Advice to Applicants
On
Licence Conditions

The Pet Animals Act 1951
Pet Shops

Pet Shop Licences are administered by The Environmental Health and Trading Standards Service.

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Licence Conditions

Before granting a licence the local authority must be satisfied that the animals are kept in accommodation that is suitable; that they are supplied with appropriate food and drink and are adequately protected from disease and fire. The local authority may attach conditions to the licence, may inspect the licensed premises at all reasonable times and may refuse a licence if the standards at the premises are unsatisfactory or if the terms of the licence are not being complied with.

Under the Animal Health and Welfare (Scotland) Act 2006 those responsible for animals, including pet vendors, have a responsibility towards the welfare of the animals in their care. Under the Act it is an offence to cause unnecessary suffering to a protected animal, whether by an act or omission. Vendors also have a legal duty of care towards the animals in their care. Vendors must therefore take such steps as are reasonable in all the circumstances to meet the welfare needs of the animals, to the extent required by good practice. The Act defines an animal's needs as including:

- Its need for a suitable environment
- Its need for a suitable diet
- Its need to be able to exhibit normal behaviour patterns
- Any need to be housed with, or apart from, other animals
- Its need to be protected from pain, suffering, injury and disease

Another key objective of the model conditions is to encourage conditions in pet shop licensing which minimises the risk of transmission of disease from animals to humans, alongside the need to protect animals from cruelty and ill treatment and to encourage good standards of animal husbandry in pet vending.

The provisions cover retailers selling pet livestock, wholesalers stocking pet livestock, dealers in pet livestock, livestock importers and exporters, pet auctions and one day sales. Any businesses offering domestic pets for gain are also subject to licensing conditions.

Categories of animals which a pet shop may be licensed to keep:

- Dogs and cats (puppies & kittens)
- Smaller domesticated mammals e.g. rabbits, guinea pigs, gerbils, hamsters, rats, mice, chinchillas, chipmunks, ferrets
- Larger domesticated mammals, e.g. goats, pot-bellied pigs
- Primates e.g. marmosets
- Other mammals
- Parrots parakeets and macaws
- Other birds
- Reptiles
- Amphibians
- Fish and aquatic invertebrates
- Other vertebrates
How to use these Licence Conditions

The licence conditions set out in this document are the basic minimum standards considered necessary to ensure the health, safety and welfare of animals in pet shops. These licence conditions should not be considered as a complete manual on animal husbandry. It is a living document which will be revised from time to time to take into account new knowledge of animal physiology and behaviour as well as advances and development in standards of animal welfare.

The licence conditions detailed in this document must be complied with in order to maintain a Pet Shop Licence. Sections 1.0 – 16.0 must be complied with by all pet shop owners. Sections 16.0 – 24.0 detail specific groups of animals, only those that are detailed on your application/licence apply within your pet shop.

1.0 GENERAL CONDITIONS

1.1 A copy of the licence and its conditions must be suitably displayed to the public in a prominent position. The type of animals are listed upon the face of the licence, the type or number of animals stated must comply with the numbers and types offered for sale.

1.2 Adequate insurance indemnity should be arranged by the operator of the premises. Employers Liability Insurance is mandatory for premises that employ staff. All certificates of insurance must be prominently displayed.

1.3 Access shall be permitted to any authorised officer of the Licensing Authority at any time and all reasonable directions and requirements of such officer or the Licensing Authority shall be complied with.

1.4 The Licence holder must surrender the licence if and when called upon to do so by the Licensing Authority.

1.5 Although not provided for in the Act, it is recommended that applicants consult their local authority prior to submitting an application.

1.6 Maintaining appropriate paperwork is essential to obtaining and retaining a Pet Shop Licence. The following documents must be submitted on application for new licences and annually at renewal of the licence for all premises:

- Standard Operating Procedure (SOP) for the daily cleaning (see section 4.3)
- SOP for cleaning between different batches (see section 4.3)
- Purchase register (see section 6.1)
- Sales register (see section 6.2)
- Record of sick / dead animals (see section 8.7)
- Fire Action Plan (see section 16.2)

For premises employing staff the following additional paper work must also be submitted on application for a new licence and annually at renewal:

- System of recording observation of animals (see section 11.2)
- Staff training manual (see section 15.6)
- Evacuation procedures (see section 16.1)
2.0 ACCOMMODATION

2.1 Animals must at all times be kept in accommodation designed to prevent escape and an environment suitable to their species and condition with respect to behavioural needs, size, temperature, ventilation, and cleanliness. All accommodation must avoid drafts and overexposure to direct sunlight and must be kept in good repair. Temperature monitoring devices should be provided, specific to enclosures where a species requires temperature regulation.

Animals should be able to move around freely, climb, fly, swim and jump where appropriate, and be comfortable in their environment. Definitions of appropriate sizes and materials for specific species are detailed later in this document. Regular maintenance and repair will prevent injury from damaged housing.

2.2 Ventilation must be provided to all enclosures without the creation of excessive localised draughts. Ventilation is important as an aid to disease control and aims to decrease smell accumulation and prevent excessive humidity in the atmosphere. Excessive humidity can cause other health problems.

2.3 If animals are displayed outdoors, they must have protection appropriate to their species. This should include shelter from wind, rain or snow and / or the sun and predators if appropriate.

2.4 In order to control the spread of disease, and to prevent injury, housing must be constructed of non-porous materials or be appropriately treated. Junctions between all sections need to be sealed and fully cleanable.

Appropriate housing will prevent direct transmission of disease and injuries. This will maintain structural integrity and ensure dry, easily cleansed surfaces. In general, untreated wood is not an appropriate material as it cannot be thoroughly cleaned.

2.5 An area to hide away, if needed, will help to reduce stress levels for the animals. Other measures may be required, such as limiting access to some sides of the animal’s enclosures. Care should be taken to avoid sensory contact between prey and predator species.

2.6 All animals for sale must be readily accessible and easy to inspect by staff, with cages sited so that the floor of the cage is readily visible. This should help to ensure that the cage is kept clean and hygienic and animals can be easily observed for illness or injury.

2.7 Where accommodation is on a tiered system, water, food or droppings must not be allowed to enter the lower housing. This will prevent contamination of the lower cages. This does not apply to centrifuged fish systems or aviaries where perching and ground birds are housed together.

2.8 All accessories provided for environmental enrichment in the accommodation must be appropriate for the species. This will help to stimulate the performance of natural behaviours.

2.9 When designing accommodation, consideration should be given to using systems which would allow removal of the animals in the case of emergency. This provision would not usually apply to aquariums and ponds.
3.0 **SIGNAGE**

3.1 Animals must be kept in housing which minimises stress from other animals or the public. Signage must be in place to deter public interference.

3.2 There must be signage in place that indicates any animals that may bite.

3.3 All animals must be priced clearly.

4.0 **CLEANING & DISINFECTION**

4.1 Accommodation must be cleaned as often as necessary to maintain good hygiene standards.

4.2 Accommodation must be thoroughly cleaned and disinfected between batches of animals.

4.3 A cleaning Standard Operating Procedure (SOP) should be provided and should detail the routine daily cleaning regime and the procedure for cleaning between periods of occupation.

4.4 The disinfectant used should be suitable for the purpose of cleaning animal enclosures.

5.0 **EXERCISE FACILITIES**

5.1 Suitable and sufficient facilities must be available where appropriate. Animals must be able to exhibit normal behaviour patterns and this may require the provision of suitable space for exercise. Specific needs of individual animals are detailed later in the document.

6.0 **SALE OF LIVESTOCK**

6.1 A purchase register must be maintained for all animals detailing their source and identification where appropriate i.e. name and address / contact number of supplier. This should include records of all animals bred onsite or by the pet shop owner. Where animals are purchased externally the purchase register should be cross reference to an invoice file. The purpose of the register is to ascertain the source of the animals and this should be available for inspection by the Local Authority at all times.

6.2 A sales register must also be maintained for:

- Puppies
- Kittens
- Psittacines
- Species contained in the Schedule to the Dangerous Wild Animals Act 1976
The purpose of the register is for emergency contact of customers who have purchased the animals listed above. The name, address and telephone number of the purchaser should be obtained. This is not required for other species.

6.3 Young mammals require nutritional and behavioural support from their mothers. No mammal shall be sold un-weaned, or if weaned, at an age at which it should not have been weaned.

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

6.5 No animals should be sold to any person under the age of 16 years.

6.6 Animals covered by the Convention on International Trade in Endangered Species (CITES) must be sold with relevant documentation.

6.7 Animals under veterinary treatment must be identifiable in order to prevent sale of sick animals and to facilitate the keeping of accurate health records.

7.0 STOCKING NUMBERS AND DENSITIES

7.1 The maximum numbers of animals to be stocked on the premises will be governed by the accommodation available. The stocking densities are detailed later in this document. The stocking densities in this document should not be exceeded.

7.2 Where appropriate, all animals must be housed in social groups of suitable size.

7.3 No other animals, other than those specified in the licence, may be stocked without prior written approval from the licensing authority.

7.4 Animals are defined as any vertebrate animals; invertebrates are exempted from the regulations.

8.0 HEALTH DISEASE AND ACCLIMITISATION

8.1 All animals offered for sale must be in good health. Vendors and staff are responsible for providing for the animals’ needs including good health care. Any animal with an abnormality which would materially affect its quality of life must not be offered for sale. When in doubt, veterinary advice should be sought.

8.2 Information of any known conditions and treatments received by the animal should be provided to the new owner.

8.3 Transport and the introduction to a new environment are stressful and animals should be allowed to acclimatise before being offered for sale.

8.4 All animals should receive appropriate vaccinations where required for the species, as advised by the retailer’s veterinary surgeon. Vaccination courses should begin at the appropriate age for the species and a record of vaccinations should be passed on to the purchaser.
8.5 Any sick or injured animal must receive appropriate care and treatment without delay. Illness and obvious parasitic infection should be addressed before the animal is sold. Veterinary advice should be sought in any case of doubt. These must only be treated by appropriately competent staff and veterinary surgeons.

“Care and treatment” may include euthanasia but under no circumstances may an animal be euthanised other than in a humane and effective manner. In case of doubt, veterinary advice must be sought.

8.6 Provision must be made for the isolation of sick/injured/infectious animals and those that might reasonably expected to be carrying serious infectious diseases. Isolated animals should be kept in a secure, comfortable location where their condition and needs can be checked. For ornamental fish, in line UV treatment or other sterilising devices effectively provide a means of isolating individual tanks in multiple tank systems. They must be of a proper size and maintained in accordance with manufacturers recommendations.

8.7 Records should be kept clearly detailing any sick animals on the premises. These should include any animals which have died. Details recorded should include species of animal, any identifying features, detail of symptoms, treatment given, date and time.

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

Precautions should include regular cleaning and good personal hygiene of staff in addition to effective quarantine of incoming groups of animals except for fish. Staff handling animals should wash or disinfect, and rinse if appropriate, their hands between groups. It is important that the supplying breeders should have a policy for inherited and infectious disease control agreed. Staff should be aware of zoonotic transmission.

8.9 The shop should be registered with a veterinary practice.

8.10 All necessary precautions must be taken to prevent harbourage, or the introduction to the premises, of rodents, insects and other pests.

9.0 FOOD AND DRINK

9.1 Animals must be supplied with adequate amounts of food and drink, appropriate to their needs and at suitable intervals. All food must be suitable for the species concerned. Water should be available at all times except for those species where it may be harmful.

9.2 New owners should be advised to continue feeding consistent with the diet given by the pet shop and the importance of gradually introducing a new diet to the animal to avoid digestive issues.
9.3 Food and Drink receptacles must be appropriate to the species, constructed and positioned to minimise faecal and urine contamination and spillage. Faecal and urine contamination is a risk to health.

9.4 The containers and equipment used for feeding must be kept in a clean and sound condition. There must be suitable facilities for cleaning of receptacles and equipment which should be separate from staff facilities. Receptacles should be thoroughly cleaned before being moved between batches / groups.

10.0 FOOD STORAGE

10.1 All food, excluding live foods to be offered for sale or intended for the feeding of animals on the premises, must be stored in impervious closed containers. Such containers prevent spoilage of the food or attraction of rodents or pests to the premises.

11.0 OBSERVATION

11.1 Animals must be attended to at regular intervals, except where defined in the schedule, at least once daily, and appropriate to the individual animal.

11.2 Where staff are employed a system of recording observations should be maintained. Regular checks and observation records aid in early detection of illness, injury or behavioural problems.

12.0 DISPOSAL OF WASTE

12.1 All excreta and soiled bedding must be kept in a hygienic manner and stored in impervious containers with close fitting lids - away from direct sunlight. This is important for bio security and odour reduction.

12.2 Excreta and soiled bedding should be removed from the premises on a regular basis, at least weekly, and disposed of to the satisfaction of the appropriate local authority and in accordance with current regulations and good waste management practice. Premises should maintain a contract for removal with an appropriate company and adhere to local authority regulations.

12.3 There should be appropriate arrangements in place for the disposal of dead animals e.g. by contract with local veterinary practice.

13.0 TRANSPORTATION

13.1 When receiving animals, the licensee must make reasonable effort to ensure that they are transported in a suitable manner.

13.2 Any animals received or consigned shall be transported according to the regulations laid down in current legislation.

13.3 Livestock must be transported or handed to purchasers in suitable containers.
13.4 Purchasers should be advised how to transport animals home so as to minimise stress.

14.0 **DANGEROUS WILD ANIMALS AS DEFINED BY THE DANGEROUS WILD ANIMALS ACT 1976**

14.1 When dangerous wild animals are kept, the cages must be of a secure construction appropriate to the species and kept locked. Safety of staff and the general public should be of utmost importance and safety barriers may aid in this, as well as prevention of escape.

14.2 The local authority must be notified in the event that the pet shop wishes to offer for sale, any animal on the Schedule to the Dangerous Wild Animals Act.

The primary requirements of the Act are to protect the public but there are also animal welfare implications.

Although it is acknowledged that there is an exemption contained within the Act in relation to pet shops, it is recommended that consideration should be given to complying with any special requirement(s) specified in the Act for the safe accommodation and care of the animal.

14.3 Licensees selling animals on the Schedule to the Dangerous Wild Animals Act must inspect the customer's licence to keep such an animal, and inform the issuing authority of the details of the purchase (including name, address and contact number of purchaser) within 7 days of the sale of the animal.

15.0 **PET CARE ADVICE, STAFF TRAINING AND KNOWLEDGE**

15.1 New applicants must have an appropriate qualification. Qualifications should be City & Guilds or Level 3 equivalent and appropriate to the species kept.

15.2 The licensee must ensure that the customers that are buying animals are informed of the correct care of the animal covering feeding, housing, handling, husbandry, accessories and veterinary care.

15.3 Pet Care Leaflets or other similar written instructions suitable for the species (or group of species) in question must be given to customers free of charge at the time of purchase. The leaflet must detail the basic requirements for looking after the species bought.

15.4 Appropriate reference materials on the care of each species must always be available for use by staff.

15.5 Staff members must be able to provide suitable advice to customers and answer questions as required by them. No animal should be stocked or sold unless the staff or at least one member of staff on call is familiar with the care and welfare of the animals stocked.
15.6 The licensee must be able to demonstrate appropriate staff training is carried out and that the staff are competent in pet shop management and animal handling. A written record should be kept of the staff training that has been undertaken.

16.0 **FIRE AND OTHER EMERGENCY PRECAUTIONS**

16.1 Suitable emergency precautions and written procedures must exist and be made known to all staff, including arrangements for evacuation of animals.

16.2 A fire evacuation plan should be displayed in a prominent place within the shop. Staff should be aware of these procedures and a copy should be displayed for staff to refer to as and when needed.

16.3 Entrances and exits must be clear of obstructions at all times.

16.4 Suitable fire fighting, prevention and detection equipment must be provided, maintained, regularly serviced and sited as advised by the local fire protection / prevention officer and approved by the local authority.

16.5 The licensee or a designated key holder must at all times be within reasonable travelling distance of the premises and available to attend in case of emergency. Reasonable distance would in normal conditions be no more than 20 minutes travelling time. When pet shops are sited within other premises, the licensee or key holders must have access at all times to the premises containing the animals. This is vital for access to the animals at all times to ensure correct care is provided.

16.6 In the interests of animal welfare, the following notice must be displayed prominently at the front of the premises: "In case of an emergency, dial 999". This is for the information of the public in case of emergency when a staff member is not on site. The Licence holder’s name and/or contact number is also recommended to be on display as this would enable direct contact in the event of an emergency.

16.7 For the health & safety of staff and animals, all electrical installations and appliances must be maintained in a safe condition.

16.8 There must be an effective contingency plan for essential heating, ventilation, and aeration/filtration systems, as appropriate. Some species are very sensitive to temperature fluctuation.

16.9 Personal protective equipment must be available for staff and be fit for use

17.0 **DOGS**

17.1 Puppies must be weaned before leaving the mother. To ensure puppies can eat the food provided, puppies must be 8 weeks old or over. Council Regulation (EC) No. 1/2005 on the protection of animals during transport and related operations prohibits the transport of puppies without their mother before this age.

17.2 The minimum kennel size must be:
For a batch of small breed puppies – max 6 pups – 1.5m² for sleeping, plus 2m² for exercise.
For a batch of medium breed puppies – max 4 pups – 2m² for sleeping, plus 2m² for exercise.
For a batch of large breed puppies – max 2 pups – 2m² for sleeping, plus 2 m² for exercise.

17.3 These are the minimum requirements, for larger batches the size of the pens, should be adjusted pro-rata accordingly.

17.4 Suitable and sufficient exercise facilities must be available and accessible where appropriate. Ideally the puppies should have free access to the exercise area at all times. In certain circumstances it is permissible to have separate exercise areas to sleeping areas but in such cases puppies must be given access to the exercise area at least four times a day. Any separate exercise areas should be fully cleaned and disinfected between its uses by different batches of puppies.

17.5 The kennel area should be large enough to allow separate sleeping and activity areas. The kennel should allow each puppy to be able to walk, turn around and wag its tail without touching the sides of the kennel. The puppies should have sufficient room to play, stand on their hind limbs and to lie down without touching another individual. The kennel size required will increase in relation to the size and number of puppies housed at any one time. The length and width should be sufficient to allow all the puppies to lie outstretched without their noses or tails touching the walls or other individuals.

17.6 Any covered pens should have a minimum height of 1.8 metres or removable covers to allow adequate access by staff for cleaning.

17.7 Extreme of temperature must be avoided. Puppies are relatively sensitive to high/low temperature. Temperatures should not normally go below 12ºC or exceed 26ºC.

17.8 A specific lying place must be provided lined with soft material. The use of soft material will prevent skin lesions being caused by soiling or pressure sores. General bedding must include an adequate amount of absorbent material. The use of enough absorbent material allows urine and faeces to be contained and reduce contamination of the puppies.

17.9 Any soiled material must be removed at least four times a day or as required to ensure the puppy does not have to lie in a soiled area. Puppies do not discriminate in where they toilet so regular removal of soiled bedding maintains a clean environment. A cleaning schedule or SOP should be provided.

17.10 Puppies must be fed at least four times daily, at appropriate intervals. The diet must be appropriate for puppies.

17.11 Puppies must have frequent, quality contact time with staff. Puppies should be visited at frequent intervals as they require to be socialised. They should be visited a minimum of 4 times per day with 20 minutes of interaction per visit.
Batches of puppies must not be mixed until they have been on the premises for seven days or have shown no sign of infectious disease for seven days. Puppies are particularly susceptible to disease as they have immature immune systems. The new owner should be advised to register the puppy with a vet.

Ideally single puppies must not be left alone in a kennel, but where they are, special attention should be paid to specific human interaction. When they are mixed they should be of similar size, age and temperament and there should be good supervision of mixing. Isolating healthy puppies does not allow them to exhibit natural behavioural patterns and should be avoided.

There must be environmental enrichment in all kennels. To allow puppies to exhibit normal behaviour patterns. Toys should be given under supervision and should be easily cleaned or replaced between batches.

**CATS**

Kittens must be weaned before leaving the mother. To ensure kittens can eat the food provided, kittens must be 8 weeks old or over. Council Regulation (EC) No. 1/2005 on the protection of animals during transport and related operations prohibits the transport of kittens without their mother before this age.

The minimum pen floor area for a batch of up to 4 kittens, up to 12 weeks of age, must be 1 m², with a minimum height of 0.6m, (for example 0.6mx1x1) No dimension must be less than 0.6 m. Any shelving or platforms must be in addition to the minimum floor area. Each additional kitten must have 0.25m² additional floor space.

Kittens require adequate space to play together and to have space for a litter tray and bed. Varying heights to enable climbing should also be provided. There should be adequate space for feeding, drinking, sleeping and litter tray areas to be kept separate.

Extreme temperatures must be avoided. Kittens are relatively sensitive to low temperatures owing to their small body weight. Temperatures should not normally go below 15ºC or exceed 26ºC.

Disposable or washable bedding must be provided and kept clean. Kittens need a soft warm sleeping area away from the litter tray and food.

A litter tray and appropriate litter must be available at all times and cleaned and disinfected at least once daily with an appropriate disinfectant which is safe for use with cats and cleaned as appropriate. The disinfectant should be anti-viral and used in accordance with manufacturer’s instructions as some disinfectants are toxic to cats.

Kittens must be fed at least four times daily, at appropriate intervals. The diet should be appropriate for kittens.
18.8 Batches must not be mixed and if several batches are kept in one area then the pens must have solid sides. Diseases spread very easily between litters, both by direct contact or by sneezing. Kittens are particularly susceptible to disease as they have immature immune systems. The new owner should be advised to register the kitten with a vet.

18.9 Kittens must have frequent, quality contact time with staff. It is recommended that this should be a minimum of 4 times per day with 20 minutes of specific interaction per batch. Kittens should be protected from over handling by staff or the public as they require time to rest.

18.10 There must be environmental enrichment in all cages such as toys, climbing frames and platforms, to allow kittens to exhibit normal behaviours, particularly climbing. Toys should be easily cleaned or replaced between batches.

19.0 RABBITS

19.1 Rabbits must be correctly sexed and housed in same sex groups. Rabbits are easier to sex at 8 weeks than any earlier, and doing so at this time will help prevent mis-sexing and unwanted litters.

19.2 The minimum enclosure size must be:
0.4m² for up to 4 standard juvenile rabbits and a height of 0.4m.
0.5m² for up to 2 giant breed juvenile rabbits and height of 0.5m.

19.3 These are minimum requirements, for larger batches, larger breeds or adult rabbits the size of the pens should be adjusted pro-rata accordingly.

19.4 Dwarf lops/Dutch rabbits are the most commonly available in pet shops and weigh up to 4kgs. The height should allow the rabbit to rear up to perform natural behaviour. Rabbits need to be able to move freely and to be able to perform vital behaviours such as caecotrophy and rearing.

19.5 A hiding place must be provided. Rabbits are prey animals and should have the opportunity to hide if scared or stressed.

19.6 There must be environmental enrichment in all enclosures. To allow rabbits to exhibit normal behaviours indestructible toys, cardboard boxes and chewing substrates should be provided. Toys should be easily cleansed or replaced between batches.

19.7 Extreme temperatures must be avoided. Ambient temperature should not normally go lower than 12°C or exceed 20°C.

19.8 Rabbits must be provided with a suitable substrate and bedding material in sufficient amounts. Rabbits need a warm, soft bedding area away from the litter and food/water.

19.9 Soiled substrate and bedding must be removed daily. The pen should be thoroughly cleaned and disinfected before introducing a new animal.
19.10 The disinfectant should be effective against viral, bacterial and parasitic infection and safe for use with rabbits. Check with a vet or manufacturer if unsure. Diseases such as E-cuniculi can be spread via urine, so thorough cleaning is required between new occupants.

19.11 Care must be taken to ensure rabbits have separate sleeping and toileting areas. Rabbits often choose to toilet in the sleeping area of a hutch and a litter tray could be placed here.

19.12 Rabbits must have a constant supply of fresh hay and water, and be offered an appropriate amount of dry food for the breed and age. Rabbits teeth are open rooted and therefore constant access to good quality hay is essential for dental health, gastrointestinal health (without a constant supply of fibrous food, rabbit GI tracts slow down) and behavioural reasons (to relieve boredom).

19.13 Animals must be provided with an appropriate diet and any new feeds must be introduced slowly. Due to the delicate digestive system, particularly under stress, if diets are to be changed then a slow transition between diets is advisable and this information should be passed onto the new owner.

19.14 Feed dishes should be suitable to ensure feed does not get contaminated by urine or faeces.

19.15 Rabbits should not be housed with Guinea pigs due to bullying and differences in dietary requirements.

20.0 OTHER SMALL ANIMALS

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<th>Area in Square meters</th>
<th>No of animals</th>
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<th>5</th>
<th>6</th>
<th>7</th>
<th>8</th>
<th>9</th>
<th>10</th>
<th>Minimum Cage Height (m)</th>
<th>Minimum Cage Depth (m)</th>
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<td>0.100</td>
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<td>0.875</td>
<td>1.0</td>
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Animals must at all times be kept in suitably sized accommodation. Animals should be able to freely move around the accommodation and be able to perform natural behaviours. The table above details the minimum sizes that are required.

All small mammals must be correctly sexed and housed in single sex groups unless a solitary species (or sold as a breeding pair). To help avoid unwanted litters, all animals should be sexed immediately on arrival to the premises or as soon as is physiologically possible for the species.

Animals from different sources should not be mixed.

Animals must be provided with a suitable substrate in sufficient amounts. Providing sufficient and appropriate substrate keeps the accommodation clean and dry and allows digging where appropriate.

Animals must be provided with a suitable bedding material in sufficient amounts. Bedding provides a place to sleep and rest, the type used will depend on the animal kept. It should be provided in sufficient quantities to enable the animal to feel secure and warm.

Animals must be provided with places to hide. Accessories and enrichment should be provided, suitable to the species. This is to allow stimulation and to reduce stress. Rodents need to express natural behaviour such as running and chewing/gnawing. Toys such as hides, tunnels, paper bags filled with hay and fruit twigs are ideal for expressing natural foraging behaviour.

Animals should be able to move away from direct lighting.

Chinchillas and Degus should be given the opportunity to use a sand bath by offering one on a regular basis e.g. 10 minutes daily.

Suitable food and drink receptacles must be provided and positioned to avoid faecal contamination.

Water for small animals is usually provided in clean gravity filled drinking bottles (which should be of a suitable size for the species) or automatic or semi-automatic drinking systems. Fresh water should be available at all times, or as appropriate to the species. Bottles should be kept clean and free from algae.

All rodents must be fed a suitable diet, ad lib and have free access to hay where required. The diet should be appropriate for the breed, life stage and species.

Guinea Pigs are unable to synthesise vitamin C. Guinea pigs should have sufficient vitamin C in their diet.

All rodents should be fully weaned on admission.
**21.0 FERRETS**

21.1 The minimum pen floor area for a litter of up to 4 ferrets, up to 12 weeks of age, must be 1 m², with a minimum height of 0.6m. No dimension must be less than 0.6m. Any shelving or platforms must be in addition to the minimum floor area. Each additional ferret must have 0.25m² additional floor space.

21.2 Enclosures should be placed on a hard surface and anchored to the ground.

21.3 Ferrets require space for their toilet area removed from their sleeping or eating areas.

21.4 Ferrets require space to exhibit their normal behaviour running backwards, forwards and sideways and to climb, explore and play.

21.5 Sleeping quarters must be draught free and dark. Ideally sleeping quarters should be raised. Ferrets seek dark areas for sleeping and sleep for long hours, up to twenty a day in the winter. Their natural instinct is to hide whilst sleeping.

21.6 Ferrets must have suitable bedding. Suggested bedding includes fabric items that can be laundered, straw and dust extracted wood shavings.

21.7 Extreme temperatures must be avoided. Temperatures should not normally go below 12°C or exceed 26°C. Ferrets tolerate cold better than heat. Provide plenty of warm bedding for when it is cold. Be aware heat prostration is likely at 32°C.

21.8 Ferrets must be at least eight weeks old. Ferret kits can find separation from their mother very stressful and the stress response in a ferret often results in diarrhoea which can prove fatal.

21.9 Ferrets must be housed with batch companions. Ferrets are naturally social animals that depend on the companionship of their own kind. Lone ferrets often suffer depression including poor appetite and lack of enthusiasm to move or play.

21.10 Batches of ferrets must not be mixed. Not mixing will reduce the risk of disease spreading. Mixing can be stressful for ferrets.

21.11 Ferrets must be housed in groups or pairs of either sex. Adult hobs (males) require individual accommodation as they may exhibit dominant behaviour and fight. House the Jill (female) kits at a reasonable distance to prevent aggression between the hobs as they mature at around 20 weeks. Adult Jill’s (females) should be prevented from having repeated seasons. Jill’s left in season are prone to estrogen induced anaemia, a factor in shortening their normal lifespan. Veterinary advice should be sought. Ferret kits can be easily sexed at 8 weeks of age.

21.12 Ferret kibble must be provided at appropriate intervals. Feed a recognised and branded ferret kibble / biscuit. Small, frequent meals or ad lib feeding are recommended as ferrets have a rapid rate of digestion.

21.13 Water must be supplied in both a heavy based bowl and a water bottle attached to the side of the enclosure. Ferrets are renowned for tipping bowls.
**22.0 BIRDS**

Table shows the minimum size requirements for keeping birds.

<table>
<thead>
<tr>
<th>Type</th>
<th>Length of Bird (cm)</th>
<th>Floor Area (m²) housing up to 4 birds</th>
<th>Linear cms per additional bird on either cage length or depth *3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Budgerigar</td>
<td>0.15</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>Canary</td>
<td>0.15</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>Cockatiel</td>
<td>0.48</td>
<td>7.5</td>
<td></td>
</tr>
<tr>
<td>Finches</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Less than 12.5</td>
<td>0.113</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>12.5 – 17.5</td>
<td>0.15</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>More than 17.5</td>
<td>0.225</td>
<td>7.5</td>
<td></td>
</tr>
<tr>
<td>Parakeets and Lovebirds *1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Less than 25</td>
<td>0.42</td>
<td>7.5</td>
<td></td>
</tr>
<tr>
<td>25 – 30 *1</td>
<td>0.48</td>
<td>7.5</td>
<td></td>
</tr>
<tr>
<td>More than 30 *1</td>
<td>0.675</td>
<td>7.5</td>
<td></td>
</tr>
<tr>
<td>Parrots</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Less than 30</td>
<td>0.225</td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>30 – 35 *2</td>
<td>0.4050</td>
<td>15</td>
<td></td>
</tr>
<tr>
<td>More than 35 *2</td>
<td>0.4725</td>
<td>20</td>
<td></td>
</tr>
<tr>
<td>Chickens</td>
<td>1.6</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bantams</td>
<td>1.6</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Quail</td>
<td>16</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*1 It is recommended that, wherever possible, these species are displayed for sale in aviaries or flights rather than cages per se

*2 It is recommended that, wherever possible, these species are displayed for sale in aviaries or flights if more than two birds are housed together

*3 The extra-linear centimetre per additional bird, is intended to refer to an increase in either width or length or a combination of the two i.e. a 20cm increase could refer to 20cm width. 20 cm length or say 10cm width combined with 10cm length.
Stocking densities will depend on the type of bird as well as cage dimensions and number of perches. There must be adequate perching space for all birds at the same time.

Outdoor aviaries must include sufficient sheltered and non-sheltered space.

The cage size must be adequate to allow birds to open their wings fully in all directions.

Cages must include appropriate environmental enrichment

Some species will need adequate space to fly.

Chickens require an appropriate area and substrate to perch

Perches must be positioned so that birds do not defecate on each other and must be of appropriate size and shape for each species

Ambient temperature must be appropriate for the species. Extremes of temperature must be avoided. Birds are sensitive to high temperatures.

There must be adequate drinkers/feeders for the number of birds. Birds should not have to compete for drinkers/feeders and risk exclusion. Passerines should have food available at all times. Enrichment and feeding devices need to be provided for larger psittacids. For parrots, it is preferable to use swinging systems such that the

<table>
<thead>
<tr>
<th>Type</th>
<th>Length of Bird (cm)</th>
<th>Number of Birds per Standard Aviary (1.8 x 0.9 x 1.8 m)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Budgerigar</td>
<td></td>
<td>18</td>
</tr>
<tr>
<td>Canary</td>
<td></td>
<td>18</td>
</tr>
<tr>
<td>Cockatiel</td>
<td></td>
<td>8</td>
</tr>
<tr>
<td>Finches</td>
<td>Less than 12.5</td>
<td>24</td>
</tr>
<tr>
<td></td>
<td>12.5 – 17.5</td>
<td>18</td>
</tr>
<tr>
<td></td>
<td>More than 17.5</td>
<td>12</td>
</tr>
<tr>
<td>Parakeets and Lovebirds</td>
<td>Less than 25</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td>25-35</td>
<td>6</td>
</tr>
<tr>
<td></td>
<td>More than 35</td>
<td>4</td>
</tr>
<tr>
<td>Parrots</td>
<td>Less than 30</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td>30 – 35</td>
<td>6</td>
</tr>
<tr>
<td></td>
<td>More than 35</td>
<td>4</td>
</tr>
<tr>
<td>Chickens</td>
<td></td>
<td>4 (min height 0.9m)</td>
</tr>
<tr>
<td>Bantams</td>
<td></td>
<td>6 (min height 0.9m)</td>
</tr>
<tr>
<td>Quail</td>
<td></td>
<td>8 (min height 0.9m)</td>
</tr>
</tbody>
</table>
keeper does not need to enter the cage in order to change food/water. Bowls should not be able to be removed from holders by the parrots.

22.8 Drinkers / feeders must be cleaned regularly and positioned so that birds do not defecate in food/water

22.9 Cages must be constructed from materials suitable to the type and size of birds. Materials must be safe and in good repair. Enclosures should be placed on a hard surface. Some species require more robust materials. Materials such as loose zinc coating can be toxic to birds.

22.10 Windproof nest boxes must be provided in all outside housing and inside where appropriate. Many birds find sleeping or sheltering in nest boxes an essential form of security or for sheltering from inclement weather but it is recognised that some species, such as canaries will rarely if ever voluntarily enter nest boxes.

22.11 Flooring must be drop through or easily washed/hosed. If ground living birds are kept with perching birds then attention should be paid to flooring such that bumblefoot issues are addressed i.e. no concrete / rough stone. Where natural turf flooring is used, parasite status of the birds should be checked on a regular basis every few weeks.

23.0 REPTILES AND AMPHIBIANS

23.1 Stocking and density must be appropriate to the species. Most reptiles and amphibians are not social and may therefore be kept individually. Communal enclosures should not be stocked as to appear overcrowded, common sense should be observed. Mixing of species, although acceptable for some species, should be undertaken with caution.

Snakes – May be housed individually or in small groups of the same species. Snakes known to be cannibalistic e.g. king snakes (Lampropeltis sp) should be housed individually

Lizards – Only species of similar size and from similar habitat and geographical areas should be kept communally. Lizards known to be cannibalistic e.g. Gambelia sp should be housed individually. Generally adult male lizards in breeding condition should not be housed together and groups of lizards housed communally should be regularly observed for signs of aggression.

Tortoises and Terrapins – only terrapins of similar size and habit and from similar geographical areas should be kept communally. Tortoises of different species should be housed individually. Also, adult males in breeding condition should be housed individually.

Frogs and Toads – Only species of similar size, and from similar habitats and geographical areas, should be kept communally. Mixing of taxa (e.g. frog and toad) is not generally recommended. Cannibalistic species such as horned frogs (ceratophrys sp) and African bull frogs (Pyxicephalus sp) should be housed individually.
Newts and Salamanders – Only species of similar size and from similar geographical areas should be housed together.

23.2 Generally mixed taxa (e.g. lizards and tortoises) are not recommended, although paludaria which combine fish with small reptiles and / or amphibians of appropriate species are acceptable.

23.3 Some species may require or seek seclusion or privacy either sporadically or permanently and provision for this should be made.

23.4 The enclosure size must be appropriate to the species and adjusted according to its size.

Snakes – The length of the enclosure should be no less than two thirds the overall length of the snake.

Lizards – The length of the enclosure should be three times the full length of the lizard or larger.

Tortoises and Terrapins – The length of the enclosure should be a minimum of 90cms or four times the length of the animal, or larger. For aquatic species (turtles, terrapins) the enclosure should allow the animal to swim adequately i.e. have water depth at least 4 times that of the animal, although some terrapins (e.g. Cuora sp, Terrapene sp and Glyptemys sp) do not require such deep water. Terrapins must also have an adequate land basking area.

Frogs and Toads – The length of the enclosure should be minimum 30cm x 30cm x 30 cm or at least three times the length of the animal or larger. For sedentary species, such as horned frogs (Ceratrophrys sp) and African bull frogs (Pyxicephalus sp) the enclosure can be smaller. Fully aquatic species should be able to swim adequately, i.e. water depth should be at least 4 times the depth of the animal.

Newts and Salamanders – The length of the enclosure should be minimum 30cm x 30cm x 30cm, or at least three times the full length of the amphibian or larger.

Aquatic species should be able to swim adequately i.e. water depth should be at least 4 times the depth of the animal.

23.5 Height and width of the enclosure should be appropriate to the species, with arboreal species requiring more height than terrestrial species.

23.6 Temperature, humidity, lighting and ventilation must be appropriate to the species.

Ambient and basking temperatures should be appropriate to the space concerned.

Basking spots provided may be convection or radiant heat sources (e.g. light bulb, or heat mat) as appropriate to the species.

Ventilation should be appropriate to the species and should allow sufficient change of air without jeopardising the temperature or humidity in the enclosure.

Individual species should be researched as requirements for Species differ.

Vendors and staff must have access to relevant reference material (books internet etc.)
23.7 Lighting must be appropriate to the species. An appropriate light period should be observed. Species requiring UVB lighting e.g. diurnal lizards and tortoises should have appropriate UVB emitting lamps. These should be replaced according to manufacturer's recommendations. Mercury Vapour or Metal Halide UVB emitting lamps may also be used to provide a daytime heat source. UV light sources must not be screened by non UV transmitting glass or plastic. Animals should have an area of shade so that they can escape the light if desired.

23.8 Substrate appropriate to the species must be present and may include, but not be limited to: newspaper, paper towels, bark chip, wood chip, terrarium humus, moss, gravel, calcium carbonate, terrarium sand etc. Measures should be taken to ensure the substrate is not ingested.

23.9 Enrichment must be provided appropriate to the species. Décor should be appropriate to the species and should not be harmful e.g. sharp rocks, toxic or injurious plants. Décor should be secure and not able to fall and cause injury. Enclosure should be furnished in such a fashion as to allow inhabitants to exhibit natural behaviour e.g. climb or hide where appropriate.

23.10 Food and water must be provided in the appropriate manner for the species. Feeding habits vary between species and between individuals. Staff should have knowledge of the requirements for all the species held. Food should be presented in a form or pattern that is acceptable to the species concerned. Food supplements (vitamin and minerals) should be provided as appropriate to the species concerned. Live food intended for use should be housed in suitable escape proof containers and fed appropriately. Fresh foods (salads) should be kept refrigerated where appropriate. Frozen foods intended for use must be stored in an appropriate deep freeze and defrosted thoroughly before use. Feeding records for hatchling snakes should be kept and made available to purchasers. Fresh water should be available at all times, with the exception of certain desert species such as Uromastyx sp which should be offered water periodically. Certain species such as chameleons do not drink from standing water and should be offered water appropriately e.g. by a dripper system or sprayer.

23.11 Hygiene: enclosures must be cleaned appropriately. Spoiled food stuffs should be removed at appropriate time periods at least daily. Substrates should be replaced as appropriate and spot cleaned daily. Décor should be sanitised as appropriate. Enclosures should be disinfected with appropriate disinfectant as necessary and always between different batches of animals. Disinfectant should be appropriate for the contaminants likely to be encountered. Disinfectant hand gel should be available for staff to use between animals to prevent the external environment being contaminated. Water bowls should be cleaned as appropriate and disinfected at least weekly. Slough (shed skins) should be removed daily.

23.12 Handling must be kept to a minimum at all times. Staff should receive training on how to handle animals and animals which may be aggressive should only be handled by competent staff. Staff and customers should wash hands after handling specimens and any equipment used should also be disinfected. Customers handling animals prior to purchase should be supervised and offered facilities to wash their hands afterwards.
24.0 **FISH**

24.1 Water quality is a key determinant of fish welfare. To assess it, levels of ammonia and nitrite must be checked first. Only if such measurements exceed the recommended standards below or there is an unexplained problem, is there any need to proceed further. Minimum water standards must be:

**Cold water species**
- Free Ammonia max 0.02mg/l
- Nitrite max 0.2mg/l
- Dissolved Oxygen min 6mg/l
- Nitrate max 50mg/l above ambient tap water

**Tropical Freshwater Species**
- Free Ammonia max 0.02 mg/l
- Nitrite max 0.2 mg/l
- Dissolved Oxygen min 6mg/l
- Nitrate max 50 mg/l above ambient tap water

**Tropical Marine Species**
- Free Ammonia max 0.01 mg/l
- Nitrite max 0.125 mg/l
- Nitrate max 100mg/l
- Dissolved Oxygen min 4.0 mg/l
- PH min 8.1

24.2 The maintenance of water quality standards can be used to determine working stocking densities. The water quality standards should not be met at the expense of a correct feeding regime. Exceptions to these standards might occur e.g. when aquatic organisms are diseased, after transport or other stress. However in these cases appropriate remedial actions e.g. treatment, acclimatisation or isolation should be undertaken. Sea water holds less oxygen than fresh water. The recommended level is 5.5mg/l so extra care is needed to ensure that levels do not routinely fall below this.

24.3 Water quality must be checked regularly and records kept of all tests. Centralised systems must be tested weekly. 10% of individually filtered tanks or vat must be tested weekly. On aquaria or vats in which visual inspection indicates unusual
behaviour or deaths, water quality inspections should be undertaken. One test is representative of all the water in the system of centralised systems. Standalone systems must each be tested. Poor water quality is often the underlying cause of problems presenting as disease or mortalities.

24.4 Holding systems must be cleaned and checked regularly.

24.5 Aquaria must be checked daily and cleaned as often as is necessary to maintain good hygiene standards, consistent with the rate of stock turnover and consequent stocking densities.

24.6 No aquatic organisms should be exposed to excessive light or heat, or lack of adequate warmth.

24.7 No fish or other aquatic organism should be subject to rapid fluctuation in light (light should be on dimmers if automated), temperature and chemical composition of their water, other than for the controlled treatment of disease or as part of a controlled breeding programme. There are in excess of 4000 fish species in trade and therefore the acceptable conditions may vary substantially and often counter intuitively. In case of doubt expert advice should always be sought.

Environmental Health & Trading Standards
West Lothian Council
September 2014