



The Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018

Selling animals as pets: Pre-inspection document (all species)

This document highlights the written policies, procedures and records that are required to meet the minimum conditions.

Overview: Selling animals as pets

A business or person who sells animals require to be licensed if it's carried out as a commercial business. A licence is required for animals sold within a shop and/or online.

The business must comply with specific welfare standards and licence conditions to obtain a licence for the selling animals as pets. The licencing authority will assess factors such as the welfare of the animals, accommodation, animal feed, and socialisation. Moreover, the person or business applying must also provide details about the qualifications and experience of the staff responsible for caring for the live animals.

The Regulations have specific size requirements for accommodation provided for animals kept for sale.

The guidance for the activity of home boarding can be viewed here:

[Selling animals as pets licensing: statutory guidance for local authorities - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/publications/selling-animals-as-pets-licensing-statutory-guidance-for-local-authorities)

Operators need to meet conditions laid out in Part A General Conditions, Part B Specific Conditions plus the applicable Parts C – L (dependent on species to be sold).

Contents of this document

- **Required written procedures: Pages 2 - 6**
- **Records to keep: Pages 7 – 9**
- **Minimum enclosure sizes & stocking densities: Pages 10 - 12**
- **Star rating and higher standards: Pages 13 - 20**
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With your completed application form you need to submit the following:

- 1) all your written procedures (these are all listed on pages 2 - 6 of this document)
- 2) proof that you have registered with a local veterinary practice (we accept an email from your vet stating you are registered with the practice, and they are happy to see and treat your livestock)
- 3) plan of your livestock accommodation with measurements – to include maximum stocking densities for all the species you plan to stock (see pages 10 – 12 for guidance)

NOTE: IF ANY MINOR FAILINGS ARE IDENTIFIED DURING YOUR INSPECTION, YOU **MAY BE GIVEN A 2 WEEK PERIOD TO PRODUCE SUPPORTING EVIDENCE AND DOCUMENTATION BEFORE YOUR REPORT IS SENT TO YOUR LOCAL AUTHORITY.**

IF THESE MINOR FAILINGS ARE NOT ADDRESSED DURING THIS 2 WEEK PERIOD, THEN THIS WILL RESULT IN A 1 STAR 1 YEAR LICENCE BEING ISSUED IF YOU ARE AN EXISTING BUSINESS OR THE LICENCE BEING REFUSED IF YOU ARE A NEW BUSINESS.



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Required written procedures for Selling animals as pets

The written procedures are your way of demonstrating to us that your business is operated in accordance with the conditions laid out in the guidance with regards to maintaining high standards of animal welfare.

Procedure	Condition	What the guidance states
<p>Staff training policy</p> <p>Your training policy could include your standard operating procedures which will cover the training for a new member of staff.</p> <p>Your training policy needs to also include annual appraisals, how staff keep their knowledge up to date and relevant (this is what we refer to as continuous professional development or CPD), training courses such as animal first aid. You also need to include how staff are trained to look after and handle animals appropriately.</p> <p>Even if you have no staff, you as the licence holder are expected to keep a log of all continuous professional development or CPD. This could be a record of training courses, online research, reading books etc.</p>	4.1 4.3	<p>Written health care instructions must be provided for staff in case of an incident involving any venomous animal and a visitor or staff member. These procedures must be followed.</p> <p>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:</p> <ul style="list-style-type: none">• an annual appraisal• planned continued professional development• recognition of any knowledge gaps <p>If no staff are employed, the licence holder must demonstrate their own knowledge development.</p> <p>The participation of the staff can be shown by:</p> <ul style="list-style-type: none">• 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 <p>This applies to all staff including the licence holder.</p>
<p>DEFRA Authorisation Type 1 or 2 / Animal Transport Certificate</p> <p>A transporter is anyone who transports animals in connection with an economic activity.</p>	5.6	<p>The animals must be transported and handled in a manner (including for example, in relation to housing, temperature, ventilation and frequency) that protects them from pain, suffering, injury and disease.</p>



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<p>Transporting animals in Great Britain - GOV.UK</p> <p>DEFRA Transporter</p> <p>Authorisation Type 1 or 2 - required for all businesses which move animals more than 65km as part of an economic activity. There are two types of Transporter Authorisation:</p> <p>“short journey” authorisation (Type 1) is required for journeys over 65km which last no more than 8 hours</p> <p>“long journey” authorisation (Type 2) is required for journeys that are over 8 hours duration</p> <p>Animal transport certificate – if you transport animals, you must have a written record which confirms:</p> <ul style="list-style-type: none">origin and ownershipplace of departuredate and time of departureintended place of destinationexpected duration of the intended journey <p>For local journeys up to 65km and under 8 hours only the Animal Transport Certificate is required</p>		<p>If the licence holder collects or delivers any animals, they must be transported according to the regulations laid down in current legislation (The Welfare of Animals (Transport) (England) Order 2006)</p> <p>All animals must be provided with an appropriate temperature for their species when in transit. Hot and cold weather procedures must be in place.</p>
<p>Operating procedures</p> <p>Your written procedures are very much a guide to how your business operates and you should aim to provide at least a paragraph of text for each procedure. For example, for feeding you would include what you feed to your animals, the</p>	9.1	<p>Written procedures must:</p> <p>(a) be in place and implemented covering</p> <p>(i) feeding regimes</p> <p>(ii) cleaning regimes</p> <p>(iii) transportation</p> <p>(iv) the prevention of, and control of the spread of, disease</p> <p>(v) monitoring and ensuring the health and welfare of all the animals</p>



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amount of food and timings, how will food be stored? Your written procedures need to be accessible to all staff e.g. kept in a folder in the office		(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.
Isolation procedure Your plan should tell us how you will isolate an ill, injured or potentially infectious animal. This could be within your premises if you have a way of isolating an animal or at your nominated veterinary practice (if they have isolation facilities – confirmation of this is required).	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: <ul style="list-style-type: none">• 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.
Emergency plan Your emergency plan should be one to two sides of A4 and cover	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



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all the requirements stated within the guidance	<p>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.</p> <p>Suitable emergency response plans must cover arrangements for:</p> <ul style="list-style-type: none">• emergency evacuation• housing• husbandry• loss of services such as, power and water <p>Emergency evacuation must detail:</p> <ul style="list-style-type: none">• 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) <p>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.</p> <p>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.</p> <p>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</p>
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		<p>action plan for how they will be removed safely and rehomed immediately and appropriately in the case of emergency.</p> <p>There must be an effective contingency plan for essential heating, ventilation, and aeration or filtration systems, where they are needed.</p>
<u>Emergency contact list</u>	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.

In addition to the required written procedures listed above, you are also required to have in place the species-specific written procedures (dependent on the species you will be selling):

Part / Species	Condition number	Required species specific procedure
Part E - Rabbits	5.0	Written programme of regular exercise
	11.0	Written plan for singly housed rabbits – to include extra sources of enrichment & human interaction
Part J - Birds	8.0	Written plan for singly housed birds – to include extra sources of enrichment & human interaction
Part K – Reptiles & amphibians	5.0	Temperature ranges of all species kept documented in written procedures – to include: <ul style="list-style-type: none">• ambient day temperature range• minimum ambient night temperature• basking zone temperature (where appropriate)• UV requirements (where appropriate)
	5.0	<i>(For amphibians only)</i> Programme of wastewater management – to include how wastewater is treated to prevent the spread of chytridiomycosis (fungus) and other viral agents prior to disposal into the sewage.



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Records

*All records must be available to view at inspections. Records must be retained for three years.
Electronic records must be backed up.*

Condition	Details of the records to keep
Part A 4.2	There must be a record of all staff training
Part A 4.3	The licence holder must provide and ensure the implementation of a written training policy for all staff. 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
Part A 5.2 b)	Licence holders must ensure that environmental conditions such as temperature, relative humidity, ventilation, lighting conditions are carefully controlled at all times. A record should be kept of any instances where conditions fall outside of the appropriate ranges, and what corrective actions were taken. Staff must be able to outline the remedial action taken. For species where water quality forms an integral part of life, or where poor water quality has welfare implications, water quality must be tested and recorded. The frequency of testing must be appropriate to the system but must be at least weekly. Records must detail any action taken to restore the water to acceptable conditions.
Part A 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.
Part A 9.9	Any prescribed medication given must be prescribed for the individual animal by a vet, and each instance of use must be recorded.
Part A 9.12	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.
Part A 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.



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	A system of recording abnormalities must be maintained.
Part A 10.1	<p>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.</p> <p>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.</p>
Part B 2.1	<p>A register must be maintained for all the animals or, in the case of fish, all the groups of fish, on the premises.</p> <p>The register where they are kept for sale which must include:</p> <ul style="list-style-type: none">(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) <p>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.</p> <p>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.</p> <p>The register must include details of the supplier of the animals.</p> <p>The register must be available for inspection by the appropriate authority.</p>

Veterinary (will be checked at the inspection)

Condition	Details
9.8	<p>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.</p> <p>The vet's details must be displayed where they can be easily seen by all staff members.</p> <p>This must include name, address, telephone number & out of hours telephone number</p> <p>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.</p>



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In addition to the records listed above, you are also required to keep the following species-specific records (dependent on the species you will be selling).

Part / Species	Condition number	Required species specific procedure
Part J - Birds	5.0	Where birds require UVB lighting it must be monitored through the use of a UV (ultraviolet) meter. Evidence to this effect must be demonstrable to inspectors.
Part K – Reptiles and amphibians	5.0	Records should be kept of instances where parameters fall outside of the appropriate range and what corrective actions were taken. There is no requirement to record ongoing conditions that fall within the appropriate range.
	5.0	Species requiring UVB lighting must have appropriate UVB emitting lamps manufactured for use with reptiles and amphibians. Evidence of the frequency of lamp changes and assessment of UVB output on installation must be demonstrable to inspectors.
	6.0	Licence holders must maintain written records of feeding for all snakes, including hatchlings, which must be made available to buyers and inspectors.
Part L – Fish	5.0	Temperatures must be monitored daily with any deviations from the expected range recorded and the remedial measures being undertaken outlined.
	5.0	Water quality must be checked weekly and records kept of results for ammonia, nitrite and nitrate. Water testing must take place in stocked tanks.
	6.0	The feeding behaviour of groups of fish must be recorded if normal feeding behaviour changes



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Minimum accommodation sizes & stocking densities

*To meet the minimum conditions the accommodation size and stocking densities in the following tables **must** be adhered to.*

Rabbits

Weight of rabbit	Maximum stocking density	Minimum floor area (m ²)	Example dimensions (metres) Width x length	Minimum cage height (metres)	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 0.6 Or 1.2 x 0.5	0.6	0.3

Guinea pigs

Maximum Stocking density	Minimum floor area (m ²)	Example dimensions (metres) Width x length	Minimum cage height (metres)	Additional floor area for each additional animal (m ²)
1 to 4	0.23	1 x 0.23 Or 0.52 x 0.52	0.3	0.09 (approx. 33%)

Small rodents

Type	Min. cage height	Min cage depth.	Minimum floor space in cm ² for the number of animals housed							
			1-4	5	6	7	8	9	10	
Mice, hamsters	25cm	25cm	680	790	900	1000	1113	1240	1350	
Gerbil	30cm	25cm	680	790	900	1000	1113	1240	1350	
Rat	30cm	28cm	1350	1570	1800	2020	2225	2470	2700	
Degu	30cm	30cm	2250	2630	3000	3750	3750	4130	4500	
Chinchilla	45cm	45cm	2500	3750	5000	6250	7500	8750	10000	



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Birds

Species	Length of bird (head to tip of tail) (cm)	Average length of flying wingspan (cm)	Minimum cage dimensions to allow flight (single birds only)* (cm) (L 2x wingspan, D/H 1.5x wingspan)			Examples for % enclosure size increase for each additional bird >2 birds
			L	D	H	
Psittacines						
Budgerigar	18	30	60	45	45	5
Cockatiel	30	48	96	72	72	10
Love bird	15	28	56	42	42	10
Small parakeets and conures	20	35	70	52.5	52.5	10
Large parakeets, conures and small macaws	34	70	140	105	105	20
Amazon parrots	30	60	120	90	90	20
African grey (inc Timneh)	34	70	140	105	105	20
Cockatoo (small - medium)	35	75	150	112.5	112.5	20
Large cockatoos and macaws	85	110	220	165	165	20
Cage and aviary birds						
Canary	10-12	22	44	33	33	5
Zebra finch	10-12	22	44	33	33	5
Pigeon	35	70	140	105	105	10
Turaco	40-50	50	100	75	75	20



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Reptiles & amphibians

Group	Length	Width	Height	Water depth (where appropriate)
Frogs and toads	30cm or 3x SVL (whichever is larger)	30cm or 3x SVL (whichever is larger)	30cm or 3x SVL (whichever is larger)	2x SVL
Newts and salamanders	30cm or 3x SVL (whichever is larger)	30cm or 2x SVL (whichever is larger)	30cm or 3x SVL (whichever is larger)	2x SVL
Snakes	No less than 2/3 length STL	No less than 1/3 length STL	-	NR
Lizards	4x SVL	2.5x SVL	-	NR
Terrapins and turtles	90cm or 5x SCL (whichever is larger)	3x SCL	NR	4x carapace height*
Tortoises	90cm or 5x SCL (whichever is larger)	5x SCL	NR	
Crocodilians	Land 2x SVL Water 2.5x SVL	Land 1.5x SVL Water 2x SVL	Prevent escape	0.3x SVL



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Fish

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

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
	Pond fish (including goldfish, Koi carp, Orfe, Rudd and Tench)	4 to 24°C
Tropical freshwater	Hillstream Loach, White Cloud Mountain, Minnows and Weather Loaches	17 to 23°C
	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	21 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



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Category	Fish groups (by common name)	Temperature range
	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, boxfish, frogfish, rabbitfish and pufferfish)	23 to 26°C



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Water quality standards

Water quality parameter	Measurement standard mg/l
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 0.02mg/l
Nitrite	Max 0.2mg/l
Dissolved oxygen	Min 6mg/l
Nitrate	Max 50mg/l above ambient tap water
Tropical marine species	
Free ammonia	Max 0.01mg/l
Nitrite	Max 0.125mg/l
Dissolved oxygen	Min 4mg/l
Nitrate	Max 100mg/l
pH	Min 8.1



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Star ratings

As part of the Regulations each premises will receive a star rating following their formal inspection. To achieve the best star rating possible each premises will need to have covered all the minimum conditions and have all policies and procedures in place.

New businesses are automatically classed as high risk as there is no compliance history. New businesses are also not permitted to have any minor failings, therefore if any of the minimum conditions aren't met then a licence will not be issued.

Existing businesses may be categorised as low risk at the renewal inspection.

Scoring Matrix		Welfare Standards		
		Minor Failings (existing business that are failing to meet minimum standards)	Minimum Standards (as laid down in the schedules and guidance)	Higher Standards (as laid down in the guidance)
Risk	Low Risk	1 Star 1yr licence Min 1 unannounced visit within 12 month period	3 Star 2yr licence Min 1 unannounced visit within 24 month period	5 Star 3yr licence Min 1 unannounced visit within 36 month period
	Higher Risk	1 Star 1yr licence Min 1 unannounced visit within 12 month period	2 Star 1yr licence Min 1 unannounced visit within 12 month period	4 Star 2yr licence Min 1 unannounced visit within 24 month period

The local authority is also required to carry out one unannounced mid-licence inspection during the term of the licence. The intention of the mid-licence inspection is to confirm ongoing compliance with the animal welfare requirements of the regulations.

Higher standards have been agreed for each licensable animal activity. It is optional to meet these. Meeting the higher standards is the only way to gain a 4- or 5-star rating. If you would like to qualify for the higher standards, your business must meet:

- All the minimum conditions within Part A & B **and** for each species to be sold
- 100% of the higher standards classified as required for Part A & B **and** for each species to be sold
- 50% (or more) of the higher standards classified as optional for Part A & B **and** for each species to be sold



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Higher standards for Selling animals as pets (Part A & B)

Higher standards (Required)
Businesses selling animals exclusively to other businesses must meet the requirements for cage sizes and stocking densities in the species-specific minimum standards.
A documented health checklist should be completed daily and must cover physical, psychological, and behavioural issues and any abnormality recorded
Higher Standards (Optional) 50% required
There must be a member of permanent, full-time staff with an OFQUAL regulated Level 3 qualification that is appropriate to the species kept.

Part E: Rabbits

Higher standards (Required) Rabbits
Where rabbits are housed, they should have permanent access to a separate sleeping area.
Higher standard enclosure sizes for rabbits must be followed (see table on page 18)
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.
Containers must open from the top to facilitate removal of the animal. Containers must be lined with newspaper or bedding to absorb urine.
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.
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.
Higher Standards (Optional) 50% required 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.
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.
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).



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One of the required higher standards is that the accommodation size and stocking densities in the table below are adhered to.

Weight of rabbit	Maximum stocking density	Minimum floor area (m ²)	Example dimensions (metres) Width x length	Minimum cage height (metres)	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 (~45%)
4 to 6kg	2	0.86	1 x 0.86 Or 0.9 x 0.9	0.6	0.33 (~38%)
Over 6kg	2	0.86	1 x 0.86 Or 0.9 x 0.9	0.6	0.4 (~45%)



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Part F: Guinea pigs

Higher standards (Required) Guinea pigs
Where guinea pigs are housed in hutches, they must have permanent attached access to a secure pen.
Higher standards enclosure sizes for guinea pigs must be followed (see table below)
Carriers must open from the top to facilitate removal of the animal. Carriers must be lined with newspaper or bedding to absorb urine.
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.
Dietary enrichment must be used. For example, nuggets can be scattered around the enclosure, fed in puzzle feeders or hidden in paper bags/cardboard tubes. Where puzzle feeders/dispensers are used, guinea pigs must be monitored to ensure they can access the food.
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.
Higher Standards (Optional) 50% required Guinea pigs
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.

One of the required higher standards is that the accommodation size and stocking densities in the table below are adhered to.

Maximum Stocking density	Minimum floor area (m ²)	Example dimensions (metres) Width x length	Minimum cage height (metres)	Additional floor area for each additional animal (m ²)
2	0.23	1 x 0.23 Or 0.52 x 0.52	0.45	0.09 (approx. 33%)



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Part H: Domestic small rodents

Higher standards (Required) Domestic Small Rodents
Higher standards enclosure for small rodents must be followed (see table below)
Light-reducing shelters for rats, mice and hamsters (such as, but not limited to, a box or red tinted acrylic) must be provided. However, these must be monitored daily for signs of chewing and removed or replaced as necessary.
Small rodents must be provided with a choice of different nesting materials.
After cleaning, some used unsoiled litter and nesting material must be transferred back to help keep scents familiar for the rodents.
Where social species of small rodents have to be housed singly they must be provided with extra sources of enrichment. A plan must be in place for singly housed small rodents (only those of a social species).
Higher Standards (Optional) 50% required Domestic Small Rodents
Small rodents that are physically able to use platforms must be provided with access to a platform (singly housed) or multiple platforms. Animals must be able to access these easily and be able to sit (ideally stand) up on it fully without touching the cage roof.
When work is occurring near, or nocturnal animals are checked at night, dim red light or dim white light must be used to minimise disturbance. Light level must be sufficient enough for observing or undertaking required tasks.

One of the required higher standards is that the accommodation size and stocking densities in the table below are adhered to.

Type	Min. cage height	Min. cage depth.	Minimum floor space in cm ² for the number of animals housed							
			1-4	5	6	7	8	9	10	
Dwarf hamster, mice	25cm	25cm	750	1000	1250	1500	1750	2000	2250	
*Syrian hamster (single)	25cm	25cm	750	N/A	N/A	N/A	N/A	N/A	N/A	
Gerbil	30cm	25cm	1250	1250	1500	1750	2000	2250	2500	
Rat	30cm	28cm	1800	2400	3000	3600	4200	4800	5400	
Degu (up to 6)	45cm	45cm	2500	6250	7500	N/A	N/A	N/A	N/A	
Chinchilla (up to 2)	45cm	45cm	2500	6250	7500	8750	10000	11250	12500	
Chinchilla (up to 4)			5000	N/A	N/A	N/A	N/A	N/A	N/A	

*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 individually.



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Part J: Birds

Higher standards (Required) Birds
The enclosure size must allow the bird to have variety and choice in its environment.
Birds must be displayed for sale in aviaries that are 4 times the bird's flying wingspan or larger in size for length, depth and height for an individual bird and 20% increase for each successive bird for multiple occupancy.
A variety of substrates, including a variety of perches for arboreal birds must be provided. Perches of a variable thickness and materials must be provided.
Output of UVB bulbs must be monitored with a UV meter and recorded. Species specific requirements must be documented and available for inspection.
Specialist nutritional advice must be sought where appropriate.
Birds must not be housed or sold with their wings clipped. Wings are kept complete and flight is actively encouraged.
All birds of prey, or other trained birds where appropriate, must have daily periods of flight; either in aviaries or flown outdoors by a competent person.
Birds must not be removed from their parents (for 'hand rearing') until their eyes have been opened for more than one week to avoid risk of mal imprinting on humans as adult birds
Adult non-colonial birds must be managed in large flights, to allow birds space to escape from each other if required to prevent behavioural problems. Sufficient staff to manage the population must be provided as needed.
Higher Standards (Optional) 50% required Birds
All cages must have direct access to a flight aviary
Furniture must be changed on a regular basis to provide novelty and enclosures designed to provide choice for the animals within.
The licence holder must have signage identifying potentially aggressive birds including clearly labelled aviaries and cages.



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Part K: Reptiles and amphibians

Higher standards (Required) Reptiles & Amphibians

For thermostatically stable vivaria, temperature assessment must be increased to 3 times weekly to document maximum and minimum temperatures.

Where applicable, a minimum of 2 hides or sheltered areas must be provided and located in different areas of the thermogradient

The output of UVB lamps must be monitored with a UV meter and recorded on a weekly basis. Species specific requirements must be documented and available for inspection.

Specific written protocols for the quarantine or prevention of release of chytridiomycosis and potentially other biological agents must be available for inspection where amphibians are maintained.

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

Higher Standards (Optional) 50% required Reptiles & Amphibians

Sizing of vivaria and associated environmental parameters must meet or exceed those outlined in the higher standards (see table below)

For species that require brumation, designated facilities must be available and a related policy regarding temperature and other husbandry requirements available for inspection.

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

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

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

One of the optional higher standards is that the accommodation size and stocking densities in the table below are adhered to.

Group	Max stocking density	Length	Width	Height	Space per additional animal	Water depth (if applicable)
Frogs and toads	3	30cm or 6x SVL (whichever is larger)	30cm or 6x SVL (whichever is larger)	30cm or 6x SVL (whichever is larger)	1/3 length	2x SVL
Newts and salamanders	3	30cm or 3x SVL (whichever is larger)	30cm or 2x SVL (whichever is larger)	30cm or 3x SVL (whichever is larger)	1/3 length	2x SVL
Lizards	1 - 4	4x SVL	2.5x SVL	2.5x SVL	1/3	Not required
Terrapins and turtles	1 - 4	90cm or 8x PL (whichever is larger)	4x PL	2x PL plus 20 to 30cm	1/3	4x carapace height (some terrapins do not need such deep water)
Tortoises	1 - 4	90cm or 8x PL (whichever is larger)	4x PL	2x PL plus 20 to 30cm	1/3	Not required
Crocodilians	1	Land 4x SVL, water 5x SVL	Land 3x SVL, water 4x SVL	Prevent escape	Not applicable	0.3x SVL



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Part L: Fish

Higher standards (Required) 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.
Higher Standards (Optional) 50% required 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.



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Final checklist before your inspection

Once you apply for a licence you are telling the Council that you are ready to start keeping and selling animals. You are therefore saying that your premises are suitable and compliant with the legislation and statutory guidance and that you have all the necessary paperwork in place. If you do not have the necessary paperwork in place, then your application may be refused, and you will need to re-apply when you are ready.

This final checklist is not an exhaustive list of everything within the guidance but has been created to help you prepare and covers the minimum requirements. You will also need to check the relevant documents for the species you sell. Please ensure you have all the following in place and ready to check during the inspection:

Summary	What you need to have available	
Staff training 4.2 & 4.3	Training certificates Documented annual appraisals Evidence of continuous professional development (CPD) for licence holder, manager and all staff	✓
Environment 5.1, 5.2, Part B 4.0	All accommodation must be secure and kept in good repair. It must be designed to ensure dry, and easily cleaned surfaces, including junctions where parts of the housing join. This does apply to non-aquatic species. Materials must be non-toxic and constructed of non-porous materials or be appropriately treated. Hazards must be minimised. There must not 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. Animals must be kept at all times in an environment suitable to their species and condition (including health status and age) with respect to: <ul style="list-style-type: none">(a) their behavioural needs(b) its situation, space, air quality, cleanliness and temperature(c) the water quality (where relevant)(d) noise levels(e) light levels(f) ventilation 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.	



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	Hiding places required so that animals can hide from view Predators and prey should not be able to see, hear or smell each other. Signage deterring customers from tapping on glass or poking fingers into cages.	
Transport 5.6, Part B 6.2 & 6.3	DEFRA Transporter Authorisation (if applicable) Suitable vehicle available to transport animals Predators and prey animals must not be kept within sight, sound or smell during transport Animals must be transported in suitable containers and must not be mixed with different species or unfamiliar animals. Where a number of animals are mixed in the same container, the container needs to be of an appropriate size to prevent overcrowding. Suitable travel containers for animals to be transported in available at point of sale	
Food storage 6.1, 6.3, 6.4, 6.5	Fridge / freezer available for fresh / frozen food Live food, such as crickets must be stored in suitable escape proof containers Food must be protected from dampness, deterioration, mould and pests	
Hygiene 6.6	Hot water and soap must be available	
Resources 5.8	There must be enough resources for each animal in any shared enclosure. Examples of resources include food, water, resting/sleeping areas and enrichment items	
Written policies and procedures 4.1, 4.3, 9.1, 9.3, 10.1 & 10.2	All the procedures listed on pages 2 - 6 need to be available to view	
Customer handling 8.1	Facilities available for customers to clean and sanitise their hands before and after handling animals	
Provision of a hiding place 8.3, Part B 4.2	Animals must be able to avoid people by having a facility such as a hiding place Other measures may be required, such as, limiting access to some sides of animal enclosures.	
Enrichment 7.1	Enrichment (appropriate to the species) must be provided	



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Isolation 9.3	Protective clothing and footwear (latex gloves, coveralls) must be available for staff. Separate food and water bowls, bedding and cleaning equipment must be available for animals in isolation Isolation facility – this could be a separate cage or vivarium or your nominated veterinary practice (evidence must be supplied that the practice can accept animals that require isolation)	
Vet's details displayed 9.8	Your nominated veterinary practice details (name, address, daytime telephone number and out of hours telephone number) must be displayed where it can easily be seen by staff	
Medication 9.9	Locked cabinet for medication to prevent unauthorised access. Fridge available for medication required to be kept at low temperatures	
Disinfectant 9.11	Suitable cleaning products that are effective against pathogens must be available	
Emergencies 10.1	Entrances and fire exits clear of obstructions Businesses must comply with current health and safety, fire and electrical safety regulations. All equipment must be maintained in a good state of repair and serviced according to manufacturer's guidelines.	
Adverts Part B 2.3	Any advertisement for the sale of an animal must: <ul style="list-style-type: none">(a) include the number of the licence holder's licence(b) specify the local authority that issued the licence(c) include a recognisable photograph of the animal being advertised Adverts for dogs and cats must use a specific photograph. For other species, a stock photograph of the species is acceptable.(d) display the age of the animal being advertised (except in the case of fish)(e) state the country of residence of the animal from which it is being sold(f) state the country of origin of the animal The country of origin must refer to the country of birth of the specific animal. Where this is not known this can be the country of export of the specific animal.	
Pet care advice leaflets Part B 3.2	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 an owner's obligations in the Animal Welfare Act (2006). They must outline the 5 welfare needs set out in the Act.	
Information for customer Part B 3.5	The purchaser must be informed of the country of origin of the animal and the species, and where known, the age, sex, whether it was wild caught or captive bred and veterinary record of the animal being sold.	



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Acclimatisation period Part B 6.1	Animals must be allowed to acclimatise before being offered for sale.	
	For renewals	
License display 1.1 & 1.2	Your licence must be clearly and prominently displayed Name of licence holder and licence number must be clearly stated on your website / social media page (if you have one in use)	
Records 4.2, 4.3, 5.2(b), 6.2, 9.9, 9.12, 9.14, 10.1, Part B 2.1	All your records (listed on pages 7 - 9) must be available to view during the inspection.	

NOTE: IF ANY MINOR FAILINGS ARE IDENTIFIED DURING YOUR INSPECTION, YOU **MAY BE** GIVEN A 2 WEEK PERIOD TO PRODUCE SUPPORTING EVIDENCE AND DOCUMENTATION BEFORE YOUR REPORT IS SENT TO YOUR LOCAL AUTHORITY.
IF THESE MINOR FAILINGS ARE NOT ADDRESSED DURING THIS 2 WEEK PERIOD, THEN THIS WILL RESULT IN A 1 STAR 1 YEAR LICENCE BEING ISSUED IF YOU ARE AN EXISTING BUSINESS OR THE LICENCE BEING REFUSED IF YOU ARE A NEW BUSINESS.