REGULATIONS MADE BY THE LONDON BOROUGH OF REDBRIDGE
PURSUANT TO PET ANIMALS ACT 1951

PET SHOP LICENCE STANDARD CONDITIONS

1. **Accommodation**
   1.1 Animals must at all times be kept in accommodation suitable with respect to construction, size, temperature, lighting, ventilation and cleanliness approved by the Council. Animals must not be exposed to draughts or extremes of temperature and must be kept in an environment suitable to the species.
   1.2 Animals must not be displayed outside a shop premises.
   1.3 Housing must be constructed of non porous materials or be appropriately treated.
   1.4 Animals must not be kept in housing in such a way that they can be interfered with by other animals or the public.
   1.5 All livestock, for sale, must be readily accessible and easy to inspect.
   1.6 Accommodation must be cleaned as often as necessary to maintain good hygiene standards, and clean bedding or base materials provided, consistent with the rate of stock turnover.
   1.7 Where accommodation is on a tiered system, water, food or animal droppings must not be allowed to enter the lower housing or contaminate stored food stuffs intended for re-sale or feeding of stock animals.
   1.8 All accessories provided in the accommodation must be suitable for the species.

2.0 **Exercise Facilities**

2.1 Facilities must be available where appropriate. (For example, in the case of puppies, an exercise pen should be provided).

3.0 **Register of Animals**

3.1 A livestock purchase register must be maintained for all livestock. A sales register must be maintained for:
   (i) puppies
   (ii) kittens
   (iii) psittacines
   (iv) species contained in the Schedule to the Dangerous Wild Animals Act 1976 (as modified).

   (This can be cross referenced to an invoice file. The purpose of the register is to ascertain the source of livestock and for emergency contact of purchaser. The name and telephone number of the purchaser is, therefore, sufficient).
4.0 **Stocking Numbers and Densities**

4.1 The maximum numbers of animals and species to be stocked on the premises will be governed by the accommodation available, as defined by the stocking density lists detailed in the schedules and agreed with the council.

5.0 **Health, Disease and Acclimatisation**

5.1 All stock sold must be in good health as far as can be reasonably determined without veterinary inspection.

5.2 Any sick or injured animal must receive appropriate care and treatment without delay. (This may include euthanasia).

5.3 Veterinary advice should be sought whenever necessary, and where appointed the name of the designated veterinary officer notified to the licensing authority.

5.4 Any animal with an obvious, significant abnormality which would materially affect its quality of life, must not be offered for sale. When in doubt, veterinary advice should be sought.

5.5 All animals must be allowed a suitable acclimatisation period before sale.

5.6 The facility to isolate sick animals must be provided.

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

Any animal suffering from or suspected to be suffering from any infectious disease shall be kept separate and isolated from all other animals so as to prevent the spread of such disease, and in the event of the Licensee becoming aware of having grounds to suspect that any infectious disease exists on the premises, he shall forthwith give notice thereof to the Chief Public Protection Officer, Trading Standards, Perth Terrace, Ilford, Essex IG2 6AT, Tel: 020 8708 5457/5458. In the event of any infectious disease occurring on the premises, the Licensee shall carry out such cleansing and disinfection and destroy such articles as the Chief Public Protection Officer or authorised officer of the council may reasonably require.

5.8 Puppies and kittens must be kept separate from other litters.

5.9 All necessary precautions must be taken to prevent the introduction to the premises and harbourage, of rodents, insects and other pests. (‘Rodent’ and ‘insect’ excludes livestock for sale or for feeding).
6.0 **Food and drink**
6.1 Animals must be supplied with adequate amounts of food and drink, appropriate to their needs, and at suitable intervals.
6.2 All food must be suitable for the species concerned.
6.3 Food and drink receptacles must be constructed and positioned to minimise faecal contamination.
6.4 A sufficient number of receptacles must be provided and cleaned at regular intervals.

7.0 **Food Storage**
7.1 All food intended for resale or for feeding of shop livestock, must be stored in impervious closed containers such as to prevent contamination by insects, rodents, or waste matter/droppings from livestock within the shop.
7.2 The containers and equipment used for feeding must be kept in a clean condition.

8.0 **Observation**
8.1 All livestock must be attended to at regular intervals, appropriate to the species. (In no circumstances will this be less than daily).

9.0 **Excreta and Soiled Bedding**
9.1 All excreta and soiled bedding must be stored in impervious containers with close fitting lids, and shall not be stored on the premises.
9.2 Excreta and soiled bedding should be removed from the premises and disposed of to the satisfaction of the council and in accordance with current regulations and good waste management practice.
9.3 All containers must be kept in a clean condition.

10.0 **Transportation**
10.1 When receiving stock, a licensee must make every effort to ensure that it is transported in a suitable manner.
10.2 Any livestock received or consigned shall be transported according to the regulations laid down by the Transit of Animals (General) Order 1973 or other relevant legislation or recommendations. (For air transportation, the IATA guidelines must be followed. For rail transportation, the British Rail guidelines must be followed).
11.0 **Transportation Containers**

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

12.0 **Sale of Livestock**

12.1 All stock sold must be in good health as far as can be reasonably determined without veterinary inspection.

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

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

12.4 No animal should be sold to any person under the age of 16 years who is unknown to the retailer unless that person is accompanied by a parent or legal guardian or provides appropriate written consent. Subsequent sales to a juvenile less than 16 years (but over 12 years) of age is known to the retailer can be carried out in the absence of a parent or legal guardian or appropriate written consent, provided that the retailer is satisfied as far possible that:

   (i) the parent/guardian would not object to the acquisition;
   (ii) the juvenile is sufficiently knowledgeable as to the needs, care and nature of the species acquired;
   (iii) the juvenile’s intention towards the acquisition is consistent with the well being of the animal concerned.

12.5 The keeping and selling of dogs, puppies and kittens shall not be permitted in lock up retail premises, and in any event without the express permission of the licensing authority following a consultation inspection by a veterinary officer (The cost of such an inspection shall be at the expense of the applicant).

13.0 **Dangerous Wild Animals**

13.1 Any animal contained in this schedule shall be notified to the licensing authority whether or not that animal is intended for re-sale or display purposes only, where practicable before taking delivery of the animal(s).

13.2 When dangerous wild animals are kept, the cages must be of a secure construction appropriate to the species. A fine wire mesh, glass or plastic safety barrier must be incorporated in to the cage system to the satisfaction of the council.

13.3 Licensees selling animals on the Schedule to the Dangerous Wild Animals Act should inspect the purchaser’s license to keep such an animal and inform the issuing authority of the details of the purchase.
14.0 **Pet Care Advice**
14.1 As a matter of good practice PTIA Pet care leaflets or other similar written instructions should be made available to customers where appropriate at the time of purchase.
14.2 Purchasers of accessories should, where necessary, be given proper advice as to their maintenance and use.

15.0 **Staff Training and Livestock Knowledge**
15.1 No animal should be stocked or sold unless the staff (or a member of the staff) is familiar with the care and welfare of that animal.
15.2 It is recommended that the proprietor, manager(ess) or another full time member of staff who normally attend the premises daily hold the City & Guilds Pet Store Management Certificate or some other appropriate qualification.

**THIS CONDITION DOES NOT APPLY TO PET SHOPS ONLY SELLING FISH**
15.3 The licensee must formulate a training policy for all permanent staff.

16.0 **Fire and Emergency Precautions**
16.1 Suitable emergency precautions and written procedures shall exist and be made known to all staff, including arrangements for evacuation of livestock.
16.2 Entrances and exits must be clear of obstructions at all times.
16.3 Fire extinguishers must be provided and sighted as approved by the local Fire Protection/Prevention Officer.
16.4 The fire-fighting equipment must be maintained in good working order and an annual certificate of servicing provided to the licensing authority.
16.5 The licensee, or a designated keyholder, must at all times be within reasonable distance of the premises and available to visit the premises in case of emergency.
16.6 A list of keyholders must be lodged with the local police and fire brigade.
16.7 An emergency telephone number must be displayed at the front of the shop; this may either be the keyholder’s number or the emergency telephone no. 999 by prior arrangement and written confirmation.
16.8 When pet shops are sighted within other premises, the licensee or keyholders must have access at all times to the premises containing the livestock.
17.0 **General**

17.1 All floors, walls and ceilings shall be maintained in such a condition as to permit effective cleansing thereof and all such floors walls and ceilings shall be treated to effect such cleansings.

17.2 Condition 17.1 shall apply equally to outside yards storage facilities or areas used for the accommodation of animals on the premises whether for re-sale, boarding or breeding.

18.0 **Trade Associations**

18.1 Licensees are recommended to apply for membership for an appropriate trade organisation which might act as a point of reference should any disputes over the licence conditions arise.