pests and in a manner that is generally adequate hygienic.

6.0 Suitable diet

6.1 The animals must be provided with a suitable diet in terms of quality, quantity and frequency. Any raw foods must be introduced gradually to allow the animals to adjust to them.

The quantity and type of food, frequency of feeding and how animals are fed must be appropriate to the species, breed, age, size, condition and activity.

Staff must know the requirements for all the species for which they are responsible. The person who buys the animal must be advised to continue feeding the diet given by the licence holder initially.

Food supplements, including vitamins and minerals, must be provided if necessary, or if recommended by a veterinarian. Food must be kept in a way that is free of pests and in a manner that is generally adequate hygienic.

Fresh foods must be kept refrigerated where necessary. Frozen foods intended for use must be stored in a deep freeze and defrosted thoroughly to room temperature before use.

Live food must be housed in suitable escape proof containers. If it is not eaten by the animal in a short period, it must be removed so that it cannot harm the species housed (for example, crickets biting reptiles).

Animals should only be fed live vertebrate prey in exceptional circumstances (for example, a snake that isn't eating). A pet shop should only feed live vertebrate prey to the individual animals they have identified as needing it. A written justification must be:

- completed and made available to inspectors
- agreed by senior staff, and include veterinary advice, weighing up the welfare of predator and prey

They must not be fed in the presence of the public.

Animals known to only feed on live prey must be sold only to specialists or institutions. They must not be sold to members of the general public. A competent staff member must observe live feeding. Uneaten prey must be removed promptly.

> 6.2 Feed and (where appropriate) water intake must be monitored, and any problems recorded and addressed.

Abnormalities in eating and drinking habits must be recorded, reported to the appropriate member of staff and acted upon. Appropriate veterinary advice must be sought if necessary.

Significant weight loss or gain must be assessed by a competent person. Where the underlying reason cannot be identified and remedial measures have been unsuccessful, the animal must be assessed by a vet. If it is housed as part of a social group, the facility must be able to isolate an individual and to tell whether it is eating or not.

For small mammals, guinea pigs, rabbits and birds, a vet must be consulted without delay if:

- there is no improvement in food intake within 12 hours following remedial action taken by a competent person
- the condition of the animal deteriorates

> 6.3 Feed and drinking water provided to the animals must be unspoilt and free from contamination.

Spoilt perishable foodstuffs must be removed after an appropriate time following a feeding time.

The business must have fridges to store food. High risk feeds (such as cooked or raw meat and fish, or dairy products) and the remains of opened tins or pouches must be stored in covered, non-metal, leak proof containers in the fridge.

> 6.4 Feed and drinking receptacles must be capable of being cleaned and disinfected, or disposable.

Water and food bowls must be checked daily, cleaned daily as appropriate and disinfected at least weekly.

> 6.5 Constant access to fresh, clean drinking water must be provided in a suitable receptacle for the species that requires it.

Fresh, clean water must be available at all times. This is except for those species where it may be harmful, and when water supplies are being changed, for example when water bottles are removed for filling.

Water bottles must be free flowing and free from leakages and blockages.

Water must be located away from the sleeping area to help prevent this becoming damp or waterlogged if the bottle leaks.

Raptors should be provided daily with fresh clean water in a bath. This should be removed during freezing weather, where they are kept outdoors, to avoid health problems.

> 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.

Staff must maintain high standards of personal hygiene. They must follow good hygiene practices when preparing food. They need to be aware of the risk of cross contamination between equipment, utensils and surfaces. There must be appropriate disinfectants available to clean the food preparation area immediately following its use.

A separate hand wash basin with an adequate supply of hot and cold water must be provided for staff to wash their hands. This must be connected to a suitable drainage system.

Food must be fit for consumption protected against dampness, deterioration, mould or from contamination by insects, birds, vermin or other pests.

The food preparation area must be kept clean and vermin free.

Human and animal food preparation must not take place in shared preparation areas at the same time or using shared utensils.

Where fresh food is used, there must be fridges.

Staff must not use receptacles for an animal's food and drink for any other purposes.

7.0 Monitoring behaviour and training

> 7.1 Active and effective environmental enrichment must be provided for the animals in inside and any outside environments.

Environmental enrichment accessories which stimulate natural behaviour must be provided as appropriate to the species maintained. These must not have the potential to cause welfare concerns, such as injury. They must be replaced if damaged.

As appropriate to the species, enrichment devices must be changed on a regular basis to introduce novelty and maintain interest. When adding new enrichment devices, staff must ensure that the animal is closely monitored for signs of distress.

Accessories must be disposable or be disinfected between animals.

> 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 vet suggests otherwise.

Animals must be able to exhibit normal behaviour patterns. They may need additional suitable space for exercise.

All animals must have daily exercise, as appropriate for species, age, ability and physical capability. Animals convalescing or within a resting or quarantine period should be allowed rest.

Animals which cannot be exercised for veterinary reasons must be provided with additional enrichment.

> 7.3 The animals' behaviour and any changes of behaviour must be monitored. Advice must be sought, as appropriate and without delay, from a vet 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.

Training must be reward based - rewarding good behaviour and ignoring unwanted behaviour.

> 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

(b) become habituated to noises, objects and activities in their environment

Where it will benefit their welfare, young animals must be adequately and appropriately socialised and habituated, by appropriately knowledgeable staff. This is to prevent fear behaviour towards, for example, people, animals, situations and environments they are likely to encounter in their adult lives.

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.

When a customer or client is handling an animal, a competent member of staff must supervise and ensure the interaction is appropriate. They must stop the handling if the animal shows signs of fear, suffering or fatigue.

Animals which may be aggressive must only be handled by, or in the presence of, competent staff.

Customers must be offered and encouraged to use facilities to clean and sanitise their hands before and after handling, especially if they have had contact with faeces or urine.

> 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.

Where appropriate, all animals must be housed in social groups of suitable size. Group-housed animals must be monitored. Remedial action must be taken and documented if there are any signs of group disruption.

Social species can be isolated or separated if remedial action hasn't worked and an animal shows signs of:

- disease
- injury
- danger
- stress

All animals must be sexed immediately on arrival to the premises and housed in single sex groups where appropriate to avoid unwanted litters. This does not apply if it would compromise welfare (for example, separating a litter of puppies).

> 8.3 The animals must have at least daily opportunities to interact with people where such interaction benefits their welfare.

Animals must never be forced to interact with people and must be able to avoid people. For example, they should have access to a hiding place, unless this would adversely impact their welfare. Interaction includes handling and non-physical interactions with people.

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

Written procedures should be proportional to the size, and reflect the complexity of, the business. The written procedures must be made available to the inspectors. All people responsible for the care of the animals must be made fully aware of these procedures.

These procedures must demonstrate how the conditions outlined in this guidance are met.

> 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.

The facility must be able to isolate animals that are sick, injured or infectious or might be carrying serious infectious diseases.

Adequate isolation facilities may be provided:

- on site or at another location, such as a local veterinary practice or wholesale
- through changes in management, such as closing the pet shop, or a room in the shop

Isolation plans must be documented in written procedures.

If the isolation facility is at another location, the licence holder must be able to show that the location is prepared to provide such facilities - for example, a letter from the veterinary practice.

All staff must understand the procedures to prevent the spread of infectious disease between animals.

Staff must check animals in the isolation facility at least as frequently as other animals. Unless a separate person is looking after them, animals in isolation must be checked after all the other animals.

Where infectious disease is present in a premises:

- the facility must use barrier nursing procedures
- staff should wear protective clothing and footwear (where applicable) and change these between enclosures
- equipment must be stored separately, including cleaning utensils
- waste must be segregated

Isolated animals must be kept in a secure, comfortable location where their condition and needs can be monitored and a record kept of their treatment.

Sick animals must not be handled by members of the public.

> 9.4 All reasonable precautions must be taken to prevent and control the spread among animals and people of infectious diseases and parasites.

Signage, care information and or staff must inform customers about the risks of infectious disease transmission.

An 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 clinically infested with parasites, must not be brought into or kept on the premises unless effectively isolated.

> 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.

Excreta and soiled bedding must be removed from the premises on a regular basis. Disposal must happen at least weekly.

The disposal method should:

- satisfy the local authority
- be in accordance with current regulations
- follow good waste management practice

All excreta and soiled bedding must be stored away from where food and animals are kept.

> 9.6 Sick or injured animals must receive prompt attention from a vet or, in the case of fish, an appropriately competent person and the advice of that vet or, in the case of fish, that competent person must be followed.

Any sick or injured animal must receive appropriate care and treatment without delay. Only competent staff or vets must treat sick and injured animals. 'Care and treatment' may include euthanasia.

Where an animal shows signs of disease, injury or illness it must be kept separate from the other animals. A vet, or a competent person in the case of fish, must be contacted for advice within 24 hours, unless otherwise stated in species specific Schedules. Any instructions for its treatment must be strictly followed.

> 9.7 Where necessary, animals must receive preventative treatment by an appropriately competent person.

> 9.8 The licence holder must register with a vet 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 vet must be readily available to all staff on the premises used for the licensable activity.

The vet's details must be displayed where they can be easily seen by all staff members.

This must include:

- name
- address
- telephone number
- out of hours telephone number

Where there is a lack of local veterinary expertise with regard to the species being sold then a competent secondary veterinary practice must provide support to the primary practice.

> 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 vet.

Any prescribed medication given must be prescribed for the individual animal by a vet, and each instance of use must be recorded.

> 9.10 Medicines other than prescribed medicines must be stored, used and disposed of in accordance with the instructions of the manufacturer or vet.

> 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.

The compatibility of different bactericides, fungicides and virucides (if used together or with a detergent) must be considered.

Manufacturers' recommended guidelines for use, correct dilutions and contact time for use in cleaning and disinfection procedures must be followed.

Any equipment that has been used on an infectious or suspected infectious animal must be cleaned and disinfected after use.

> 9.12 No person may euthanise an animal except a vet or a person who has been authorised by a vet 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

Where euthanasia is not carried out by or under the direct supervision of a vet, these details must be recorded:

- the reason why the animal was euthanised
- the method used
- the member of staff carrying out the euthanasia

These records must be made available at subsequent inspections. This does not apply to fish.

Where a licence holder is breeding or purchasing live vertebrate animals to be euthanised and fed to other stock held on the premises, a vet must assess the method of euthanasia.

The vet must sign off that they are satisfied the method is humane and effective and will continue to be. The method of euthanasia must be safe and humane for both the culled animal and the animal being fed.

An animal must only be euthanised humanely and effectively. If you have any doubt about whether methods are humane and effective you must get veterinary advice.

> 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.

> 9.14 Any signs of pain, suffering, injury, disease or abnormal behaviour must be recorded and the advice and further advice (if necessary) of a vet (or in the case of fish, of an appropriately competent person) must be sought and followed.

Checks must not cause unnecessary stress or disturbance. Visual checks are acceptable.

A system of recording abnormalities must be maintained.

Where necessary for specific species, vulnerable animals, such as young, whelping, sick or injured animals, must be checked more frequently than the minimum once daily.

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 and aeration or filtration systems or other emergencies.

Staff must be aware of the emergency procedures. A copy must be displayed for staff to refer to.

Suitable emergency response plans must cover arrangements for:

- emergency evacuation
- housing
- husbandry
- loss of services such as, power and water

Emergency evacuation must detail:

- how (and by what means) animals, staff and the public evacuate the facility
- identify designated fire assembly points
- designated holding areas for animals
- which animals can and cannot be evacuated (such as, aquaria and ponds)

The business must have a procedure for how they would remove all animals in the event of an emergency. Where emergencies are potentially life threatening, humans must not be put at risk attempting to remove animals.

Emergency plans must consider business continuity management. This includes what to do in the case of life support failure, power cut or other utility failures that will have direct impacts on animal welfare.

Emergency drills must be regularly practised. Practices must be recorded with any failings noted and addressed in the procedures. Drills must be undertaken at least annually, or as determined by fire risk assessments.

All staff must undergo regular training. Records must be kept of such training. Sufficient nominated staff must be properly trained on the use of equipment provided.

The emergency plan must include a list of any species held on site that are listed on the current Schedule of the Dangerous Wild Animals Act. There must be a specific action plan for how they will be removed safely and rehomed immediately and appropriately in the case of emergency.

Entrances and fire exits must always be clear of obstructions.

Businesses must comply with current health and safety, fire and electrical safety regulations.

There must be an effective contingency plan for essential heating, ventilation, and aeration or filtration systems, where they are needed.

All equipment must be maintained in a good state of repair and serviced according to manufacturer's guidelines.

> 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.

A reasonable distance would, in normal conditions, be interpreted as no more than 30 minutes travelling time.

When the licensed premises are sited within other premises, the licensee or key holders must have access at all times to the premises containing the animals.

Part B – Specific conditions: selling animals as pets (schedule 3 of the regulations)

2.0 Records and advertisements

> 2.1 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

(g) the date of the animal's death (if applicable)

The register can be a stand-alone dedicated document or can be business records, such as invoices and proof of sales receipts. It must accurately represent acquisitions and sales. This can be a centralised system but must be accessible in store.

Deaths can be recorded as part of daily observational records or as a standalone document. Actions taken following any unusual mortality must also be recorded. For fish, deaths should be recorded when mortality exceeds 5% of animals on site, over a 24 hour period.

The register must include details of the supplier of the animals.

The register must be available for inspection by the appropriate authority.

> 2.2 Where an animal is undergoing any medical treatment:

(a) this fact must be clearly indicated either in writing next to it or (where appropriate) by labelling it accordingly

(b) it must not be sold

Any animal with an abnormality which would affect its quality of life must not be offered for sale. If an animal is being treated and it is in their best welfare interests to remain in their enclosure they can remain on display but must be clearly marked as under treatment.

When in doubt, the business must seek veterinary advice. In the case of fish, this should be a competent person.

Treatment administered as part of preventative medicine protocols where there is no evidence of a disease or other ailment is not considered veterinary (for example, worming treatment) is not considered an animal under treatment.

2.3 Any advertisement for the sale of an animal must:

(a) include the number of the licence holder's licence;

(b) specify the price authority that issued the licence;

(c) include a recognisable photograph of the animal being advertised

(d) display the age of the animal being advertised (or if unknown, the estimated age);

(e) state the country of evidence of the animal from which it is being sold

(f) state the country of origin of the animal

An advert refers to those used to advertise an animal to the public. It does not include internal sales or direct and business to business sales.

Adverts for dogs and cats must use a specific photograph. For other species, a stock photograph of the same species is acceptable.

The country of origin must refer to the country of birth of the specific animal. Where this is not known the can be the country of origin of the specific animal.

3.0 Prospective sales: pet care advice

3.1 The licence holder and all staff must ensure that any equipment and accessories being sold with an animal are suitable for the animal.

The business must advise buyers on housing sizes that exceeds the minimum sizes in this Code. The business must also provide advice on the type of housing and environment that will have requirements or exceeds the current higher standards listed in the species specific schedules.

Staff should be able to provide the correct advice regarding the suitability of items for specific animals.

3.2 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 needs of the specific species

(f) the provision of suitable accessories

(g) veterinary care

Pet care leaflets or other similar written or electronic instructions must be given at the point of sale to encourage responsible pet ownership. They should refer to owner obligations in the Animal Welfare (NT) Act 2006. They must outline the 5 welfare needs set out in the Act.

Staff have the right to refuse a sale if they are concerned or are not satisfied by the best interests of the animal. The prospective owner is able to leave that animal (welfare needs).

Advice must be given on microchipping as relevant to the species.

Dogs - care and advice

The business must give the buyer advice on:

- speaking microchip registration
- vaccinations
- socialisation
- neutering

If the new animal will put puppies on to a different host, a transitional feeding schedule should be provided. The most since the big day ratio of food and how food.

A puppy contract and puppy socialisation pack must be provided at the point of sale.

Cats - care and advice

The business must give the buyer advice on:

- microchip registration
- vaccinations
- socialisation
- neutering

If the new owner is going to feed Kittens different food, a transitional feeding schedule should be provided. This must show the day by day ratio of food and how food.

A kitten checklist must be provided at the point of sale.

Small rodents - care and advice

The business must give the buyer advice on:

- compatible group size and gender
- housing
- feeding
- socialisation
- behaviours

Advice should be given on recognising basic signs of wellbeing or ill health in the relevant species.

Rabbits - care and advice

Where said sheep, the licence holder or staff must provide information on the care of rabbits that they have a unique place for a single housed rabbit.

The business must give the buyer advice on vaccinations and reproductive health care.

Ferrets - care and advice

The business must give advice on:

- vaccinations
- socialisation
- reproductive management

Birds - care and advice

If parrots are sold single then the business should explain to the buyer the bird's need for companionship and how they can provide it. Information should be given on how to provide a suitable environment and suitable mental stimulation should the new owner.

The need for high quality lighting of a suitable spectrum should be explained to buyers.

Reptiles - care and advice

The business must give the buyer advice on environmental conditions.

Fish - care and advice

The business must give the buyer advice on environmental conditions and water quality.

3.3 Appropriate reference materials on the care of all animals for sale must be on display and available for the prospective owner.

Pet care leaflets or other similar written or electronic information must be made available to customers free of charge at the time of purchase. This is in addition to any verbal information provided by staff.

You can use the following information:

- Code of practice for the welfare of cats
- Code of practice for the welfare of dogs

3.4 The licence holder and all staff must have been suitably trained to advise prospective owners about the animals being sold.

3.5 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.

This must also include whether the animal was sold caught in captive bred, where known.

4.0 Suitable housing

4.1 Animals must be kept in housing which minimises stress from other animals and the public.

The design and layout of the premises must allow animals to be able to choose what they can see and allow an retreat. For example they should be able to hide. It should also minimise the number of animals that staff should enter removing any unbalanced stress.

Predators and prey should not be able to see, hear or smell each other.

4.2 Where reasonably practicable, staff must take no stress into consideration, signage must be in place to deter disturbance of the animals.

If animals are on public display, signs must be displayed on encounters to deter members of the public from begging or place or coaxing fingers into cages.

Clear signs must be in place at all times outlining:

- health and safety risk to customers
- appropriate behaviour around the specific species

Other measures may be employed such as, limiting access to some areas of a business.

4.3 Dangerous wild animals (DWA) must be kept in enclosures that are secure and lockable and appropriate for the species.

Licence holders keeping species listed on the Dangerous Wild Animal Act (DWA) Schedule 1 must provide evidence to demonstrate that they have considered safety of staff and the general public:

- in the design of the enclosures
- in the layout of the premises
- where the animals are kept
- the design of any walking tanks

The design of enclosures must help to prevent animals from escaping.

Licence holders keeping species on the Schedule to the DWA must ensure:

- the purchaser that they need a licence under the DWA
- the purchaser has a suitable place to keep the animal. Such authority will have issued with the licence to keep or sell an animal that's listed under the DWA.

Which pet shops are exempt from the DWA, consideration must be given to compliance with any special requirements specified in the DWA for the safe housing and care of any DWA listed animal.

5.0 Buying and selling animals

5.1 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

(e) puppies or kittens which were not bred by the licence holder

5.2 Where a pet shop has been in business for less than the last 12 weeks of the census the public or a friend is a health risk to the offspring from breeding with her. Where necessary, a vet or certified clinical animal behaviourist may verify that it is in the best interests of the animal. Non-removal number

Puppies and kittens can only be sold by their breeder. The breeder must be the same named individual by the licence holder on the pet shop licence.

The guidance on breeding and sale of animal licence conditions apply to that entity.

Licence holders must provide evidence to demonstrate that they have considered safety in providing advice to the purchaser that the species listed in the schedule to the DWA are reproductive process from dam or sire selection, conception and gestation to birth.

The inspector must be shown records of the mating for dogs and cats including:

- the location of mating or fertilisation (including where this may have occurred on other premises)
- the identity of the sire (where known)
- how and where the animals are born, reared and kept until sale

Businesses selling dogs and cats should report prospective buyers to ask to see the mating records. Pet shop staff should be aware of breeding decisions. The record should show:

- the mother and the offspring in the environment that will be used for potential buyers
- a previously supplied photograph, or a photo on photographs, mentioning and showing the mother and the litter that they found and cared for the animal and its mother for the first 3 weeks of its life

5.3 The sale of a dog must be completed in the presence of the purchaser on the premises.

6.0 Protection from pain, suffering, injury and disease

6.1 All animals for sale must be in good health.

Animals must be allowed to acclimatise before being offered for sale. Where animals are being sold from a site to a specific client it may be acceptable for the animal to be sold immediately.

Acclimatisation periods

Species or group	Suitable acclimatisation period
Rabbits	3 to 3 days
Guinea pigs	3 to 3 days
Chinchilla	2 to 3 days
Small mammals	1 to 2 days
Birds	Until feeding and behaving normally for species
Reptiles and amphibians	Until feeding and behaving normally for species
Fish	Until feeding and behaving normally for species

6.2 Any animal with a condition which is likely to affect materially its quality of life or cause it to suffer, or which is suspected of being affected by a notifiable or reportable facility or veterinary care facility if required until the animals has recovered.

6.3 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.

6.4 Animals must be transported or handed to purchasers in suitable containers for the species and special location of the animal.

Required higher standard for protecting pets from pain, suffering, injury and disease

A documented health checklist should be completed daily and must cover physical, psychological, and behavioural issues and any abnormality recorded.

Part C – Selling dogs

4.0 Staffing for businesses selling dogs

There must be adequate staffing to deal with animals requirements every 5 to 8 hours and minimum of 4 times over a 24 hour period.

Dogs must not be left for long periods without being assessed. Dogs must be checked:

- every 4 hours during the working day
- at least once during the overnight period and outside of normal working hours

Required higher standard for staffing

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

5.0 Suitable environments for selling dogs

Businesses must present the risk of injury, disease, and stress.

Home environment for businesses selling dogs

Dogs must be provided with a home environment that is maintained in good repair. Outer yards, gardens, exercise areas and general surroundings must be kept in a good, clean presentable condition.

There must not be any sharp edges, projections, rough edges or other hazards which could injure the animal. Dogs must be provided with a suitable bed that is clean and free of any damaged areas sealed or cant cover. Exposed wood must be smooth, treated and maintained in good condition. Bedding must be provided in accordance with the dog's needs such as properly designed thermal support and. Chip non-toxic plastic may be used.

Standing water floors (sleeping or non-sleeping areas). Drainage must be permanently unbolted with holes and cut off slots drainage.

Any drain covers in areas where dogs have access must be secure and designed and located to prevent toes or claws from being caught.

All internal surfaces to which dogs have access must be cleaned regularly and disinfected. Floors must be constructed of a material that is impervious to water, smooth, easily washed and free from cracks. Floors must be non-hazardous for dogs to walk on, in particular to avoid slipping.

Outers and enclosures for the outside must be:

- escape proof
- secure
- strong enough to resist impact and scratching, and to prevent injury

Enclosures and gates must be lockable. Fence material in the case of the dogs must have easy access to keep or key codes in case of emergency.

There must be at least 2 secure physical barriers (for example, doors or gates) between the dogs and the public. Dogs must be kept in a room that is not accessible to the public.

All outdoor fencing must be strong and rigid. It must be of sufficient height and in good repair. It must prevent an animal escaping over, through or digging under the structure. Where dogs have access to roofs, the diameter of the wire must not be less than 2 millimetres and the spacing between the wires must not be more than and not exceed 50 millimetres. Wire diameters and the clear the clear if not exceed 75 millimetres by 50 millimetres. Gaps or apertures must be small enough to prevent a dog's head passing through, or entrapment of any limb or body part.

Any electrical sockets and appliances in the dog designated rooms and where the dogs have access to must be and be protected against damage.

Animal environment for businesses selling dogs

The design and layout of premises must allow the health and safety of attending staff. Where they is not feasible there must be a documented procedure in place to demonstrate the safety of staff.

Door openings must be constructed so that the passage of water and waste is not impeded, or slowed by gutter due to inaccessibility.

Access doors must be proper open.

For kennels where there are facing dog walls accessed by an indoor corridor, the corridor must be at least 1.2 metres wide. Where there are facing dog walls accessed must be in place to prevent the escape of adult stock such as nuisance rodents because dogs from kennel units and where dogs are placed within the facility.

Kennels and runs must open onto an outdoor area or other secure areas so that dogs are not able to escape from the premises. These corridors and areas must be used for cleaning purposes.

Each roof must have a minimum height of 2 metres and be designed to allow staff to access dogs and clean all parts of the unit safely. Where this is not feasible there must be a documented procedure in place to demonstrate the safety of staff.

Where new kennels are built, they must be built in compliance with good building practice, as currently specified in the Australian Standards.

Environmental conditions for dogs (including enclosure sizes)

Dogs must be provided with a home that is free from any risk of an individual dog's sleeping spot or those in continuous sleeping. Steps must be taken to ensure the welfare of the dog.

A dog must be able to remove itself from a direct source of heat.

Dogs (particularly puppies) may be adversely affected by the sound of other barking dogs. Dogs under one year of age must be located in the quietest part of the facility.

The kennel area must be large enough to allow for separate sleeping and activity areas. Dogs must be able to stand up, turn around, lie down and stretch their limbs without touching the sides of the kennel. Dogs must have sufficient space to lie down, stand on their hind limbs and to lie down without touching another individual. The kennel size must be sufficient to allow for the dog to be able to stand up and turn around. The length of the kennel and its width must be sufficient to allow for the dog to be able to stretch their limbs and their noses or tails touching the walls or other individuals.

Dogs must have free access to the outdoor area at all times. In certain circumstances, it is permissible to have separate activity areas for sleeping areas but in such cases dogs must be provided with access to the outdoor area for a minimum of 2 hours. Where a separate activity area must be fully closed and directly between use by different groups of dogs.

Where adult dogs are kept, an outdoor exercise area must be available for toilet and exercise. Dogs must be provided with access to it at least 2 hours.

Puppies must be housed in litter groups but have the ability to move away from other dogs.

Dogs kept in a domestic premises must have free access or at least one period, providing the size of this room meets the minimum enclosure size for dogs.

Bitches with litters must be provided with double the space allowance. Its proper, grass the space available to them must be increased accordingly.

Minimum kennel sizes for dogs

Dog	Minimum kennel area (m²)	Additional area per additional dog (m²)
Less than 5 kg	0.5	0.5
Over 5 kg to 15 kg	1.0	1.0
Over 15 kg to 30 kg	2.0	1.0
Over 30 kg to 45 kg	3.0	1.5
Over 45 kg	3.5	2.0
	These sizes must be scaled up in proportion to the proportionate	These sizes must be scaled up in proportion to the proportionate

Bedding and substrates for dogs

Beds and bedding must be provided and be suitable to allow dogs to be comfortable. A suitable bed must:

- be a suitable construction
- situated away from draughts
- be a suitable size for the breed of dogs kept
- large enough for each dog to be able to lie flat on its side

Bedding must be kept clean, dry and in good condition. It must be cleaned and disinfected regularly.

Bedding must be capable of being easily cleaned and disinfected, or disposable, and all bedding material in use must be clean, undamaged and dry. Bedding must be kept off and abundant.

There must be some part of the sleeping area maintained at a minimum temperature relevant to the breed and type of dog. For most this is likely to be between 10°C and 20°C. Certain breeds may require extra consideration (for example huskies).

Cleaning dogs and kennels

Each occupied kennel must be cleaned daily at a minimum.

Occupied kennels, including outdoor runs, must be inspected and cleaned daily, following the documented cleaning and disinfection procedure.

Kennels must be disinfected at least once a week and when there is an occupancy change.

Where a pest problem is identified, a pest control programme must be implemented.

Dogs must be removed from the area whilst it is being cleaned.

All dogs must be/ benefit from adequate routine grooming and other health regimes as needed (for example, clearing of ears or cleaning long hair to prevent matting).

Toileting dogs

Dogs must be given regular opportunities during the day for toileting, taking into account individual needs.

The toileting area must be separate from the bedding area, and puppy pads or similar material must be provided with the quantity determined by the number of puppies.

Faeces must be removed from the kennel units as often as necessary and in any case a minimum of twice a day.

For kennelled dogs, there must be direct and continuous access to a run for toileting or the dog must be taken out of the kennel unit to toilet for example during exercise.

In a home environment dogs will have access to a secure outside area for toilet.

Transporting and selling dogs

All animals must be transported according to the regulations laid down in current legislation.

The licence holder must demonstrate that a suitable vehicle is available to transport the dogs. It does not have to be owned by the licence holder.

During transport, dogs must be suitably restrained to prevent injury using a dog crate, harness or other restraint. Dogs must be provided with a suitable bed to prevent injury the dog our crate). In cleaned and dried around. Pads. Crates must be designed to prevent good ventilation and fitting secured.

Vehicles must be cleaned and disinfected after each collection or delivery of any new animals.

Dogs must not be left in vehicles for unnecessary periods and must never be left unattended in a car or other vehicle when the temperature may pose a risk to the animal. Consideration must be given to whether it is necessary to transport animals when the temperature is cold.

Sufficient breaks must be offered for water, food where appropriate and the chance to toilet.

Dogs must be transported in a safe fashion in an appropriate manner for their condition ensuring that transport does not cause further suffering. Veterinary advice on the condition of the animal and suitability for transport should be sought where required.

Required higher standards for providing a suitable environment for dogs

The floor area must be at least 1.5 times the minimum standard for the specified dog.

Dogs must be provided with a design and layout that provides them with choice and control over their environment. Dogs must be provided. The choice and control, for example, increased stimulation.

Optional higher standards for providing a suitable environment for dogs

6.0 Suitable diet for dogs

Adult dogs must be fed at least once daily and in accordance with the individual dog's needs. Dogs must be fed a complete diet appropriate to their age, breed, activity level and health status. Feeding should be done by:

- being in control of the type, quantity, frequency of food and quantity dispensed
- seek veterinary advice if there are concerns about an individual dog's diet
- ensure adult dogs have access to their own feeding dish
- feed puppies at least 4 times daily at appropriate intervals. The diet must be appropriate for their age
- enable and ensure that feeding behaviour is free from fear, particularly with fear, and self-act with the need feeding time
- ensure that food is palatable
- ensure that dogs have full use of senses to eat and drink

Food clean drinking water must be provided daily in a clean container and changed or refreshed as often as necessary.

There must be multiple water bowls provided to ensure all dogs have easy access to water. Veterinary advice must be sought if abnormal drinking patterns are observed.

Monitoring a dogs' diet

Weekly weight and weight gain/loss condition score (BCS) must be kept to ensure the health of puppies and adult dogs and to allow any issues to be tracked.

Dogs must not be weighed (without appetite) for longer than 24 hours without seeking veterinary advice. If there are specific concerns veterinary advice must be sought immediately.

The personal condition of the dogs must be observed and dogs displaying significant weight loss or gain must be evaluated by a vet and treated as necessary.

Required higher standards for dogs' transportation

There must be a reserve diet that will suit the nutritive entrals are managed for long journeys over 8 hours.

7.0 Monitoring dogs' behaviour and training

Each adult dog must have a documented daily exercise regime including social exercise and play time.

Puppies must be habituated to events likely to be encountered. This must include the rights and sounds in household, be exposed to novel sights and sounds that are gradual so that puppies do not show a fearful response such as startling or withdrawal.

Puppies must also be introduced to a variety of people including adults of both sexes, children of different ages, and people wearing a variety of clothing styles.

Beneficial and positive contact can include grooming, exercise, play, petting and training as appropriate for the individual.

Enrichment for dogs

A documented programme must be available setting out enrichment both inside and outside including exercise, socialisation and play.

All dogs must receive appropriate toys or feeding enrichment (to pellet) where appropriate to individual circumstances.

Dogs must be provided with a minimum of one toy to ensure they remain safe and must be left with dogs when left out in the pen/run.

Potential compatible companions must be avoided.

Exercise for dogs

Opportunities to exercise must involve at least one walk per day or access to a secure open space away from the kennel yard. Consideration must be given to the steps, gradients and surfaces to avoid when planning daily exercise.

No more than 6 dogs per person can be walked at one time. Dogs must be familiarised with each other beforehand.

Dogs which cannot be exercised must be provided with alternative forms of mental stimulation.

Dogs must be monitored and kept in control at exercise areas.

Dogs must be prevented from having unsupervised access to yards, pools, wells and any other garden feature that might pose a hazard.

Puppies cannot be walked or with anyone at least 4 opportunities to engage in play and human interaction during the day.

Dog behaviour

The behaviour of individual dogs must be monitored daily. All staff must be able to identify dogs that are anxious or fearful about contact. If a dog shows signs of being nervous, stressed or fearful, dogs must be taken to address this.

A daily socialisation and habituation programme must be documented and implemented.

8.0 Handling and interactions with dogs

Dogs must always be handled humanely and appropriately to suit the requirements of the individual dog and to minimise fear, stress, pain and distress. Dogs must never be punished or that they become frightened or displeased behaviour.

Those involved in the care of dogs must have the competence to handle dogs correctly. Dogs must be handled in a way that does not cause them pain, fear or distress.

A protocol must be in place for dealing with difficult dogs. Its include methods of safe approaches to kennel and handling and the use of appropriate equipment.

A suitable range of muzzles of varying sizes and a suitable dog catching device must be kept on site.

Dogs must be protected from non-handling by staff in the public as they require time to rest. Handling of dogs by customers must only take place with potential owners as a supervised activity.

Puppies - handling and interaction

Reared puppies must be housed with litter/mates.

Ideally, single dogs must not be left alone in kennel, but where they are, special attention must be paid to specific human interaction and additional enrichment. When dogs are left alone in a single dog pen, temperament and behaviour will be paid supervision of dogs.

Puppies from separate litters must be responsibly spaced or grouped with the correct temperament, age, including consideration as to whether separated or grouped with compatible.

A plan must be in place to provide for additional enrichment and socialisation for any puppies that are kept for longer than one week.

Required higher standards for handling and interaction with dogs

The kennel manager ensure that dogs have access to a minimum of one hour of the working day.

9.0 Protecting dogs from pain, suffering, injury and disease

Non-dogs

In a domestic environment, there must be the capacity for all newly introduced dogs to be kept away from other if dogs are present in places where the dog is.

Preventing disease in dogs

Other diseases that are present and could they have been on the premises for 7 days or more. Dogs are at risk of infectious disease for 7 days.

Excreta from dogs

Excreta must be stored away from areas where animals or food is kept.

Preventative treatment for dogs

Dogs must have current vaccinations (when appropriate for their age) against:

- canine parvovirus
- canine distemper
- canine hepatitis
- infectious canine cough
- leptospirosis
- other relevant diseases

Routine and documented treatment must be in place for internal and external parasites. Lethal dogs and puppies must be wormed and given flea and tick treatment as appropriate.

Vaccines must be licensed by the Veterinary Medicines Directorate for use in the UK.

Homeopathic vaccination is not acceptable.

If there is evidence of kennel parasites (fleas, ticks, lice) the dog must be treated with appropriate products in accordance with the Veterinary Medicines. Treatment must be discussed with the veterinary administration.

Euthanasia for dogs

Dogs must only be euthanised by a vet.

Checking dogs

Premises must have procedures in place for providing for overnight care and during premises closures.

Optional higher standards for pain, injury and disease

Premises must have procedures in place for providing for overnight care and during premises closures.

Optional higher standards for dog care

A person that is responsible for the welfare of the animals must be on the premises at all times.

Part D – Selling cats

4.0 Staffing for businesses selling cats

There must be adequate staffing to feed and socialise kittens every 4 to 5 hours (over 10 hour period).

Cats must be left for long periods without being assessed. Cats must be checked at least once a day. Kittens and pregnant queens must be checked at least every 4 hours (normal opening hours and at least once in accordance with the individual cat's opening hours.

Required higher standards of staffing

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

5.0 Suitable environment for selling cats

Businesses must present risk of injury, illness and escape.

All windows must be escape and anti-escape of all times.

Doors must have secure latches or other closing devices.

Enclosures must be arranged to ensure escaped animals are not in direct contact.

Units and exercise areas must open onto secure areas or be fully enclosed.

Environmental conditions for cats (including enclosure sizes)

Minimum enclosure sizes (RSPCA recommendations for cats www.rspca.org.uk/adviceandwelfare/pets/cats/housing) are shown below.

Cats over 26 weeks must be kept in safe cattery/cat pens. Follow the minimum standards guidance on providing for cats.

Cat units must be large enough to allow for separate sleeping and activity areas. The sleeping area must be large enough to allow all cats to comfortably lie down at the back of the cat. Cats must have sufficient room to play, stand on their hind legs and to lie down without touching another individual.

The unit size must provide a minimum in relation to the size and number of cats housed at any one time. The length and width must be sufficient to allow all the cats to substantially without their tails or ears touching the walls or other individuals.

In certain circumstances it is permissible to have separate access areas to sleeping areas for cats. Cats must be able to access the sleeping area without passing through the other dog. The separate access area must be fully covered and disinfectable and provide a safe and secure environment.

Cats must have access to a variety of levels (for example standing) in their cries unless advised differently due to a medical condition (for example cage rest). Shelves must be easily accessible and ramps or steps may need to be used for very young or old cats.

Cats kept in a domestic premises may be kept in one room, providing the size of this room is appropriate to the number of cats housed. Cats of different ages or sexes/genders/ethnicities must not be housed in the same room. If queens are already in social group in the focus, then litters may mix.

Bedding and substrate for cats

Cats must have a warm, soft, sleeping area, away from their litter tray and food. Bedding must be kept clean and free from parasites. Bedding must be washed or disposed of and replaced if not clean and dry. Dog bedding must not be used as bedding.

Temperature for cats

If in adult cats, the temperature in the sleeping area must stay between 10°C and 26°C.

Kittens must be provided with additional effective and safe heat sources. Placing queens must have the opportunity to move away from the kittens and the additional heat source. Kittens without a queen require higher temperatures.

Minimum enclosure size for kittens up to 26 weeks of age

Cats	Minimum floor area (square metres) (m²)	Example dimensions (m) width by length	Minimum cage dimensions (m)	Minimum height (m)	Additional space
Kittens, 1 to 6 weeks old	1	1 x 1	0.8	0.5	0.25m² per litter
Single cat, 6 to 26 weeks	0.85	0.9 x 0.95	0.9	1.8	
2 cats, 12 to 26 weeks	1.3	0.9 x 1.55	0.9	1.8	
3 to 4 cats, 12 to 26 weeks	1.7	0.9 x 2.1	0.9	1.8	

Cleaning cats and housing

Cat units must be separate from the area being cleaned. For example placed in a cat carrier or in a separate room.

Where required or beneficial to the individual cats, adequate routine grooming and other health requirements must be carried out. For example cleaning eyes or keeping long hair matting.

Phenolate items not renewed for cleaning at least weekly.

Litter trays must be completely emptied, cleaned and disinfected at least once a week or more frequently as required.

Disinfectants which are toxic to cats must not be used, for example, phenol based.

Toilet/litter trays

Where there are multiple adult cats, there must be multiple litter trays, which must be accessible at all times. Either of kittens must have 2 litter trays.

Fatness must be removed from the litter tray at least daily. Where there is excessive fouling, the number of litter trays must be increased. Cats must be provided with litter trays that are of a suitable size.

Litter trays must be placed in as far away as possible from the resting and feeding areas.

Excreta must be stored away from areas where animals or food is kept.

Litter trays must be large enough to allow the cat to move around, dig and cover faeces and urine. Litter trays must be at least 1.5 times the length of the cat, and at least the strength (at least 3 centimetres for adult cats) to absorb the urine and allow the cat to dig and cover.

Transporting and handling cats

All animals must be transported according to the regulations laid down in current legislation.

Cats must be transported in vehicles that provide a suitable vehicle is available to transport the cats. It does not have to be the same for trained licence holders.

Cats must always be transported (either within the cattery or to and a vehicle) in a suitable, strong cat carrier.

Vehicles must be cleaned and disinfected after each collection or delivery of any new cats.

Cats must not be left in vehicles for unreasonable periods and must never be left unattended in a vehicle in hot weather or in any circumstances that may cause suffering or pain. Consideration must be given to whether it is necessary to transport animals when the temperature poses a risk.

Sufficient breaks must be taken for water and food when appropriate.

Cats must be transported to vet facilities in an appropriate manner for their condition ensuring that transport does not cause further suffering. Veterinary advice and the condition of the animal are suitable for transport should be sought before transport.

There must be one cat carrier available for each of litter of kittens. Kittens of a single litter may share a cat carrier if they are from the same litter.

Required higher standards for providing a suitable environment for cats

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, for example, including a choice of sleeping and resting areas.

Optional higher standards for providing a suitable environment for cats

Cats must be provided with a design and layout that provides them with appropriate temperatures and avoidance of overheat. This can be all or combination of a range of remissible fans.

A noise management plan must be in place (for example, physical barriers, cat soft design, vacation of noise producing equipment) with demonstration of effectiveness.

Required higher standard for handling cats

A physical barrier for cats where they are not visible to people or cats in neighbouring pens must be provided for handling.

6.0 Suitable diet for cats

Cats must be fed a diet appropriate to their age, breed, activity level and stage in the breeding cycle.

Kittens less than 12 weeks of age must be fed at least 4 times daily, at appropriate intervals, with more frequent intervals for hand-reared kittens.

Cats must have their own feeding and water dish. These must be separate receptacles.

Each queen must have access to food and water in accordance with her needs.

Cats must be fed at least twice per day and provided with the individual cat's needs.

Food and water must be placed away from the litter tray and each other, ideally at least 60 centimetres apart.

Food bowls should be emptied and cleaned following feeding so that food, particularly wet food, is not left to spoil and the food bowl.

Fridges for feed storage must be provided.

Feed must be stored away from risk of vermin in case and dry places.

Monitoring cats' diet

Food and water must be checked 4 times a day.

Weekly records of weight and body condition score must be kept to ensure health of kittens under 6 months and to allow any trays to be tracked.

Monthly records of weight and BCS must be kept to ensure the health of adult cats and to allow any issues to be tracked.

If a cat lacks appetite for 24 hours veterinary advice must be sought.

Water for cats

Fresh clean drinking water must be provided daily in a clean container and changed or refreshed as often as necessary.

There must be multiple water bowls provided to ensure all cats have easy access to water.

Required higher standards for cats' diet

Cats must be provided with a diet which satisfy needs into small portions throughout the day.

Where the individual cat will benefit, they must every day be given some food through a puzzle feeding or other appropriate feeding mechanism. Cats must still get the majority of their daily food allowance in a feeding dish. If this is not the reason this must be documented, for example, due to veterinary advice.

7.0 Monitoring cats' behaviour and training

Enrichment for cats

All cats must have the opportunity for positive behaviour and play specific to the individual cat. This must be documented in a written plan.

There must be environmental enrichment for all cages such as toys, climbing frames and platforms. Toys must be easily cleaned or replaced between litters. Items must be checked daily to ensure they are safe.

Exercise for cats

All cats must have a provision for daily exercise appropriate for breed, age, ability and physical capability.

Exercise must restore the opportunity to play and interact with people. Taking care to ensure that the contact does not cause cats, particularly kittens, stress.

Cats' behaviour

A daily socialisation and habituation programme must be documented and implemented. Kittens must be provided with a socialisation programme that includes with a variety of people. They must be gently introduced to handling, grooming, being lifted and touched all over. Kittens must be positively exposed to sights, sounds, tastes, smells and textures. Kittens must be provided with opportunities to interact with people. They are going to live.

Required higher standard for cats' enrichment

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

8.0 Handling and interactions with cats

Cats must be protected from over-handling by staff in the public as they require time to rest. Handling of cats by customers must only take place with potential owners as a supervised activity.

A plan must be in place to provide for additional enrichment and socialisation for any puppies that are kept for longer than one week.

Required higher standards for handling and interaction with dogs

The kennel manager ensure that cats have access to a minimum of one hour of the working day.

9.0 Protecting dogs from pain, suffering, injury and disease

Non-dogs

In a domestic environment, there must be the capacity for all newly introduced dogs to be kept away from other if dogs are present in places where the dog is.

Preventing disease in dogs

Other diseases that are present and could they have been on the premises for 7 days or more. Dogs are at risk of infectious disease for 7 days.

Excreta from dogs

Excreta must be stored away from areas where animals or food is kept.

Preventative treatment for dogs

Dogs must have current vaccinations (when appropriate for their age) against:

- canine parvovirus
- canine distemper
- canine hepatitis
- infectious canine cough
- leptospirosis
- other relevant diseases

Routine and documented treatment must be in place for internal and external parasites. Lethal dogs and puppies must be wormed and given flea and tick treatment as appropriate.

Vaccines must be licensed by the Veterinary Medicines Directorate for use in the UK.

Homeopathic vaccination is not acceptable.

If there is evidence of kennel parasites (fleas, ticks, lice) the dog must be treated with appropriate products in accordance with the Veterinary Medicines. Treatment must be discussed with the veterinary administration.

Euthanasia for dogs

Dogs must only be euthanised by a vet.

Checking dogs

Premises must have procedures in place for providing for overnight care and during premises closures.

Optional higher standards for pain, injury and disease

Premises must have procedures in place for providing for overnight care and during premises closures.

Optional higher standards for dog care

A person that is responsible for the welfare of the animals must be on the premises at all times.

Part E – Rabbits

5.0 Suitable environment for selling rabbits

Useless, grid or wire mesh floors must not be used in rabbit housing.

Angora Rabbits, when in full coat, may be kept on mesh floor cages for a maximum of 8 weeks. Angora Rabbits must be provided with a solid resting board. Rabbits with a tail that could be meat (they should be shorter than shoulder) are permitted to be housed with a solid floor and suitable bedding.

Environmental conditions for rabbits (including enclosure sizes)

Enclosures must be large enough for rabbits to be able to stand fully upright on their haunches without their ears touching the roof and to lay comfortably stretched out. Rabbits must be able to hop and have room for at least 3 hops.

Where rabbits are housed on a raised primises, additional provision must be made for regular exercise. This can be provided by a programme of regular exercise outside of the housing, or housing that provides a significant permanent area in addition to the required area.

See the minimum enclosure sizes that must be followed.

Bedding and substrate for rabbits

Rabbits must be provided with a suitable nesting material in sufficient amounts. Suitable nesting material must be good quality straw or hay or fleece.

Rabbits must be provided with a suitable litter and substrate in sufficient amounts. Substrate/litter materials must be clean, dry, odourless, non-dusty, non-contaminated and free from parasites.

Sawdust is not suitable as either nesting or litter material.

Temperature for rabbits

The ambient temperature of the inside area of the sleeping accommodation should be between 10°C and 26°C (or higher than 26°C).

In very hot weather, cooling procedures must be in place, such as, but not limited to, fans to increase air movement, ice packs or air conditioning.

In cold temperatures, extra nesting material must be provided, unless alternative temperature control is provided, for example heating.

Enclosures must not be placed in full sun without adequate shade provision and should be protected from drafts and rain.

Light for rabbits

An example of a suitable light-dark cycle for rabbits is 12 hours light and 12 hours dark. Outdoor rabbits are subject to seasonal light variation.

Minimum enclosure sizes for rabbits

Weight of rabbit	Maximum stocking density	Minimum floor area (m^2)	Example dimensions (m) width x length	Minimum cage height (m)	Additional floor area for each additional animal (m^2)
Up to 4kg	4	0.4	1 x 0.4 or 0.8 x 0.5	0.4	0.1
4 to 6kg	2	0.4	1 x 0.4 or 0.8 x 0.5	0.5	0.2
Over 6kg	2	0.6	1 x 0.6or 1.2 x 0.5	0.6	0.3

Minimum enclosure sizes for rabbits - higher standards

Weight of rabbit	Maximum stocking density	Minimum floor area (m^2)	Example dimensions (m) width x length	Minimum cage height (m)	Additional floor area for each additional animal (m^2)
Up to 4kg	4	0.67	1 x 0.67 or 0.8 x 0.8	0.45	0.3 (approximately 45%)
4 to 6kg	2	0.86	1 x 0.86 or 0.9 x 0.9	0.6	0.33 (approximately 38%)
Over 6kg	2	0.86	1 x 0.86 or 0.9 x 0.9	0.6	0.4 (approximately 45%)

Transporting and handling rabbits

Rabbits must be able to sit, lie down and turn around in the carrier.

Pregnant does are not to be transported within 10 days of their expected birth date unless on veterinary advice. Veterinary advice must also be sought before transporting lactating does and kittens. If nursing does and kittens are to be transported, they require additional care including adequate bedding and nesting material.

Housing and competition for rabbits

There must be sufficient cover for each rabbit housed within an enclosure and there must be two entrance or exit points to prevent monopolisation.

Required higher standards for providing a suitable environment for rabbits

Where rabbits are housed, they should have permanent access to a separate sleeping area.

See the higher standard minimum enclosure sizes for rabbits that must be followed.

Optional higher standards for providing a suitable environment for rabbits

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.

Care should be taken with open top enclosures to ensure sufficient height to prevent escapes or access by predators. If platforms are provided in closed top cages, rabbits must be able to access these easily and be able to sit on them fully without touching the cage roof.

Required higher standards for toileting rabbits

Litter trays must be provided that are impermeable, easy to clean and disinfect or be disposable. Litter trays must be deep cleaned at least weekly.

Required higher standards for transporting and handling rabbits

Containers must open from the top to facilitate removal of the animal. Containers must be lined with newspaper or bedding to absorb urine.

6.0 Suitable diet for rabbits

All rabbits must be fed a suitable diet primarily consisting of a constant supply of ad lib fresh hay or grass. Hay needs to be free from contamination.

A small portion of commercially available rabbit foods can be given to supplement the primary diet of hay or grass. A balanced and adequate nutrient intake should be ensured. Selective feeding should be considered and mitigated by staff. Food must be appropriate to the age and breed of the rabbit and manufacturer's feeding guidelines must be followed.

If used, leafy greens and treat foods must be given in moderation and in small amounts as appropriate to the individual rabbit.

Monitoring rabbits' diet

A vet must be consulted if there is no improvement where a rabbit has mild anorexia or reduced appetite within 12 hours of onset or the condition of the individual deteriorates.

A vet must be consulted if a rabbit shows signs of constipation or diarrhoea.

Water for rabbits

Water may be provided in a clean gravity fill drinking bottle (which must be of a suitable size for the individual), automatic drinkers, or in bowls. Bowls are not suitable if kittens are present.

Any changes to drinking receptacles must be made gradually and drinking monitored to ensure animals are drinking normally.

Required higher standards for rabbits' 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.

Optional higher standards for rabbits' diet

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 2 different types of hay.

Optional higher standards for rabbits' water

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).

10.0 Monitoring rabbits' behaviour and training

Suitable enrichment items include, but are not limited to:

- tunnels
- paper bags filled with hay
- willow sticks
- balls
- branches from non-toxic, untreated fruit trees (for example, apple).

New objects must be introduced carefully and not exchanged daily.

Required higher standards for monitoring rabbits' behaviour and training

Dietary enrichment must be used. For example, nuggets can be scattered around the enclosure, fed in puzzle feeders or hidden in paper bags or cardboard tubes. Where puzzle feeders or dispensers are used, rabbits must be monitored to ensure they can access the food.

11.0 Handling and interactions with rabbits

Rabbits must be protected from over handling by staff or the public. Handling of rabbits by a third party must only take place with potential owners as an element of a socialisation programme.

Rabbits must not be placed on their back in positions of tonic immobility, or picked up by the scruff of their neck or ears.

Rabbits' interactions

Rabbits must be correctly sexed.

All efforts must be made to ensure rabbits are not housed singly. Where this is unavoidable, special attention must be paid to specific human interaction and they must be provided with extra enrichment. A plan must be in place for all singly housed rabbits.

Rabbits must not share housing with guinea pigs.

12.0 Protecting rabbits from pain, suffering, injury and disease

Preventing disease in rabbits

Advice that rabbits should be vaccinated against myxomatosis and rabbit haemorrhagic disease (also known as RHD 1 and 2) must be provided with sales.

Checking rabbits' health

Rabbits' front teeth and nails must be checked regularly unless inappropriate at the stage of the breeding cycle, and treated as necessary, to ensure they are not overgrown or misaligned - only a vet may correct overgrown or misaligned teeth. Rabbits must have a pre-mating check and then a check at weaning time.

Part F – Guinea pigs

5.0 Suitable environment for guinea pigs

Businesses must prevent risk of injury, illness and escape.

Slatted, grid or wire mesh floors must not be used in guinea pig housing unless placed directly on top of a grass surface under veterinary advice.

Environmental conditions, including enclosure sizes, for guinea pigs

See the minimum enclosure sizes that must be followed.

Housing needs to be of sufficient size to allow all the guinea pigs housed to be able to lie fully outstretched (without touching the sides of the enclosure or another guinea pig), run, play, tunnel and stand without touching the roof of the enclosure.

Ramps must be no steeper than 45° as guinea pigs are poor climbers.

Where guinea pigs are housed, provision must be made for regular exercise in a secure area outside of the housing.

Guinea pigs must be provided with constant access to places to hide, which may include hay piles or tunnels, in addition to their sleeping area. At a minimum each hiding place is to be large enough to allow one guinea pig to rest alone.

Bedding and substrate for guinea pigs

Guinea pigs must be provided with a suitable nesting material in sufficient amounts. Suitable nesting materials include, but are not limited to, good quality dust-free hay or shredded paper.

Guinea pigs must be provided with a suitable litter in sufficient amounts. Suitable litter materials include dust-free wood shavings, supplemented with hay.

Sawdust is not suitable as either nesting or litter materials.

Temperature for guinea pigs

The ambient temperature of the inside area of the sleeping accommodation should be no lower than 12°C and no higher than 26°C.

In very hot weather, cooling procedures must be in place, such as, but not limited to, fans to increase air movement, ice packs or air conditioning.

In cold temperatures, extra nesting material must be provided, unless alternative temperature control is provided, for example, heating.

Enclosures must not be placed in full sun without adequate shade provision and should be protected from drafts and rain.

Minimum enclosure sizes for guinea pigs

Type	Stocking density	Minimum floor area (m^2)	Example dimensions (m) width x length	Minimum cage height (m)	Additional floor area for each additional animal (m^2)
Guinea pig	1 to 4	0.23	1 x 0.23 or 0.52 x 0.52	0.3	0.09 (approximately 33%)

Minimum enclosure sizes for guinea pigs - higher standards

Type	Maximum stocking density	Minimum floor area (m^2)	Example dimensions (m) width x length	Minimum cage height (m)	Additional floor area for each additional animal (m^2)
Guinea pig	2	0.23	1 x 0.23 or 0.52 x 0.52	0.45	0.09 (approximately 33%)

Transporting and handling guinea pigs

Guinea pigs are only to be transported in suitable carriers and must not be mixed with unfamiliar animals in the same carrier. The carrier must be of an appropriate size so that it is not overcrowded.

Housing and competition of guinea pigs

There must be sufficient cover for each guinea pig housed within an enclosure and there must be 2 entrance or exit points to prevent monopolisation.

Required higher standards for providing a suitable environment for guinea pigs

Where guinea pigs are housed, they must have permanent attached access to a secure pen.

See the minimum enclosure sizes that must be followed.

Required higher standards for transporting and handling guinea pigs

Carriers must open from the top to facilitate removal of the animal. Carriers must be lined with newspaper or bedding to absorb urine

6.0 Suitable diet for guinea pigs

All guinea pigs must be fed a suitable diet primarily consisting of a constant supply of ad lib fresh hay. Hay needs to be free from contamination.

Guinea pigs must have sufficient vitamin C in their diet as they are unable to synthesise this specific vitamin. Therefore, a portion of specific guinea pig food must be given daily or alternatively, a stabilised vitamin C commercially available supplement can be provided.

Care must be taken in product selection and suitability and if in doubt the vet must be consulted.

Guinea pigs can also be given a portion of washed leafy green vegetables daily.

Commercially available guinea pig foods can be given to supplement the primary diet of hay. A balanced and adequate nutrient intake should be ensured. Selective feeding should be considered and mitigated by staff. Food must be appropriate to the age and breed of the guinea pig and manufacturer's feeding guidelines must be followed.

Water may be provided in a clean gravity fill drinking bottle (which must be of a suitable size for the individual), automatic drinkers, or in bowls.

Any changes to drinking receptacles must be made gradually and drinking monitored to ensure animals are drinking normally.

Monitoring guinea pig diet

A vet must be consulted if there is no improvement where a guinea pig has mild anorexia or reduced appetite within 12 hours of onset or the condition of the individual deteriorates.

A vet must be consulted promptly if guinea pigs show signs of ill health.

Required higher standards for guinea pigs' diet

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.

Optional higher standards for guinea pigs' 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.

7.0 Monitoring of behaviour and training of guinea pigs

Suitable enrichment items include, but are not limited to, tunnels, paper bags filled with hay, willow sticks and balls, and branches from non-toxic untreated fruit trees (such as apple).

Required higher standards for monitoring guinea pigs' behaviour and training

Dietary enrichment must be used. For example, nuggets can be scattered around the enclosure, fed in puzzle feeders or hidden in paper bags or cardboard tubes. Where puzzle feeders or dispensers are used, guinea pigs must be monitored to ensure they can access the food.

8.0 Handling and interactions with guinea pigs

Guinea pigs are not to be placed on their back in positions of tonic immobility, nor must they be picked up by the scruff of their neck. Two hands must be used to support larger or adult guinea pigs.

Interactions with guinea pigs

Guinea pigs must be housed in single sex groups unless sold or used for breeding.

Guinea pigs and rabbits must not share the same housing.

Required higher standards for interactions with guinea pigs

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.

9.0 Protecting guinea pigs from pain, suffering, injury and disease

Guinea pigs front teeth and nails must be checked regularly, unless inappropriate at the stage of the breeding cycle, and treated as necessary, to ensure they are not overgrown or misaligned - only a vet may correct overgrown or misaligned teeth. Guinea pigs in breeding harems must be checked as appropriate based on the management system.

Part G – Ferrets

5.0 Suitable environment

Businesses must prevent risk of injury, illness and escape.

Slatted, grid or wire mesh floors must not be used in ferret housing.

Environmental conditions for ferrets (including enclosure sizes)

See the minimum enclosure sizes that must be followed.

Housing needs to be of sufficient size to allow all the ferrets housed to be able to lie fully outstretched in any direction, run, forage, explore or play, as well as to stand fully upright without touching the roof of the enclosure.

Ferrets must be provided with constant access to places to hide. As a minimum, each hiding place must be large enough to allow one ferret to rest alone.

Bedding and substrate for ferrets

Sleeping areas need to be dry, draught-free, well ventilated and clean as well as large enough to allow all the ferrets housed to rest together fully outstretched, turn around unimpeded and move around comfortably. Appropriate bedding materials include good quality dust-free hay or shredded paper, or fabric items that can be laundered (although these must be monitored for chewing or damage and removed and replaced as necessary).

Ferrets must be provided with a suitable substrate in sufficient amounts to allow foraging and other behaviours. Suitable litter materials include dust-free wood shavings, supplemented with dust-free hay.

Sawdust and sand are not suitable as either nesting or litter materials.

Temperature for ferrets

Ambient temperature should be no lower than 12°C and no higher than 26°C.

In very hot weather, cooling procedures must be in place such as (but not limited to):

- fans to increase air movement
- ice packs
- air conditioning

In cold temperatures extra nesting material must be provided, unless alternative temperature control is provided (such as heating).

Light for ferrets

Ferrets need to experience appropriate light: dark cycles (minimum of 8 hours light and 16 hours dark; this is not to exceed 16 hours light and 8 hours dark).

Minimum enclosure sizes for ferrets

Type	Maximum stocking density	Minimum floor area (m^2)	Dimensions (m) width x length	Minimum dimension (m)	Minimum cage height (m)	Additional floor area for each additional animal (m^2)
Ferret under 12 weeks	1 to 4	1	1 x 1 or 1.66 x 0.6	0.6	0.6	0.25 (approximate 25%)
Ferret older than 12 weeks	1	0.6	1 x 0.6 or 0.77 x 0.77	0.6	0.6	0.6

Toileting for ferrets

Ferrets require space for their toilet area removed from their sleeping or eating areas. Litter trays can be placed in this area to assist with cleaning.

Housing and competition of ferrets

There must be at least one hiding place for each ferret housed within an enclosure and there must be 2 entrance or exit points to prevent monopolisation.

Required higher standards for providing a suitable environment for ferrets

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. Carriers can be lined with newspaper and some bedding material, for example, good quality dust-free hay or shredded paper can be provided for comfort.

6.0 Suitable diet for ferrets

All ferrets must be fed a suitable, complete ferret diet, provided at appropriate intervals.

Ferrets must not be fed dog or cat food, as these contain cereal and plant proteins which ferrets are unable to digest. For the same reason, bread or cereals must also not be given to ferrets.

Ferrets mustn't be given anything that contains small bones, excluding day old chicks.

Monitoring ferrets' diet

A vet must be consulted if there is no improvement in poor intake or anorexia within 24 hours of onset or if the condition of the individuals deteriorates.

Water for ferrets

Where water is supplied in bowls they must be heavy based.

Optional higher standards for ferrets' 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.

7.0 Monitoring ferrets' behaviour and training

Enrichment for ferrets

There must be environmental enrichment in all enclosures.

Ferrets must not be given enrichment made of rubber, due to the risk of ingestion leading to intestinal blockages if chewed and swallowed.

Exercise for ferrets

Ferrets need access to an area in which to exercise.

Required higher standard for monitoring ferrets' behaviour and training

Dietary enrichment must be used. For example, nuggets can be scattered around the enclosure, fed in puzzle feeders or hidden in paper bags or cardboard tubes. Where puzzle feeders or dispensers are used, ferrets must be monitored to ensure they can access the food.

8.0 Handling and interactions with ferrets

Ferrets must not be lifted using only one hand.

Interactions with ferrets

Ferrets must be housed in single-sex groups or pairs, ideally comprising of littermates or individuals introduced as juveniles.

Being induced ovulators, adult jills must be prevented from remaining in season to mitigate oestrogen related diseases. Veterinary advice must be sought about reproductive management. This must be documented and the reproductive issues explained to prospective purchasers.

Required higher standards for interactions with ferrets

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.

9.0 Protecting ferrets from pain, suffering, injury and disease

Preventative treatment for ferrets

The purchaser must be advised that ferrets should be vaccinated against canine distemper, usually at 6 to 8 weeks of age and again at 10 to 12 weeks old, thereafter annually but as per manufacturer's recommendations.

Checking ferrets

Ferrets nails must be checked regularly to ensure they do not become overgrown.

Part H – Domestic small rodents

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

5.0 Suitable environment for domestic small rodents

Businesses must prevent the risk of injury, illness and escape.

If wire cages are used, bars must be narrow enough to avoid the risk of escape.

Slatted, grid or wire mesh floors are not to be used in small animal housing. Chinchillas can be housed in cages with wire mesh floors if there are areas of alternative flooring such as solid wood.

See the minimum enclosure sizes that must be followed.

Environmental conditions, including enclosure sizes for small rodents

Every animal must be able to be fully acclimatised, turn around, stretch and groom, upright without touching the cage roof, lie, dig, run and jump.

Sensory areas need to be dry, draught-free, well ventilated and clean as well as large enough for the animal to be able to carry out its normal behavioural patterns. Sensory areas must accommodate the animal's entire territory.

Suitable bedding material for small rodents's nests include, but are not limited to:

- Hay, straw, shredded paper, cardboard, cardboard tubes, wood wool
- Leaf and twig - dry, shredded, cardboard, cardboard tubes, wood wool
- Gerbils - Mini hamsters (Dwarf species, example, sandy Dzhin, robo, roborovski, jungle, chinese, campbell, winter white)
- chinchillas and degus must be provided with constant access to a wet loo filled with sand

Also hay, nesting materials and cardboard tubes are suitable for chinchillas and degus.

Small rodents must be provided with a suitable litter and substrate in sufficient amounts. There is a wide variety of different litters available and the type will depend on the animal need. Suitable materials include but are not limited to:

- Hardwoods - dust free wood shavings or compressed pellets - cost
- oils and mice - non-aspen woodchips, cellulose based chips or shredded paper - cost effective, absorbent, dust free and non-toxic
- chinchillas - shredded paper, dust free wood shavings and hay
- degus - dust free wood shavings and hay

Small rodents must be provided with constant access to places to hide, in addition to their sleeping area. As a minimum hide-in-sleep places needs to be large enough to allow one individual to hide in.

Temperature for small domestic rodents

Small domestic rodents have different requirements specific to ship cage consumption. In general, the ambient temperature must be between 12°C or exceed 26°C. They must be provided with nesting material.

High temperature (above 26°C) can be detrimental to chinchillas and extra checks and precautions must be made on these days in very hot weather.

Providing sufficient nesting material can help small domestic rodents's temperature.

Minimum enclosure sizes for small rodents

Type of animals	Area in square meters for 1 to 4 animals	Area in square meters for 5 to 8 animals	Area in square meters for 9 animals	Area in square meters for 10 animals	Area in square meters for 11 animals	Area in square meters for 12 animals	Area in square meters for 13 animals
Gerbils	680	780	880	1,000	1,110	1,220	1,330
Rats	1,350	1,570	1,860	2,020	2,225	2,470	2,700
Degus	1,250	2,030	2,500	2,750	3,000	3,250	3,500
Chinchillas	2,500	3,750	5,000	5,250	5,500	5,750	10,000

Minimum enclosure sizes for small rodents - higher standards

Type of animals	Area in square meters for 1 to 4 animals	Area in square meters for 5 to 8 animals	Area in square meters for 9 animals	Area in square meters for 10 animals	Area in square meters for 11 animals	Area in square meters for 12 animals	Area in square meters for 13 animals
Dwarf hamsters	750	1,000	1,250	1,500	1,750	2,000	
Syrian hamster (1 only)*	750	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable
Gerbils	1,250	1,500	2,000	3,600	4,200	4,800	
Rats	1,250	1,250	1,500	1,750	2,000	2,250	
Degus (2-3 only)	3,500	6,250	7,500	Not applicable	Not applicable	Not applicable	
Chinchillas (2-3 only)	5,000	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	
Chinchillas	2,500	6,250	7,500	8,750	10,000	11,250	
Chinchillas (3 to 5)	5,000	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	

*Syrian hamsters under 12 weeks old are allowed to have the same enclosure size as dwarf hamsters. Once sexually mature, a Syrian hamster must be kept alone.

Handling and transport of small domestic rodents

Small rodents may be transported in suitable carriers and must not be mixed with unfamiliar animals (in the same carrier). They must be transported with their companion animal, bedding and food, and the carrier is to be of an appropriate size so the animal is not cramped.

Required higher standards for providing a suitable environment for small rodents

See the minimum standards that must be followed.

Light reducing shelters for rats, mice and hamsters (such as, but not limited to, a box or cardboard tube) must be provided. However, these must be monitored daily for signs of chewing and removed or replaced as necessary.

Small rodents must be provided with a choice of different nesting materials.

Required higher standards for cleaning small rodents' environment

After cleaning, some used unsoiled litter and nesting material must be transferred back to help keep scents familiar for the rodents.

Optional higher standards for providing a suitable environment for small rodents

Small rodents that are physically able to use platforms must be provided with access to platforms in their enclosure. Platforms must be made of a material that is easy to wipe and safe, and be at a height of 2/3 of the way from the floor to the cage roof.

Required higher standards for providing a suitable environment for small rodents

When work is a curiosity, rat or hamster animals are checked at night, dim red light or a torch with red filter should be used to minimise disturbance. Light bulbs must be sufficient enough for observing or undertaking routine tasks.

6.0 Suitable diet for small domestic rodents

All small rodents must be fed a suitable diet that is available to them at all times.

Chinchillas and degus must have constant access to good quality dried hay.

All small rodents must be provided with a balanced diet.

Monitoring small rodents' diet

If there is no requirement to poke rodent or not eating within 12 hours or the condition of the individual deteriorates, a vet must be consulted.

A vet must be consulted promptly if a small mammal shows signs of ill health.

Water for small domestic rodents

Water must be provided in a bottle or automatic water systems and located away from the sleeping area to help prevent this becoming damp or waterlogged if the bottle leaks.

7.0 Monitoring small domestic rodents' behaviour and training

Enrichment for small domestic rodents

Suitable enrichment items include, but are not limited to, tunnels, paper bags (filled with hay, willow, sticks or plants), and boxes from toys (cardboard, cardboard tubes (for example, apple). Opportunities for grooming should always be available.

Chinchillas and degus must be given the opportunity to use a sand bathing area on a regular basis, for example 10 minutes daily. This should not be permanently available.

Small mammals must not be given enrichment made of rubber. Due to the risk of ingestion leading to intestinal blockages if chewed and swallowed.

8.0 Animal handling and interactions with small domestic rodents

Small rodents must be picked up by the scruff of their necks, rats or unsupported under their bodies and be placed on their backs in position of their necessity. Picking small mammals up unsupported by the tail can result in their tail breaking or the skin being torn off (degloving injury). Additionally, it stretches and damages the spine and internal organs.

Interactions with small domestic rodents

All small rodents must be housed in single sex groups unless a solitary species (or unit housing is required).

Small rodents must only be housed with other rodents of the same species.

Required higher standards for handling and interactions with small domestic rodents

Young social species of small rodents have to be housed single they must be provided with extra sources of enrichment. A plan must be in place for single housed small rodents (only three of a social species).

9.0 Protecting small domestic rodents from pain, suffering, injury and disease

The front teeth and claws of every small rodent must be checked monthly, unless inappropriate at the time of the handling (e.g. to ensure they are not overgrown or misaligned - only a vet may correct overgrown or misaligned teeth). This should have a pre-mating check and then a check at weaning/sex.

Part I – Other non-domestic species (mammals)

Other non-domestic species (mammals) includes any other mammal that is affected by the Animal Welfare Act 2006 but not in this document or in any material currently demonstrated in Great Britain.

3.0 Use, number and type of non-domestic mammals

Staff must have demonstrable knowledge of the species or a closely related species.

Staff must comply with UK legislation with regard to the setting up or present of invasive alien species.

4.0 Staffing to sell other non-domestic mammals

Other non-domesticated species' covers a wide range of species seen in general shops. When approaching a small species, it must be ensured that the same welfare requirements are met as for other species.

Note that courses and qualifications aimed to sell pending may not cover the care of other non-domesticated species, particularly those that are less commonly traded.

Where a course and other qualification aimed at appropriate standards of care, such as the Level 2 Certificate in Pet Care, does not cover the specific species, it can be taken from the one industry, guidance notes for related Dangerous Wild Animals Act (DWAA) licensing, or other reliable sources such as a zoo, a university or a governmental/quasi-governmental guidance materials.

Inspectors unfamiliar with individual need species are strongly advised to seek appropriate/competent advice, for example, the science inspectors, experienced inspectors lawyers or (veterinary or appropriately qualified individuals, including vets listed on the British Veterinary Association (BVZ) website.

Where specialist advice is required it is recommended that copies of training and husbandry documents are retained and secondary samples sought.

5.0 Suitable environment for non-domestic mammals

Licence holders must ensure that animals are maintained to a minimum standard as outlined in zoo licensing.

Where these do not exist, standards for similar or related species must be considered as to their appropriateness and demonstrable.

Licence holders must ensure that animals sold as part of a licensed activity are maintained to a minimum standard. Where there is no specific guidance, the minimum standards must be considered in the appropriate Legislation and guidance of the animal welfare. The inspector must always consider whether an animal is appropriate to be sold in a pet shop.

If welfare standards are found to be not animal, standards for similar or related species must be considered. The licence holder must make sure that the welfare needs of the animal is being met as set out in the Animal Welfare Act 2006.

6.0 Monitoring non-domestic mammals' behaviour and training

In many cases, training is not in the animal's best interests and in such cases must be kept to a minimum.

Optional higher standards for monitoring other non-domestic mammals

Training equipment that suitable settling and a variety of appropriate enrichment provided.

Part J – Birds

3.0 Use, number and type of birds

Staff must have demonstrable knowledge of the species or of a closely related species.

Any doubt or dispute regarding the husbandry of species not specifically detailed below must be referred to an individual with suitable experience of husbandry such as an aviculturist or a veterinarian.

5.0 Suitable environment for birds

Care must be taken when aviaries or cages are constructed of newly galvanised mesh to prevent heavy metal poisoning. Galvanised or pottle/zinc bricks and other alloys are safe.

Cages or aviaries should be constructed from materials most suitable for the species housed and that are easy to clean and disinfect.

Environmental conditions for birds (Including enclosure sizes)

All enclosure physical limits, all the parts of footing and for natural following seasons, must be made of non-toxic materials.

Where a bird uses a cage for sleeping, and the vast majority of the day is spent outside of the cage in a flight aviary where it is given the option to fly, then the cage must be a minimum of one and a half times the bird's wing span/span for each of the length, depth and height of the cage.

For birds housed single that spread the majority of their time in a cage, the cage width must be a minimum of two times the bird's wing span/span, the cage depth must be one and a half times the bird's wing span/span. A pair of birds must have enough space to fly each other with the depth being increased to a minimum of 2x flying distance/span.

In multiple occupancy cages for every additional bird over 2 the bird's cage depth must be increased by a set percentage per additional bird (either length or width or split between both). Minimum enclosure sizes for multiple occupancy cages for birds of prey are provided in the minimum standards for multiple occupancy cages. Birds of prey are preferred and recommended. See minimum enclosure sizes for birds.

In the case where the enclosure is unknown a rough estimate of 2 times the length, 2 times the length of the bird (little) by 1x flip of (impact tail feathers) can be used as a guide for flying aviaries.

Where non-flying birds are maintained, minimum dimensions must reflect current best practice for the species.

Birds that are a difficulty control in Great Britain and known for the purpose of trapping or rearing of Chicks (particularly chickens and pigeons) are exempted from the requirements of the Animal Welfare Act 2006 (AWA) and the Animal Welfare (Licence to Kill) Regulations (AWLKR) and, in any case, are not covered by the Act in Great Britain. Businesses must also provide licence based evidence to demonstrate that the welfare needs of the birds are met and that the birds are not kept for sale. Keepers must ensure that they are complying with the legal requirements laid down in the relevant legislation.

Where appropriate for the species outdoor aviaries must include sufficient sheltered and non-sheltered space. Shelter must be sufficient to allow all the birds to be sheltered at the same time and be positioned in a third of a typical aviary that contains sand with wind and rain protection.

Where a separate flight aviary is available, the licence holder must be able to demonstrate that birds are provided with access to the flight aviary and that it is in fact in inspection. This must be a demonstrable minimum 6 hours a 24 hour period on a daily basis.

The mesh hole size must be small enough that birds housed within cannot pull their head or wing through it. The mesh gauge must be about enough that the birds cannot break or bend it.

As appropriate to species, birds must be given access to water for bathing and preening and to maintain plumage.

Birds must not be accessed to food in a clothing further in the area where they are maintained as these can be toxic to the birds (for example, Teflon pan/pans). Aviaries or cages must not be located next to a chemical or toxic substance.

Aviaries should have a covered roof of roofing with a mesh size small enough that birds cannot escape through it. Roofing must be made of a material that is durable and that is the presence of a material is objective satisfactory.

Bedding and substrate for birds

There must be adequate bedding space for all birds at the same time. Perches must be positioned to encourage activity, preferably flight, and so that birds do not defecate on each other or into food receptacles.

Perching must be varied and non-abrasive to prevent bumblefoot.

Suitable substrate should be provided for ground dwelling birds that's scratch and forage.

Temperature for birds

Ambient temperature must be appropriate for the species. Extremes of temperature must be avoided.

Light for birds

Lighting levels must appropriate those of daylight with regard to intensity and colour.

Species requiring UVB (ultraviolet B) lighting must have appropriate UVB emitting lighting available to them. Lighting must be fitted in such a way that it does not manufacture's recommendations, and effective precision must be reached through the use of a UV (ultraviolet) meter. Evidence to this effect must be demonstrable to inspectors.

Minimum enclosure sizes for birds

Species	Length (cm)	Average Width (cm)	Minimum cage dimensions to allow for flying (Length, Width, Height)	Examples for % enclosure size increase for additional birds where they are already 2 or more birds in the enclosure
Budgerigar	18	30	50 x 45 x 45	5
Cockatiel	30	46	90 x 70 x 72	10
Love bird	15	28	50 x 42 x 42	10
Small parakeets (Such as Pacific Parakeet)	20	35	70 x 55 x 55.5	10
Large parakeets (Such as Eclectus and amazon)	24	70	140 x 105 x 105	20
Amazon parrots	30	60	120 x 90 x 90	20
African parrots (Including Timneh's)	24	70	140 x 105 x 105	20
Cockatoos (Such as Leadbeater's)	35	75	150 x 112.5 x 112.5	20
Large cockatoos (Such as Moluccan)	45	110	220 x 165 x 165	20
Cage and aviary sizes				
Canary	10 to 12	22	44 x 33 x 33	5
Zebra finch	10 to 12	15	44 x 33 x 33	5
Pigeon	35	70	140 x 105 x 105	10
Turkey	40 to 50	90	120 x 75 x 75	20

For multi occupancy cages, the dimensions must be a minimum of 2 flying wingspans (Length and Width), with the remaining allowing all birds access to resources, particularly perching.

Avian enclosure size increases for multiple occupancy

Individual Bird Weight Range (g)	Increase of length or width (%)	Example species
Less than 50	5	Budgies, Canaries, Zebra finches and other small finches
50 to 100	10	Cockatiels (cockatoo), small parakeets or lovebirds
More than 100	20	Large species (such as macaws, medium or large parrots)

Additional increase per number of birds over 2 limits. For example, 5 birds that weigh 50 to 100 grams, it requires a 5% increase, for every additional bird the increase will be an additional 5%.

Cleaning birds

Faeces and urates must be removed at least once a week, but more frequently as required. For species which are in a group habitat or should not be disturbed during their breeding/nesting/rearing of young (nestlings), prolonged periods between cleaning times conditions are mentioned.

Containers for food and water should not be placed below perches, where they can be contaminated by droppings.

Flooring must be drop-through or easily cleaned, with consideration of selection of suitable type and material/substrate for ground dwelling birds.

Required higher standards for providing a suitable environment for birds

The enclosure must be kept to a high hygiene standard and free from contamination.

Birds must be displaced for sale in aviaries that are 6 times the bird's flying wingspan or 6 times the bird's length, whichever is greater. Birds must be kept in a flight aviary with successive birth for multiple occupancy.

A variety of substrates, including a variety of perches for alternate birds must be provided. Perches and substrates and materials must be provided.

Outlaid of UVB bulbs must be monitored with a UV meter and recorded. Species specific requirements must be documented and available for inspection.

Optional higher standard for providing a suitable environment for birds

All cages must have direct access to flight aviary.

6.0 Suitable diet for birds

Birds that require it must have a constant pellet supply of food.

Food supplements must be provided as appropriate to the species concerned.

Special feeding practices must be taken into consideration in species. Birds with access to free foraging exercise or flight aviaries must. At times, these may be in inspection. Evidence of this must be demonstrable. Evidence of this practice must be sought. Licence holders must be able to demonstrate the rationale being and specialist feeding practices being utilised.

Required higher standard for birds' diet

Specialist nutritional advice must be sought where appropriate.

7.0 Monitoring birds' behaviour and training

Enrichment

Enclosures must be designed, furnished and of a size which allows inhabitants to exhibit a range of natural behaviours, including flying, climbing and hiding.

Perches/stones, and other species as appropriate, must be provided with suitable tops which encourage them to play and to 'forage' for food.

Cages and aviaries must have of at least one side (one of the horizontal dimensions) clad in an opaque material, so that the occupants will not subsidise on all sides to sleeping and resting.

Birds of prey subject to restraint by tethering for a part of their lives must be flown at least 4 times a week unless tethered under veterinary advice for medical treatment. Birds must be given the opportunity to fly in a flight aviary. Birds must be given the opportunity to fly in move around freely during a part of the year, for example in an aviary (free tether) for rest periods from rain, demonstrations, breeding or moulting. The recommendation is that a minimum of 6 hours a 24 hourly period but daily on overnight is preferred.

Optional higher standards for monitoring birds' behaviour

Handling must be kept to a minimum at all times except where the licence holder can demonstrate that it is for a reason that is in the best interest of the animal, for example to check the birds' health/ringing. Birds of prey.

Required higher standards for monitoring birds' behaviour

Birds must be not be handled with gloves and with free wings. Always free wings and flight is actively encouraged.

Birds of prey, or other licensed birds where appropriate, must have birds perched in flight, free of any restraint, and be actively encouraged to fly.

Optional higher standard for monitoring birds' behaviour

Furniture must be changeable on regular bases to provide novelty and enclosures should be provided for the animals within.

8.0 Handling and interactions with birds

Social species must be reared in social groups suitable to the species. Where this is not possible, special attention must be paid to ensure that the bird is not left in isolation.

provided with environmental enrichment. If space does not allow for a group housing system,

Decisions to use a group housing system must take into account the welfare implications for individual animals.

Compatible species-specific sex ratios and suitable group sizes must be observed leaving no social potential for persecution and bullying.

Only compatible species must be kept commonly.

In particular, consideration for management of pathogenic species, known to be socially stressed by the presence of other species, must be taken into consideration when making the decision.

All introduce birds must be housed with, or housed in close proximity to, others of their own or similar species, and/or keepers under a regime where they are visual contact.

Where behavioural problems are likely to arise in 'adult' non-colonial birds, consideration should be given to the provision of a suitable 'adult' or juvenile species adjacent to visual contact. Examples of such combinations include Greater or Lesser Flamingos and Cockatoos, non-colonial Greater Amazons, Brown Lories, Amazons and Macaws. Consideration should also be given to the provision of a suitable 'adult' or juvenile species as a companion for a specimen of breeding age or an aggressive species to each other and their own kinds.

Required higher standards for breeding and interactions with birds

Birds must not be removed from their parents (for 'hand rearing') until their eyes have opened and they have reached the stage of development where they are able to feed.

Adult non-colonial birds must be managed in large flocks. In order birds species to escape from each other if frightened or perceived behavioural problems. Sufficient staff to manage the population must be provided as needed.

Optional higher standards for breeding and interactions with birds

The licence holder must have signed agreements defining potentially expensive bills including, county labelled aviaries and ringers.

Part K – Reptiles and amphibians

3.0 Use, number and type of animal

Staff must have demonstrable knowledge of the species or a closely related species.

5.0 Suitable environment for reptiles and amphibians

Protecting reptiles and amphibians from injury, illness or escape

Reptiles and amphibians must be housed in escape proof enclosures or thermgenic cloakroom. This includes the use of walkout cloakroom for constructions.

Venomous animals must be kept in appropriate, secure enclosures (with suitable means of escape proof and/or venom).

Service areas for venomous species must be secure. Service areas must be free of escape routes or place to hide, for example access into cavity walls.

Enclosures containing venomous species must be individually marked with warning signs identifying the species and number of animals.

Venomous antivenom must be kept locked and access available only by authorised keepers.

Environmental conditions (including enclosure size for reptiles and amphibians)

See the minimum enclosure size that must be followed.

The size of the vivarium must allow a demonstrable and species appropriate thermoregulation to be maintained.

All vivaria must be provided with hide or species appropriate areas of shelter.

The vivarium must be large enough to allow the animals separate layers of artificial environmental zones.

- resting
- thermo-regulating
- feeding
- hiding
- swimming (if applicable)

Only compatible species of similar size and from similar habitat and geographical areas must be kept communally.

Compatibility species must not be kept communally.

Predator and prey species must not be kept in sight of each other. Where possible, they should be of different sexes to minimise stress due to sexual or mate.

Aggressive individuals such as breeding males should be kept single, or in conditions to minimise aggression.

Generally, mixing of species using different environmental conditions is not recommended. Although potatoes (snake with terrestrial and aquatic areas) which combine for both small reptiles or amphibians of appropriate species are acceptable.

Reptiles and amphibians may be housed individually or in small groups of the same or compatible species.

Aquatic species must be able to swim (or submerge) adequately and should have a suitable area to rest out of the water.

To prevent trauma, materials with rough surfaces (such as metal mesh) must be used with caution in the construction of vivaria, unless there are species-specific requirements to do so. Glass or other smooth, hard surfaces (such as polycarbonate sheets) Where possible, the use of other suitable alternative materials are preferred.

For reptile species or life stages where evidence suggests that shaded spaces are required for feeding or security, the shaded area must be maintained in the cool appropriate vivarium (as defined below). This is with the addition of a number of small holes, caves, or other structures in the warm area of the vivarium. The shaded area must provide appropriate thermoregulation without ensuring the reptile feels safe and secure. Where there are documented problems with feeding, individual reptiles in larger spaces they may be maintained in smaller enclosures.

Bedding and substrates for reptiles and amphibians

Substrate may include, but not be limited to:

- paper towel
- soil, sand
- wood chip
- terrarium humus
- moss
- gravel
- vermiculite
- aquatic plants

Suitable substrate must be chosen depending on the species.

Burrowing species must have an appropriate substrate for burrowing.

Pleasure must be taken to minimise ingestion of substrate.

A moisture gradient is recommended for many amphibians. In ectopic which are moist on a regular basis to keep humidity levels elevated. It is important that a storage tank is provided for maintenance of water quality. Water must be changed regularly. Drainage must be considered in all ectopic where there is a risk of waterlogging.

Temperature for reptiles and amphibians

Licence holders must be able to demonstrate that enclosures provide an appropriate thermogradient (the temperature range from the cool end to the hot end of the vivarium) for each species.

Temperature must be monitored using a reliable and repeatable method. Licence holders must be able to demonstrate that the method used is reliable. Measuring the range of temperatures on animal exposures are a 24 hour period. (this can be achieved using a thermometer, data logger, or other suitable method).

Temperature must be checked daily on initial setup of a vivarium. Once the temperatures are shown to be thermodynamically controlled (heat sources are used, accessories) can be reduced to once per week. Alternatively, on automatic system can be used to record temperatures where the recorded temperatures are visible on an available image.

Records should be kept of instances where parameters fall outside of the appropriate range and what corrective action has been taken. There is no requirement to record ongoing conditions that fall within the appropriate range.

Appropriate thermgenic heat sources (such as heat mats) or commonly stocked by the licence holder must be provided in the vivarium.

At a minimum, the written procedures must document:

- ambient day temperature range
- ambient night temperature range
- heating zone temperature (where appropriate)
- UV requirements (where appropriate)

Where clearly defined ambient and heating temperatures are not available for a species, comparable species from a similar geographical habitat can be used to define the range. Where there is no data available, the licence holder must demonstrate that husbandry is required. Where species are kept outside the vivarium, the same applies.

Any limitations from the expected temperature range must be recorded along with the reasons why the range is not achievable. Where there is no data available, the ongoing conditions must be adhered to.

Heating equipment must be controlled with the use of thermostatic means (complying with the manufacturer's instructions) and be protected from damage.

Where rock systems or other vivaria are utilised in thermally stable heated rooms, temperature monitoring of one large tank is acceptable. If such tank is compared by spot checks that demonstrate that the recorded temperatures are representative of the other tanks in the room. Where there is a significant difference in temperature, the room compare for the species must be addressed. During inspection, licence holders must be able to demonstrate that this is the case.

Ambient and heating temperatures must be appropriate to the species concerned.

Licence holders and staff must have access to relevant credible reference material for normal temperature parameters.

Basking zones may be provided for radiant heat sources (such as a spot bulb or heat mat) to allow thermo-regulation.

Heat source for the warm end of aquatic species must be provided in a manner that will not be aimed at the enclosure as some make direct contact with the heating element. This is to prevent burning of the species (including hand feeds and fish ponds) and the water may be boiled.

Holes or shelters must be provided in different areas across the thermogradient.

Water quality for reptiles and amphibians

Aquatic amphibians must have water quality measurement similar to that for fish, with appropriate water changes and filtration.

Water for aquatic species of amphibians must be dechlorinated. Methods include treated (not salt water/aquarium) or using commercial dechlorinating products.

Containers must be thoroughly washed between each use.

For semi-aquatic and aquatic reptiles species (such as terrapins, turtles, and crocodilians) the water must be changed on a regular basis. Depth of the enclosure the water must be maintained to a clear hygienic state.

Where appropriate, terrapins must also have an adequate land basking area suitable for the species.

Light for reptiles and amphibians

Species requiring UV lighting must have appropriate UVB emitting lamps manufactured for use with reptiles and amphibians. Replacement equipment, parts or lamps must be kept on site. Where UVB is required, the enclosure must be provided with a new lamp, a UV meter (preferably a UV meter) must be used to ensure adequate and appropriate UVB levels are provided at the basking area. Where UVB is required, the enclosure must be provided with a measurement of UVB output or replacement must be demonstrable to inspector.

UV light sources must not be screened by non UV transmitting glass, mesh or plastic. Where UVB is required, the enclosure must be provided with a UV meter (preferably a UV meter) must be used to ensure adequate and appropriate UVB levels are provided.

Minimum enclosure size for reptiles and amphibians

The ground level length (GL) is the distance from the rear to the front.

The ground level length (GL) is the distance from the rear to the front of the tall.

The straight-line length (SL) is the straight length of the curved part of the shell. The straight-line length (SL) is the straight length of the curved part of the shell. Hatchlings are considered to be the hatchling stage of development.

Height and width of the enclosure must be appropriate to the species. Arboreal species require more height than terrestrial species. Semi-aquatic species require additional below, must be adjusted accordingly. When considering enclosure size for arboreal species, the height of the enclosure is measured from the floor to the roof. The height and can vary from the height of the vivarium dimensions only limit.

The following enumeration size guidelines are for a single reptile or amphibian, up to a maximum of 2 of the same species. Enclosure size for more than 2 of the same species, or for a mixed species enclosure, must be provided and fit for 2 times the size.

Plant amphibians and reptiles are not social and may therefore be kept individually. Decisions to pair or group amphibian or reptile species must be based on being suitably trained and competent staff. Compatible species-specific sex ratios and suitable group sizes must be observed leaving no potential for persecution aggression.

Group	Length	Width	Height	Water depth (where appropriate)
Frogs and toads	30 cm or 3x (whichever is larger)	30cm or 3x (whichever is larger)	30cm or 3x (whichever is larger)	5.5 cm
Newts and salamanders	30 cm or 3x (whichever is larger)	30cm or 3x (whichever is larger)	30cm or 3x (whichever is larger)	5.5 cm
Geckos	No less than 1x GL	No less than 1x GL	Not required	
Lizards	4x SVL	2.5x SVL	Not required	
Terrapins and turtles	90cm or 5x SL (whichever is larger)	3x SL	Not relevant	1x carapace height (water must be changed weekly if not such deep water)
Tortoises	4x SL (whichever is larger)	3x SL	Not relevant	
Crocodilians	Land 2x SL; water 5x SL	Land 2x SL; water 3x SL	Prevent escape	3.5x SVL

Arboreal species requires more height than terrestrial species and sizes, and must be adjusted accordingly.

Vivarium height for arboreal species must increase to the length outlined above. The length of the vivarium can be reduced by one third.

Creating for reptiles and amphibians

Feeding and pellet dishes must be cleaned on a minimum of once daily if present. All excreta or this is a system involving a large enclosure with small species that has a mature bioactive system of management.

There must be a programme of vaccination management and treatment for all reptiles and amphibians. Reptiles and amphibians must be provided with a hide. Reptiles and amphibians must have sufficient to prevent the spread of salmonella/enterococcus and other viral agents prior to disposal into the sewage. The treatment should not be harmful to the environment. Reptiles and amphibians must be provided with appropriate enclosure size and height. Evidence as to how this is achieved must be available to inspectors.

Required higher standards for providing a suitable environment for reptiles and amphibians

Reptiles and amphibians must be monitored with a UV meter and recorded on a weekly basis. Species-specific requirements must be documented and available for inspectors.

Where appropriate, a minimum of 2 holes or shelters/ caves must be provided and located in different areas of the thermogradient.

Optional higher standards for providing a suitable environment for reptiles and amphibians

Large established or permanent reptiles living with water features must have water filtration systems to ensure hygiene is maintained.

For species that require hibernation, designated facilities must be available and a method of monitoring the temperature and physiological requirements available to the inspector.

Suitable thermogenic, humidity and UVB index (where applicable) for the species must be displayed on each vivarium.

Sizing of vivaria and associated environmental parameters must meet or exceed those outlined in the higher standards.

Minimum enclosure size for reptiles and amphibians - higher standards

Group	Minimum length	Length	Width	Height	Space over water (where appropriate)	Water depth
Frogs and toads	2 x SVL (whichever is larger)	30cm or 3x (whichever is larger)	30cm or 3x (whichever is larger)	30cm or 3x (whichever is larger)	1.5 length	2x SV
Newts and salamanders	2 x SVL (whichever is larger)	30cm or 3x (whichever is larger)	30cm or 3x (whichever is larger)	30cm or 3x (whichever is larger)	1.5 length	2x SV
Geckos	1 x 4	4x SVL	2.5x SVL	3x SVL	1/3	Not n
Terrapins and turtles	1 x 4	90cm or 5x SL (whichever is larger)	3x SL	2x SL or 90cm	1/3	1x carapace height (water must be changed weekly if not such deep water)
Tortoises	1 x 4	90cm or 5x SL (whichever is larger)	4x SL	2x SL or 90cm	1/3	1x carapace height (water must be changed weekly if not such deep water)
Crocodilians	1 x 4	Land 2x SL; water 5x SL	Land 2x SL; water 3x SL	Prevent escape	Not applicable	3.5x S

Arboreal species requires more height than terrestrial species and sizes, and must be adjusted accordingly.

Vivarium height for arboreal species must increase to the length outlined above. The length of the vivarium can be reduced by one third.

6.0 Suitable diet for reptiles and amphibians

Diet for reptiles and amphibians

Live invertebrate must be purchased or bred with a suitable vitamin or mineral mix, used according to the manufacturer's instructions and with regard to the specific needs of the animal.

Feeding reptiles and amphibians

Live invertebrate must be purchased or bred with a suitable vitamin or mineral mix, used according to the manufacturer's instructions and with regard to the specific needs of the animal.

In situations where a specific reptile species is known to prefer to have food left in its Drinkers, this particular is considered acceptable but must be reflected in the individual species care sheet.

Water for reptiles and amphibians

Water must be changed regularly and at times with the exception of certain desert species which must be offered water at appropriate intervals suitable for the species.

As appropriate to species, amphibians and reptiles must be given access to water in a form that allows them to submerge or bathe within.

Certain species, such as chameleons and some amphibians, do not often drink from standing water and should be provided with water appropriate using an appropriate method such as a dripper system or sprayer.

7.0 Monitoring of behaviour and training of reptiles and amphibians

Enrichment for reptiles and amphibians

Enclosure must be furnished in such a fashion as to allow individuals to exhibit natural behaviour, like climb or hide.

All vivaria must be provided with hides or species appropriate areas of shelter.

Habituation of reptiles and amphibians

Handling must be kept to a minimum at all times except where the licence holder can demonstrate that it is in the best interest of the animal, due to habitude the animal to handling or for medical treatment. Reptiles and amphibians and positive contact depends on species and can include feeding and handling.

8.0 Reptiles and amphibians handling and interactions

For amphibians, speed of quality similar to that used for fish is recommended. Soft bowl washing prior to handling to prevent damage to species with moist skin. Hands must be clean and wet.

Optional higher standards for reptiles and amphibians handling and interactions

Photo Live specimens video given to (Jones) must be used to handle amphibians.

9.0 Protecting reptiles and amphibians from pain, suffering, injury and disease

A dedicated area for storage of cleaned vivaria to prevent vivarium from dust.

Required higher standard for isolating or quarantining reptiles and amphibians

A dedicated area of isolation or quarantine must be available with associated protocols and procedures in place to ensure biosecurity of the premises.

Part L – Fish

'Coldwater species' refers to freshwater ornamental fish species which are kept in unheated aquaria, ponds, or ponds.

These include, but are not limited to:

- goldfish (all varieties)
- koi carp (ornamental)
- tench
- orfe
- rudd
- sturgeon

'Tropical freshwater' refers to all those freshwater ornamental fish species that must be kept in heated aquaria.

'Tropical Marine' refers to all those ornamental fish species that must be kept in sea water and heated aquaria.

'Temperate' refers to those species that are suitable for unheated aquaria kept in centrally heated rooms only.

'Cardinalized systems' refers to multiple aquaria in which are connected via pipework, with the exception of those aquaria which are connected to a filtration system that is water barrels directly from one aquarium or set to another. It limited towards to a biological filter and (possibly) other devices such as UV or ozone. Water quality in such systems is wholly dependent on the management of the whole system.

'Standalone systems' refers to aquaria or sets which do not share water with others. Water quality in such systems is wholly dependent on the management of each aquarium. In such systems is wholly dependent on the management of each individual aquarium or set.

3.0 Use, number and type of fish

There are more than 2,500 species of fish to trade whose welfare needs can not be met based on a broad categorisation. It is not considered necessary for feedlot to individually identify all fish before selling.

It is acceptable for fish to be categorised (for example) as:

- cold water
- tropical marine
- tropical freshwater

The maintenance of water quality standards is used to determine working stocking densities.

The water quality standards must not be held at the expense of a correct feeding regime.

Exceptions to these stocking rules are:

- when aquatic organisms are diseased
- when transport
- after another form other stress

Licence holders must take appropriate remedial actions the treatment, acclimatisation or isolation must be undertaken.

5.0 Suitable environment for fish

Reducing the risk of fish getting injured, ill or escaping

Fish must be able to move freely and turn around in aquariums or ponds.

Some facilities will be handling very high numbers of animals on a daily basis, and at times will be unable to individually check every animal. In the case of ornamental fish water, all facilities must take precautions to prevent and control the spread of disease and infection.

Temperature for fish

Temperature must be maintained within the optimal range for the fish species found and kept on site available. Changes in temperature must take place gradually. Sudden fluctuations in temperature and water quality parameters must be avoided.

Temperature must be monitored using a reliable method and recorded in a manner that is verifiable.

Temperature must be monitored daily with any deviations from the expected range recorded and the remedial measures being undertaken outlined.

During periods of particularly hot or cold weather, the identified parameters may be exceeded for short periods, where this does not affect their welfare. If the water quantities or treatment may after be kept at slightly higher temperatures (7.5°C) for short periods.

For ornamental systems, the water temperature must be appropriate to meet the footprints requirements and temperature range for that fish category/species. Temperature must be 2-3°C actually (or at the ideal range between different species within a category.

Water temperature for temperate fish must never fall below 1°C. Temperate fish are kept in ponds, and the water temperature must be monitored and recorded. Ponds in heated rooms only. Consideration must be given to the fish species to which this is considered to be suitable and purchasers must be advised accordingly to the environmental conditions. Ponds in unheated rooms must be provided with a suitable shelter, unless the species is a migratory coldwater one. These species must be kept in heated aquaria, such as in an aquarium with a thermostatically controlled heater.

Temperature ranges of ornamental fish

Category	Fish groups (by common name)	Temperature range
Coldwater	Goldfish (kept in aquariums)	4 to 25°C
	Fancy goldfish (all varieties)	4 to 25°C
	Koi carp (including goldfish, koi, carp, tench, rudd, orfe)	4 to 25°C
Tropical freshwater	Hibernian Lively, White Cloud Mountain, Pimpernel and Minnow	17 to 22°C

	Loaches	
	Tetras, Rasboras and Danios	18 to 27°C
	Guppies, Swordtails, Mollies and Platies	18 to 28°C
	Barbs	20 to 27°C
	Bettas, Gouramis and Paradise fish	Majority will tolerate a range of 22 to 28°C. Paradise fish can tolerate cooler temperatures of 17°C
	Rainbowfish	20 to 28°C
	Freshwater sharks (not related to true sharks)	22 to 26°C
	Dwarf Cichlids	Mid range of 23 to 28°C
	Discus	26 to 30°C
	American Cichlids (for example, Angelfish, Oscar, Parrot Cichlid, Severum, Firemouth Cichlid, Convict Cichlid and Jack Dempsey)	22 to 28°C
	African Malawi Cichlids	23 to 28°C
	Freshwater stingrays, Knifefish and Elephant noses	20 to 26°C
	Piranhas, Snakeheads and Wolf fish	22 to 27°C
	Catfish (for example, Corydoras, Suckermouth catfish)	21 to 28°C
	Tropical algae eaters (for example, Plecs (Plecostomus))	20 to 28°C
	Killifish	20 to 26°C
	Loches (family Cobitidae)	20 to 26°C
	Large fish (for example, Giraffe catfish, Pacu, Giant Gourami)	22 to 28°C
	Monos, Scats, Archers and Puffers (brackish water)	22 to 30°C
Marine	Clownfish, Damsels, Chromis and Basslets	23 to 28°C
	Blennies, Gobies, Jawfish, Dwarf Wrasse and Dartfish	23 to 28°C
	Butterflyfish, Tangs	23 to 28°C
	Dwarf angelfish	23 to 28°C
	Angelfish	23 to 28°C
	Seahorses and Pipefish	23 to 28°C
	Morays, Groupers and Triggerfish	23 to 26°C
	Poisonous and venomous fish (for example, lionfish, scorpionfish, boafish, frogfish, rabbitfish and pufferfish)	23 to 26°C

Water quality for fish

Ammonia and nitrite are toxic to fish and their accumulation must be avoided.

See the water quality standards that must be followed.

Water quality must be checked weekly and records kept of results for ammonia, nitrite and nitrate. Water testing must take place in stocked tanks.

Centralised systems must be tested weekly. 10% of individually filtered tanks or vats must be tested weekly. Testing may be via electronic means for relevant parameters. If a visual inspection of aquaria or vats indicates unusual behaviour or deaths, any necessary remedial action must be undertaken and recorded.

Fish must not be subject to sudden fluctuation in chemical composition of their water, other than for the controlled treatment of disease or as part of a controlled breeding programme. In case of doubt, expert advice must be sought.

Light for fish

Fish must be maintained on an appropriate photoperiod (day and night cycle) as far as possible.

For fish kept in outdoor ponds, vats and stock tanks shade from direct sunlight must be provided (for example, by the provision of plants or other shade).

Water quality standards

Water quality parameter	Measurement standard, milligrams per litre (mg/l)
Cold water species	
Free ammonia	max 0.02mg/l
Nitrite	max 0.2mg/l
Dissolved oxygen	min 6mg/l
Nitrate	max 50mg/laboe ambient tap water
Tropical freshwater species	
Free ammonia	max 0.02mg/l
Nitrite	max 0.2mg/l
Dissolved oxygen	min 6mg/l
Nitrate	max 50mg/laboe ambient tap water
Tropical marine species	
Free ammonia	max 0.01mg/l
Nitrite	max 0.125mg/l
Nitrate	max 100mg/l
pH	min 8.1
Dissolved oxygen	min 4mg/l

Cleaning fish

All aquaria, vats and ponds must be kept free of accumulations of suspended waste products or uneaten feed. Excess accumulation may affect water quality and thereby damage fish health. Waste material must be removed as necessary. Cleaning regimes must be sensitive to species-specific needs, as certain fish species may benefit from controlled algal build-up to facilitate grazing behaviour. Care must be taken to minimise stress during cleaning.

Accessibility to staff

Racked systems must be accessible by use of a stepladder or other such means.

Feed for fish

Food must be added directly to the tank or pond.

Required higher standards for providing a suitable environment for fish

Water quality must be assessed 3 times weekly and records kept of test results. In instances when water quality parameters are not met, the remedial action taken to restore acceptable parameters should be recorded.

There must be evidence that UV systems are maintained regularly.

Optional higher standard for providing a suitable environment for fish

A suitable temperature range for the fish must be displayed on each standalone system and on each centralised system.

For premises with no natural light, there must be automated systems or procedures (or both) to ensure gradual change in light levels.

6.0 Suitable diet for fish

Fish must be fed a diet suitable for that species at an appropriate feeding rate and frequency and so as to avoid competition. For example, feeding across the whole surface of the aquaria or pond and extending feeding times.

Licence holders selling to the general public must have an understanding of the nutritional requirements of the categories of fish they sell and must advise the owner of these requirements.

Feeding fish

Given the numbers of fish that might be held in any one facility, it is not feasible to monitor and record changes in eating habits of individual fish. The feeding behaviour of groups of fish must be recorded if such behaviour changes significantly and appropriate advice obtained from a competent specialist when appropriate.

7.0 Monitoring of behaviour and training of fish

Any items that get in the way of the safe and easy capture of fish must not be used or must be removed from tanks prior to capture.

8.0 Fish handling and interactions

Handling must be kept to a minimum at all times.

9.0 Protecting fish from pain, suffering, injury and disease

Staff must take precautions to prevent cross-contamination between aquaria or vats. Equipment (for example, nets) must normally be cleaned and disinfected between uses or dedicated to a specific tank.

Aquaria and vats must be checked daily and cleaned as often as is necessary (as determined by water quality) to maintain good hygiene standards, consistent with the rate of stock turnover and consequent stocking densities.

For fish, in-line UV treatment or other sterilising devices effectively provide a means of isolating individual tanks in multiple tank systems and are a suitable alternative to self-contained isolation facilities. They must be of an appropriate size and maintained in accordance with manufacturers' recommendations.

Newly introduced stocks must be given an appropriate acclimatisation period, as deemed necessary, as far as possible separate from existing stocks. New stocks must be closely monitored and any disease problem which arises must be treated promptly.

Fish waste, including cadavers, may be incinerated or disposed of through general waste in sealed double-bagged plastic bags.

Fish showing signs of illness or disease may be kept with other animals provided that all the fish in the same tank (or in connected systems without a sterilisation filter) are given appropriate treatment. In cases of doubt about appropriate treatments, expert advice must be sought from a vet, competent person or fish specialist.

Anyone responsible for euthanising fish must follow recommended practices, written procedures and have been suitably trained.

In the case of fish, it is sufficient to check daily and maintain records limited to observed signs of ill health and disease. Where problems are identified, remedial action must be taken.

In cold weather, ice may form on outdoor displays such as ponds. In such cases, it is important that a hole in the ice is made by floating a plastic ball which can be removed if the water freezes (for example).

Required higher standard for protecting fish from pain, suffering, injury and disease

The business must have in place reasonable measures to prevent the import, outbreak and spread of disease. This must be demonstrated by implementation of a biosecurity plan.

Businesses consolidating imports of fish: guidance for inspectors

'Consolidators' refers to businesses which import live ornamental fish for the sole purpose of supplying imports directly to wholesalers and retailers. Routinely opening boxes compromises the welfare of the fish.

Aquaculture Production Businesses (APB's) that are authorised under regulation 5(1) of the Aquatic Animal Health (England and Wales) Regulations 2009, and that are inspected by the Fish Health Inspectorate, are exempt from the requirement to have a licence.

In the case of APBs, if local authorities consider they need specialist advice they should consult the Fish Health Inspectorate who are experienced in the inspection of these businesses.

Conditions for businesses consolidating imports of fish

This section outlines the conditions that can be checked on inspection and the additional conditions that must be applied to such businesses.

When inspecting business, you should check the general conditions:

- 1.0 (licence display)
- 2.1 (type of animals to be specified)
- 3.3 (written training policy- at least one designated member of staff to be on site with an understanding of current import regulations
- 4.10 (animals not left unattended)- fish boxes must be handed over into the care of a person competent to provide necessary care from that point. They must not be dropped off and left unattended

You should also check the follow pet sales conditions:

- 2.1 (register of animals)- purchase records maintained (see retailer)
- 2.5 (advertisements)- as retailer

Fish must be transported in accordance with International Air Transport Association (IATA) and current transport regulations. The licence holder must be able to demonstrate that they have undertaken appropriate due diligence in this regard. In particular that:

Fish will be packed and transported according to IATA standards.

Distributors will meet legal obligations under current welfare in transit regulations.

Anyone transporting fish has the appropriate animal transport authorisation.

They keep records of all imported and transported fish that enables traceability to source. This condition can be met by retaining invoices and receipts. Additional record keeping is not required.

They allow access by the relevant authority to these records.

Have a contingency plan in place that is available to inspecting authorities and includes:

- Provision for the care of fish in the event of an accident
- Provision for the care of fish in the event of failure to deliver (for example, delayed delivery)
- Emergency contact telephone numbers

Required higher standards for buying and selling fish

Businesses must have:

- documented procedures that control and manage the buying and selling of fish
- internal controls in place to detect irregular transactions
- a well-maintained accounting system with a full audit trail

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