



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

Home boarding for dogs

Pre-inspection document

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

Overview: Home Boarding for Dogs

A business or person who provides housing for other people's dogs at their home for day and overnight stays as a commercial business require a licence. Businesses which arrange for the provision of accommodation for other people's dogs at a host's address will also be in scope.

The maximum number of dogs that you will be licensed to have on site will be decided by the number of suitable designated rooms inside your home. A designated room must have a window that can be opened, and a full height latch close door. A designated room cannot be occupied by someone below the age of 16 years of age, a conservatory, a garage, a cellar or loft (unless converted to a standard suitable for a human to live in) or an outside building, structure or shed.

To meet the licence conditions your home must have its own entrance which is not shared with other dwellings and direct access to outside space which is not shared with other dwellings and is not a balcony.

The guidance for the activity of home boarding for dogs can be viewed here: [Home boarding for dogs licensing: statutory guidance for local authorities - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/home-boarding-for-dogs-licensing-statutory-guidance-for-local-authorities)

Contents of this document

- **Required written procedures – Pages 2 – 6**
- **Records to keep – Pages 7 – 8**
- **Preventative Healthcare Plan template – Page 10**
- **Star rating and higher standards – Pages 11 – 12**
- **Final check list – Pages 13 – 14**

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) Your client booking form or register (details of what your booking form/register needs to include can be found on pages 7 & 8 of this document)
- 3) Consents from the owner (this could be part of your client booking form or a separate terms and conditions form (all the required consents can be found listed on pages 8 & 9 of this document)
- 4) Proof that you have registered with a local veterinary practice (the template on page 10 can be adapted for your own use and signed by your nominated veterinary surgery. We also accept an email from your vet stating you are registered with the practice, and they are happy to see and treat your client's dogs).

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 MAY 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.



The Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018
Home boarding for dogs
Pre-inspection document

List of required written procedures for Home Boarding for Dogs:

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
<u>Staff training policy</u> The licence holder and any staff as a minimum must have received canine first aid training. If you have staff, your training policy could include your standard operating procedures which will cover the training for a new member of staff. 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 canine first aid. 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, keeping up to date with any research or developments for specific breeds or health conditions.	4.2	The licence holder or a designated manager and any staff employed to care for the animals must have competence to identify the normal behaviour of the species for which they are caring and to recognise signs of, and take appropriate measures to mitigate or prevent, pain, suffering, injury, disease or abnormal behaviour. Staff must be trained in: <ul style="list-style-type: none">• animal welfare, including recognising poor welfare• animal handling• animal behaviour• cleanliness and hygiene• feeding and food preparation• disease prevention and control• recognising sick or injured animals• giving first aid treatment to animals Staff must either: <ul style="list-style-type: none">• hold a formal qualification such as a Level 2 Qualifications and Examinations Regulation (Ofqual) regulated qualification appropriate for their role• show they have relevant and sufficient knowledge and experience
	4.3	The licence holder must provide and ensure the implementation of a written training policy for all staff. The training policy must be reviewed and updated annually, and must include: <ul style="list-style-type: none">• an annual appraisal• planned continued professional development• recognition of any knowledge gaps



The Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018
Home boarding for dogs
Pre-inspection document

		<p>This applies to all staff including the licence holder.</p> <p>Staff participation can be shown by:</p> <ul style="list-style-type: none">• records of the courses they are taking• records of written or online learning• keeping up to date with any research or developments for specific breeds• annual appraisal documents <p>Evidence of staff attendance or completion of the training must be provided.</p>
<p><u>DEFRA Authorisation Type 1 or 2 / Animal Transport Certificate</u></p> <p>A transporter is anyone who transports animals in connection with an economic activity. If you provide a pickup / drop off service for your clients, then the transportation of the dogs will be part of an economic activity</p> <p><u>Transporting animals in Great Britain - GOV.UK</u></p> <p><u>DEFRA Transporter Authorisation Type 1 or 2</u> - required for all businesses which move animals more than 65km as part of an economic activity. There are two types of Transporter Authorisation: “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><u>Animal transport certificate</u> – if you transport animals, you must have a written record which confirms:</p> <ul style="list-style-type: none">• origin and ownership• place of departure• date and time of departure	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> <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) <u>The Welfare of Animals (Transport) (England) Order 2006</u></p>



The Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018
Home boarding for dogs
Pre-inspection document

<ul style="list-style-type: none"> intended place of destination expected 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><u>Enrichment policy</u></p> <p>Tell us how us how you will provide enrichment; will toys/enrichment items be available?</p>	7.1	<p>A facility must create a written programme that shows how they provide an enriching environment inside and outside.</p> <p>The programme will show how the facility will provide grooming/socialisation/play</p>
<p><u>Dogs under 1 year of age policy</u></p> <p>Your puppy policy needs to include your vaccination policy (primary vaccination courses must be completed at least 2 weeks before a dog is accepted for boarding). It also will need details of how you will meet the specific needs of younger dogs.</p>	7.5	<p>Written procedures in place for dogs that under one year of age</p>
<p><u>Introduction of a new dog policy</u></p> <p>This is a trial familiarisation session for all new dogs, tell us what will happen during this trial and how it will be recorded (it can be logged on the booking form with notes on how the trial went)</p> <p><u>Resident cat policy (if applicable)</u></p> <p>How will you ensure you protect the welfare of your cat whilst dogs are boarding? You will need a separate room available for cat(s) to retreat into.</p>	8.2	<p>Policy must be in place to monitor new dogs coming into the home environment</p> <p>It is not recommended that cats are kept on the premises. If there are resident cats, the license holder must identify where the cats could experience stress and show how they plan to reduce the chance of stress to protect the cat's welfare.</p>
<p><u>Standard operating procedures</u></p> <p>Your written procedures are very much a guide to how your business operates and you should aim to</p>	9.1	<p>Written procedures must—</p> <p>(a) be in place and implemented covering—</p> <p>(i) feeding regimes, (ii) cleaning regimes, (iii) transportation(iv) the prevention of,</p>



The Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018
Home boarding for dogs
Pre-inspection document

<p>provide at least a paragraph of text for each procedure. For example, for feeding you would include requesting feeding requirements from the owner via them completing the client booking form, will clients provide their own food or will you provide food (and if you are providing what will it be), how will food be stored, how often will dogs be fed and where?</p> <p>Your written procedures need to be accessible to all staff e.g. kept in a folder in the office</p>		<p>and control of the spread of, disease, (v) monitoring and ensuring the health and welfare of all the animals, vi) the death or escape of an animal (including the storage of dead animals);</p> <p>(b) be in place covering the care of the animals following the suspension or revocation of the licence or during and following an emergency.</p>
<p><u>Isolation plan</u></p> <p>Your plan should tell us how you will isolate an ill, injured or potentially infectious dog. This could be within a separate room inside your home and the owner is contacted to collect or at your nominated veterinary practice (if they have isolation facilities – confirmation of this is required).</p>	<p>9.3</p>	<p>Appropriate isolation in separate self-contained facilities must be available for the care of sick, injured or potentially infectious animals.</p> <p>The business must have a facility to isolate any dog that is:</p> <ul style="list-style-type: none">• injured• sick• infectious or carrying a serious infectious disease <p>If the isolation facility is at another location, such as a local veterinary practice, the licence holder must be able to provide evidence that the practice can do this (for example, a letter from the practice).</p> <p>All staff must understand the procedures to prevent the spread of infectious disease.</p> <p>Where infectious disease is present in the whole premises, barrier nursing procedures, and people trained in these, must be implemented. This includes use of protective clothing and footwear (where applicable) changed between</p>



The Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018
Home boarding for dogs
Pre-inspection document

		enclosures, separate storage of equipment and segregation of waste.
<u>Emergency plan</u> Your emergency plan should be one to two sides of A4 and cover all the requirements stated within the guidance.	10.1 & 10.2	<p>A written emergency plan, acceptable to the local authority, must be in place, known and available to all the people on the premises used for the licensable activity, and followed where necessary to ensure appropriate steps are taken to protect all the people and animals on the premises in case of fire or in case of breakdowns for essential heating, ventilation and aeration or filtration systems or other emergencies.</p> <p>There must be a plan for housing of the dogs should the premises become uninhabitable.</p> <p>There must be a documented policy in place for dealing with emergencies, including extremes of temperature and weather conditions (both hot and cold).</p> <p>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.</p>
<u>Child safeguarding policy (if applicable is a child under 16 resides at the home)</u> This could be a risk assessment where the risks to children are identified and what action you will take to reduce the risk.	Specific condition 16.3	<p>If any person under 16 years resides at the home, there must be procedures in place to regulate the interactions between dogs and that person. If children live on the premises, there must be a procedure in place to safeguard them and the dogs.</p>



The Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018
Home boarding for dogs
Pre-inspection document

Records to be kept by operator and will be checked during inspections:

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 what to record
4.3	Staff training records (records of courses, written or online learning, keeping up to date with any research or developments and annual appraisals)
6.2	Feed and (where appropriate water intake) must be monitored, any problems to be recorded and addressed. The general condition of all long stay dogs for weight gain/loss
7.3 & 9.14	The animal's behaviour and any changes of behaviour must be monitored. Changes of behaviour must be recorded, and the owner must be told if there are signs of: <ul style="list-style-type: none">• Suffering• Stress• Fear• Aggression• Anxiety Any signs of pain, suffering, injury, disease or abnormal behaviour must be recorded Presence or absence of faeces and urine must be monitored daily. Anything unusual must be recorded and acted upon
9.4	An up-to-date veterinary vaccination record must be seen to show that dogs, including resident dogs, have current vaccinations against: <ul style="list-style-type: none">• Canine parvovirus• Canine distemper• Infectious canine hepatitis (adenovirus)• Leptospirosis• Other relevant diseases You are required as a minimum to sight the proof of vaccination and record the expiry date and vaccination type. You could keep copies of the proof of vaccination. You will need to update your records each year when the vaccination expires.
13.1	Documented trial session for dogs to familiarise with each other before they home board. This includes familiarisation with resident dogs at the property
17.1	A register must be kept of all the dogs on the premises which must include: Note: all the information below could be part of your client booking or registration form which ask them to complete prior to boarding. <ul style="list-style-type: none">a) Arrival and departure datesb) Name of dog and its age, sex, neuter status, microchip number and a description of it or its breedc) Number of dogs from same household



The Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018
Home boarding for dogs
Pre-inspection document

	<ul style="list-style-type: none">d) Details of dogs from same household (name of dog and its age, sex, neuter status, microchip number and a description of it or its breed)e) The owner's name, postal address, telephone number, email address and emergency contact detailsf) In an event of an emergency, a local contact's name, postal address, telephone number and email addressg) The name and contact details of the dog's normal veterinarian and details of any insurance relating to the dogh) Details of the dog's relevant medical and behavioural history, including details of any treatment administered against parasites and restrictions on exercisei) Details of the dog's diet and related requirementsj) Consent forms (<i>see table below</i>)k) Record of the date or dates of each dog's most recent vaccination, worming and flea treatmentsl) Details of any medical treatment the dog is receiving
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17.1 j) Client Consent

Condition Number	Details of consent
	Note: these could be included as part of your client booking form or a separate terms and conditions page.
6.1/14.1	Dogs must be separated at feeding time unless the owner has allowed this by consent. Each dog must be fed separately in its designated room unless its owner has given written consent to the contrary.
7.1	A facility must create a written programme that shows how they provide an enriching environment inside and outside. This must be agreed with the owner.
7.2	Outdoor areas must not be used by more than one dog at any one time, unless they are from the same household, or the owner has allowed this by written consent
9.4	If there is evidence of external parasites such as fleas, ticks or lice, the dog must be treated with an appropriate product authorised by the Veterinary Medicines Directorate (VMD) and licensed for use in the UK. Treatment must be discussed with a vet before giving it to the dog. The owner must consent to this.
9.8	The dog owner and licence holder must agree which vet will be used. This decision must be recorded.
9.10	Medicine must only be used: <ul style="list-style-type: none">• With the owner's consent• Following a discussion with a vet



The Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018
Home boarding for dogs
Pre-inspection document

9.12	The licence holder must keep a record of all euthanasia and the identity of the qualified veterinarian that carried it out. The owner or designated main point of contact must be contacted to give consent. Unless imperative for the welfare of the dog, euthanasia must not take place until consent is given.
13.1	Dogs from different households may only be boarded at the same time with the written consent of every owner
13.2	Dogs from the same household can be kept together with written consent from the owner.
13.6	A dog must not be kept in a crate unless: a) It is already habituated to it b) A crate forms part of the normal routine for the dog c) The dog's owner has consented to the use of a crate
15.2	Each dog must be exercised at least once daily as appropriate for its age and health. The owner's written consent must be obtained to: <ul style="list-style-type: none">• Walk a dog outside the home environment or garden• Let a dog off the lead• Walk a dog with others other than those from its household

Veterinary (which we need to see evidence of during the inspection)

Note: The preventative health care plan template can be used to cover all 3 of the conditions below

Condition	Details
9.3	Appropriate isolation, in separate self-contained facilities, must be available for the care of sick, injured or potentially infectious animals. If the isolation facility is at another location, such as a local veterinary practice, the licence holder must be able to show evidence that this is ready to use (e.g. A letter/email from the practice)
9.8	The license holder must register with a vet
18.2	A preventative healthcare plan agreed with the vet with whom the license holder has registered with (template on page 10 can be used for this)



The Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018
Home boarding for dogs
Pre-inspection document

Operators logo

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

Preventative Healthcare Plan for Business providing the following boarding activities

- Boarding Kennels for dogs
- Catteries
- Home Boarding of Dogs
- Day care for dogs

Dear {VETS PRACTICE NAME}

As a licensed and insured provider of dog and / or cat boarding (delete as necessary) under the above legislation we are required to operate as per the required licence conditions. One of the licence conditions is to provide a Preventative Healthcare Plan in accordance with our business.

Please could I ask by signing this letter that you agree that you are my businesses' nominated veterinary practice with which I am registered and confirm that you are able to treat and / or isolate any animals as required that are in my care as part of my boarding business.

In the event of the death of an animal, I would ask your practice to cold store the body upon the owners return.

In the event of an infectious disease of a dog, I would ask your practice to provide an isolation area until such disease is brought under control and/or upon the return of their owners.

In any of the above events, the owners will have already been contacted and have signed my vet release form, giving me permission to seek care for their animal at my nominated veterinary practice. I would supply their owners' written consent form, their own vet's details and an up to date copy of their animals vaccination records.

I confirm that all animals boarded as part of my business are fully vaccinated and have been treated for parasites in accordance with veterinary recommendations and I operate as per the procedures and conditions set out in the regulations

If you agree to this please could you sign this letter and return to me via email or post, or alternatively I can collect the letter at a convenient time for yourself.

My email is {YOUR EMAIL ADDRESS}

My address is {YOUR ADDRESS}

My mobile number is {YOUR MOBILE NUMBER}

Kind regards
{YOUR NAME}

I _____ of {VETS PRACTICE NAME} Date _____



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

Home boarding for dogs

Pre-inspection document

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 records, 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 inspections 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
- 100% of the higher standards classified as required
- 50% (or more) of the higher standards classified as optional



The Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018
Home boarding for dogs
Pre-inspection document

Higher standards for home boarding:

Higher standards (Required)

There must be at least one full-time member of staff per 8 dogs.

There must be a clear plan setting out 2 walks per dog each day for a minimum of 20 minutes each. There must be an alternative form of enrichment planned for dogs that cannot be exercised for veterinary reasons for the same periods of time.

For a boarding premises that keeps multiple dogs at once, there must be an overnight trial stay for all stays longer than 3 nights. Only one dog can be trialled at a time unless the dogs are from the same household.

Dogs must be exercised at least twice per day. Each dog must have a written daily exercise regime including lead exercise and free running in a secure area. There must be an alternative form of enrichment planned for dogs which cannot be exercised for veterinary reasons for the same periods of time.

Higher Standards (Optional) 50% required

Bathrooms, hallways and partitioned rooms are not used as designated rooms

There must be a member of permanent, full-time staff with an appropriate OFQUAL regulated Level 3 qualification

Ventilation must be a managed, fixed or portable, air system to maintain temperatures in all weathers. This can be an air conditioning unit or removable fans installed safely away from animals.

There must be a designated other person or member of staff who can cover any emergency so that the dogs are never left alone.

Any outside space will have two secure physical barriers between any dog and any exit.

Only dogs from the same household are boarded at any one time.



The Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018
Home boarding for dogs
Pre-inspection document

Final checklist before your inspection

Once you apply for a licence you are telling the Council that you are ready to start caring for animals as a home boarder. 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. 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	<ul style="list-style-type: none">• Training certificates including an up-to-date canine first aid training certificate for licence holder and any staff employed to care for the dogs• Evidence of continuous professional development (CPD log) for licence holder and all staff	
Environment 5.1, 5.2, 12.1, 12.2 & 13.3	<ul style="list-style-type: none">• If dogs have access to mesh, the thickness of the wire must be a minimum of 2mm thick (British Standard 14-gauge welded mesh). The square mesh size must not exceed 5cm x 5cm• No hazards within the home (such as loose cables and cleaning chemicals accessible to dogs) and garden (such as ponds / swimming pools are covered to prevent access)• Your home must have its own entrance and direct access to a secure outside area that is not shared with another dwelling. The outside space cannot be a balcony	
Transport 5.6	<ul style="list-style-type: none">• Suitable methods of restraint for dogs during transport. This could be a dog crate, harness or a dog guard.	
Food storage & feeding 6.1, 6.3, 6.4 & 6.5	<ul style="list-style-type: none">• Fridge available for wet food storage• Dry food must be stored in a cool and dry place and protected from vermin (such as within containers with lids)• Feed and drinking receptacles must be capable of being cleaned and disinfected, or disposable.	
Hygiene 6.6	<ul style="list-style-type: none">• Hot water and soap must be available	
Resources 5.8	<ul style="list-style-type: none">• If multiple dogs are boarding multiple resources (in terms of beds, water bowls, toys) must be available to them	
Written policies and procedures 4.3, 7.1, 7.5, 8.2, 9.1, 9.3, 10.1, 10.2 & 16.3	<ul style="list-style-type: none">• All the procedures listed on pages 2 - 6 need to be available to view	



The Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018
Home boarding for dogs
Pre-inspection document

Dogs in isolation 9.3	<ul style="list-style-type: none"> Protective clothing and footwear (latex gloves, coveralls) must be available. Separate food and water bowls, bedding and cleaning equipment must be available for dogs in isolation. Isolation facility – this could be designated room which the dog would be isolated into and the owner contacted to collect or your nominated veterinary practice (evidence must be supplied that the practice can accept dogs that require isolation) 	
Vet's details displayed 9.8	<ul style="list-style-type: none"> You must register with a veterinary practice and provide evidence of this (can be an email, letter or signed preventative health care plan (template on page 10 can be used) 	
Medication 9.9	<ul style="list-style-type: none"> Fridge available for medication required to be kept at low temperatures 	
Disinfectant 9.11	<ul style="list-style-type: none"> This must be effective against bacteria and viruses 	
Emergencies 10.1	<ul style="list-style-type: none"> A fire extinguisher (ensure this it has not expired) or fire blanket At least one working smoke detector A carbon monoxide detector Canine first aid kit 	
Prevention of escape 12.2 13.4	<p>Two physical barriers between any dogs and any entrance to or exit from it</p> <ul style="list-style-type: none"> A baby gate in the entrance hallway meets this condition <p>A device that restricts how wide a window can open must be used as necessary to prevent access and escape.</p> <ul style="list-style-type: none"> Concealed restrictors are required to be installed in windows in designated rooms if a mechanism is not already in place to limit the opening of a window 	
ID tags 17.2	<ul style="list-style-type: none"> When dogs are walked off site, they must wear an identity tag which includes the license holder's name and contact details 	
	For renewals	
Licence display 1.1 & 1.2	<ul style="list-style-type: none"> 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 4.3, 6.2, 7.3, 9.13, 9.4, 13.1 & 17.1	<ul style="list-style-type: none"> All your records (listed on pages 7 & 8) must be available to view during the inspection. 	

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IF THESE MINOR FAILINGS ARE NOT ADDRESSED DURING THIS TWO-WEEK PERIOD, THEN THIS MAY 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.