



**LICENCE CONDITIONS  
FOR THE  
DAY CARE OF DOGS IN  
COMMERCIAL SETTINGS**  
*(NON-KENNEL PREMISES)*

## Introduction

A business which provides daytime accommodation in a commercial premises for dogs, away from its normal place of residence, does not keep them overnight and does not have any kennel accommodation, would require a commercial day care of dogs licence. Premises that may fall under the scope include industrial unit and commercial premises. Business that looks after dogs within its normal place of residence (e.g. pet sitters), or where the accommodation provided is not the main purpose of that business (e.g. veterinary practices), would not require a day care licence. A business providing day care in a domestic setting, would need to comply with the dog home boarding licence conditions. A business providing day care in a kennel environment would need to comply with the dog kennel licence conditions.

Unless otherwise stated these conditions shall apply to all buildings and areas to which dogs have access and/or which are used in association with the home boarding of dogs.

The premises must be operated in such a way to avoid nuisance (noise/accumulations etc.) to occupiers of neighbouring properties. Any nuisance complaints are dealt with by the housing and pollution department, and any justified complaints could lead to a reduction of dog numbers or revocation of your licence.

You may need planning permission to run a business from a premises, and advice from the planning department can be submitted online through a planning enquiry. You may also have to pay increased rates if you use part of your property for a business, for further information contact the business rates department at: [ndr.enquiries@conwy.gov.uk](mailto:ndr.enquiries@conwy.gov.uk). If you have a mortgage on your property you are advised to contact your lender and inform them of the use of the property for business purposes.

If you have any queries or require further information in relation to animal licences, email [foodsafety-healthandsafety@conwy.gov.uk](mailto:foodsafety-healthandsafety@conwy.gov.uk), call 01492 575283 or visit [www.conwy.gov.uk/animal-boarding](http://www.conwy.gov.uk/animal-boarding).

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## Schedule A – Licence Conditions

CONDITIONS	GUIDANCE
<b>CONDITION 1 LICENCE DISPLAY AND INSURANCE</b>	
a) The licence or copy of the licence must be clearly and prominently displayed to the public in a prominent position on the premises, or made available to each customer.	<i>The licence could be displayed in a public-facing area such as near the entrance used to bring dogs to the premises or reception area, or you could make the licence available to each customer.</i>
b) The licensee must ensure that the establishment is covered by adequate and suitable public liability insurance. Insurance certificate must be displayed in a prominent place or be made available.	<i>This should cover a wide range of canine misfortunes from emergency vet care, loss, escape, third party liability and employer's liability (where applicable).</i>
<b>CONDITION 2 GENERAL CONDITIONS</b>	
a) Dogs registered under the Dangerous Dogs Act (DDA) 1991 must not be accepted for the day care of dogs, unless placed on the Index of Exempted Dogs.	<i>Under the Act prohibited dog breeds include Pit Bull Terrier, the Fila Brasileiro, the Dogo Argentino and the Japanese Tosa. The DDA 1991 allows dogs considered by the Court not to pose a risk to public safety and in charge of a fit and proper person to be placed in the Index of Exempted Dogs. If all conditions are met and a certificate of exemption is provided you may decide to allow a dog listed under the DDA 1991 to be boarded.</i>
b) Puppies under 6 months of age must not be boarded unless they have completed a full course of inoculations and no difficulties have been identified during a documented socialisation trial period.	<i>All puppies accepted must be fully up to date with all their vaccinations. This is usually completed by 12 weeks/3 months of age. It is important not to allow puppies sooner as they will need all their vaccinations and must be settled at their new home/with the new owner.</i>
c) Entire males and bitches in season or bitches due to be in season during day care, must not be boarded together.	<i>When undertaking a booking from a customer for an unspayed bitch, you should ask when her last season was and/or if she is due to come into season during boarding.</i>
d) Stray dogs must not be accepted for day care.	<i>Accepting a stray dog could introduce disease or parasites to the establishment, due to the lack of vaccination records, health records or parasite treatment records. The dog could also pose a risk to other dogs.</i>
e) Dogs must not be permitted to stay overnight at the premises, except where a premises has also been licenced for overnight boarding.	<i>Should a dog not be collected, then the licensee should attempt to contact the owner and the emergency contact. If you wish to start overnight boarding you must be licenced by the Licensing Authority before you accept dogs for overnight stays.</i>
f) The numbers of dogs allowed to be kept at the premises at any one time must not exceed that stated on the licence. Failure to comply with any licence condition may lead to a reduction in dog numbers.	<i>Considerations will be made by the licensing authority to the establishment as a whole; to include available accommodation, staffing, exercise facilities and the level of continued licence compliance when determining the maximum number of dogs that might be kept at the licensed premises. For any increase in dog numbers, permission and agreement by the Licensing Authority must be obtained</i>  <i>Where the licensing authority is not content with the ability of the proposed licence holder or existing licence holder to meet licensing conditions they may reduce the number of dogs that the establishment can board.</i>

g) Dogs from different households may be boarded together at the same time, provided a prior assessment of their temperament, sociability and boarding history is made to ensure that the arrangement is suitable and their various owners' written consent is obtained.	<i>This must be carried out for each dog before being boarded at the establishment for the first time. This information must be recorded. This is important to ensure dogs are compatible with other boarded dogs and resident dog's premises, and will ensure that all dog owners are aware that their dogs are being boarded with others from different households and pet dogs.</i>
h) Where there is a resident dog is kept at the premises, written consent from the owners of the boarded dog must be gained prior to a trial familiarisation session.	

**CONDITION 3  
INTERNAL AND EXTERNAL CONSTRUCTION**

a) Dogs must be day cared at the commercial premises. There must be no external construction of buildings, cages or runs used as the main accommodation.	<i>Day boarding establishments must house dogs in the home environment. There may be outdoor structures (for example sheds, gazebos, tents etc.), which dogs can access when exercising outdoors (e.g. for resting, seeking shade from the sun or wind etc.). These structures must only be used for these purposes, and must not be used as accommodation. Any runs, cages or external buildings (kennels) used mainly for boarding would fall out of the scope for a commercial day care licence, and instead you would need to apply for a dog kennel licence</i>
b) The premises must have its own entrance and must not have shared access.	<i>A licence will not be issued for premises with shared access such as communal hallways or stairs. Entrances must be for the sole use of that premises.</i>
c) All areas (internal and external) of the premises must be maintained in good repair.	<i>This includes all internal surfaces (floor, walls etc.), outer paths, gardens, exercise areas and the general environment.</i>
d) All areas (internal and external) of the premises must be maintained in a safe condition	<i>There must not be any sharp edges, projections, rough edges or other hazards which present risk of injury to a dog. If artificial turf is used it must be maintained in good repair to avoid ingestion hazards.</i>
e) All interior surfaces must be smooth, impervious and easily cleanable/disinfected.	<i>Where possible internal surfaces should be 'hard surfaces' rather than carpets. If carpets are present these must be adequately cleaned on a regular basis.</i>
f) All areas (internal and external) must be secure to avoid the risk of escape or loss.	<i>This includes appropriate boundary in external areas, if applicable (e.g. fencing – appropriate height and of solid construction), escape proof windows (if applicable) and secure gates (lockable)/strong doors to resist impact, scratching and chewing. Any gaps must be small enough to prevent a dog from escaping or entrapment. Where appropriate the main entrance is to incorporate a double gated system. Other entrances must be locked when dogs are on site.</i>

**CONDITION 4  
SIZE OF QUARTERS**

a) There must be sufficient space available to be able to keep dogs separately if required.	<i>The establishment should be large enough to allow safe and secure play, exercise and resting/sleep, taking into consideration the numbers, size, breed and temperament of the dogs to be accommodated. There should be a sufficient number of rooms/separate space/pens available for the dogs to allow them to be housed separately if required. This may be beneficial for some dogs that prefer to have some solitary time. In</i>
b) The layout must enable all dogs to choose whether or not to be able to see another dog	

	<i>each case, consideration of the dog's size and individual needs must be properly assessed, so as to ensure that the facility can continue to meet its needs.</i>
<b>CONDITION 5 BEDDING AND SLEEPING AREAS</b>	
a) There must be a sleeping/resting area available at the establishment that is suitable for the comfort of the dogs accommodated and consideration must be given to the size and breed of the dog.	<i>It would be expected that the sleeping area would be on average 1.2.sq.m. This would accommodate the bed for a medium - large size dog and up to two small – medium size dogs.</i>
b) The sleeping/resting area must have suitable and sufficient bedding available for each dog.	<i>The owners must be encouraged to provide each dog with its own bedding, which may help with settling the dog into the environment. A bed for each dog should be provided to avoid competition or monopolisation.</i>
c) All bedding and bedding areas must be kept clean and dry. The Licensee should also be able to provide extra bedding material where required.	<i>Any soiled bedding must be removed immediately and stored, disposed of or washed appropriately. Spare bedding kept at the premises can be used to replace any soiled bedding or if insufficient bedding or no bedding is provided by the owners.</i>
<b>CONDITION 6 TEMPERATURE, LIGHTING AND VENTILATION</b>	
a) Heating and cooling facilities must be available in the environment (including in isolation facilities) and used according to the requirements of the individual dog.	<i>In order to maintain temperatures as required, the use of individual heat sources for dogs may prove adequate. In some circumstances additional background heating will also be required (e.g. central heating).</i>
b) There must be some part of the sleeping area where the dog is able to enjoy a minimum temperature of 10°C and a maximum temperature of 26°C and between 13°C and 26°C in isolation areas.	<i>Dogs must be monitored to check if they are too hot or too cold. If an individual dog is showing signs of heat or cold intolerance steps must be taken to ensure the welfare of the dog. A dog must be able to remove itself from a direct source of heat. For dogs in isolation veterinary advice should be sought and followed.</i>
c) Licensees must ensure that all heat sources are safe and comply with all regulatory requirements for both the dogs and people working there.	<i>Heaters must not be sited in a manner or location where they present a risk of burning or electric shock / electrocution to dogs or humans, or a risk of fire. Open fires should be suitably guarded.</i>
d) Light must be provided to exercise and sleeping areas so that all parts are clearly visible.	<i>Where practicable this should be natural light during day time hours. Artificial light should be available during night time hours. Consideration should be given to the positioning of any free standing lights, which could otherwise be knocked over by dogs.</i>
e) Adequate ventilation must be provided to all interior areas without the creation of excessive, localised draughts, and to avoid excess humidity.	<i>Adequate ventilation can be provided by simply opening a window, but full consideration should be given and steps taken to prevent the risk of escape or compromise the safety of the dogs. Ventilation can also include removable fans or use of air conditioning units.</i>
<b>CONDITION 7 CLEANLINESS</b>	
a) All areas where the dogs have access to, must be kept clean and free from accumulations of dirt and dust and must be kept in such a manner as to be conducive to maintenance of disease control and dog comfort.	<i>The choice of cleaning and disinfectant products must be based on suitability, safety, compatibility and effectiveness. Disinfectant products must be virucidal as well as bactericidal. Cleaning and disinfection products must be used in accordance with the manufacturer's instructions. Staff using cleaning products must be competent in the safe use of detergents and fluids. Cleaning products must be kept entirely out of the reach</i>
b) All excreta and soiled material must be removed from all areas used by the dogs as soon as possible and at least daily.	

<p>c) Cleaning products must be suitable, safe and effective against pathogens that pose a risk to the animals. They must be used, stored and disposed of in accordance with the manufacturer's instructions and used in a way which prevents distress or suffering to the animals.</p>	<p><i>of animals. Grooming equipment must be kept clean and in a good state of repair. If provided by the owner, it must only be used on that dog and must be sent home with the dog. Toys must be cleaned and disinfected between uses for different dogs, disposed of, or returned to the dog's owner (if they came in with the dog). A list of disinfectants can be found here – <a href="http://disinfectants.defra.gov.uk">http://disinfectants.defra.gov.uk</a></i></p>
<p><b>CONDITION 8 PEST CONTROL AND WASTE DISPOSAL</b></p>	
<p>a) Measures must be taken to keep premises free from rodents, insects and other pests. Any infestation must be eradicated without delay.</p>	<p><i>This can include having a pest control contract, avoiding accumulation of waste, cleanliness (removing faeces etc.) and appropriate food storage. The manufacturer's guidance should be followed when using control products (e.g. poisons/traps) in order to minimise risk to dogs and people.</i></p>
<p>b) Precautions and measures must be taken to keep resident and boarded dogs free of external parasites. Such parasites must be dealt with using a suitable veterinary product without delay to eradicate any infestation. Routine treatment of the accommodation must be undertaken, and proof must be maintained of all routine and emergency treatment for parasites</p>	<p><i>Faeces must be picked up to prevent parasites from being established. If there is evidence of external parasites (fleas, ticks, 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 should be discussed with a veterinarian before administering. Consent from the owner is required. Evidence of flea/worming treatment from owner should be provided.</i></p>
<p>c) Facilities must be provided for the proper reception, storage and disposal of all waste. Particular care should be taken to segregate clinical waste arising from the treatment and handling of dogs with infectious diseases. Disposal facilities for animal waste must comply with current waste regulations.</p>	<p><i>As part of your businesses you have a duty to dispose of your waste responsibly, through a licenced trade waste carrier. Household refuse bins should not be used for business related waste. For further information, contact Natural Resources Wales or Conwy County Borough Council Environment, Roads and Facilities Department for current guidance on the appropriate means of disposal for your business.</i></p>
<p><b>CONDITION 9 DIET AND NUTRITION</b></p>	
<p>a) All dogs must be provided with an adequate and suitable diet in terms of quality, quantity and frequency as directed by the owner.</p>	<p><i>Food should be provided by the dogs' owner to avoid any sudden change in the dogs' diet, which can cause digestive problems. Any new food must be introduced gradually to allow the animals to adjust to them. All dogs should receive a diet which fulfils their nutritional requirements and is matched to their age, breed, reproductive status, body condition score (amount of fat) and activity level.</i></p>
<p>b) Clean drinking water must available at all times, and provided in a suitable receptacle for the species that require it. The drinking vessel must be cleaned daily and the water must be changed at least daily.</p>	<p><i>Fresh water must be provided daily in a clean container and changed or refreshed as often as necessary. There must multiple water bowls provided to ensure all dogs have ready access to water. Water intake should be checked and the owner alerted if dog is not drinking or is drinking excessively.</i></p>
<p>c) Each dog must be provided with its own feeding bowl.</p>	<p><i>Dogs should have access to their own feeding bowls to avoid competition and aggression, and shy feeders should be monitored.</i></p>
<p>d) Eating and drinking vessels must be capable of being easily cleansed and disinfected (or disposable) to prevent cross-contamination. Feeding bowls must be cleaned after each meal.</p>	<p><i>Receptacles must be non-porous, cleaned daily and disinfected frequently. If damaged they must be disposed of or fixed.</i></p>
<p>e) Left-over food should be removed as frequent as necessary.</p>	<p><i>Dry food must not be left in feeding bowls for more than 24 hours. When wet feed is fed, any leftover food must be removed before the next feeding time.</i></p>

f)	Airtight containers must be provided for the storage of dry foods.	<i>This is important to reduce the risk of vermin and ensures food is kept dry and in good condition.</i>
g)	Suitable refrigeration must be provided for the storage of dog food unless only shelf-stable food (e.g. tins) are used, and any leftover food is discarded.	<i>Uncooked food (raw) and the remains of opened tins must be stored in the fridge. If dog food is stored in a household fridge, it is advised to store this separately to other foods for hygienic reasons.</i>
h)	Uncooked food (raw pet food) and remains of opened tins must be stored in covered, non-metallic, leak proof containers in the fridge.	<i>This is to ensure food is protected against contamination during storage, and to protect other food from being contaminated. Food must not be stored in opened tins in the fridge, as once open to the air, the tin from the can might transfer to the contents/food.</i>
i)	Food must be stored appropriately to avoid the risk of vermin and stored as per the manufactures instructions.	<i>This can be in sealed containers or cupboards. If there is evidence of pest damage to any food, they must be disposed of and adequate cleaning and disinfection must take place.</i>
j)	A sink with hot and cold running water must be available at the premises for hand washing and for cleaning.	<i>It is advised that dog food preparation should be kept totally separate from areas used for human food preparation for hygiene reasons. A sink with hot and cold water must be provided for the washing of food equipment and eating and drinking vessels. This must be connected to a suitable drainage system. Soap and hygienic hand drying facilities must also be available.</i>
<b>CONDITION 10 EXERCISE FACILITIES</b>		
a)	Each establishment must be provided with an exercise area which is separate from any sleeping /resting area. Those premises without additional exercise facilities or facilities which are not in use must offer lead exercise with the consent of the dog's owner.	<i>Where it may be inappropriate for some dogs to be turned out in communal areas an alternative such as lead walking should be implemented. Written consent from the owners should be sought, should this take place outside the premises.</i>
b)	Exercise area must be suitable and appropriately sized, taking into account the dog breed, size and individual needs.	
c)	In the event of no outside exercise facilities being available, all dogs must have regular toilet breaks and off site walks/exercise (as directed by their owners). These must be recorded.	<i>Where exercise facilities are internal, regular off site toilet breaks and exercise/walks must be recorded. The following information must be documented: date, dog name, staff/person who walked the dog and total duration of the walk.</i>
d)	Dogs must be exercised at least once daily or in accordance with their owner's wishes	<i>Consideration should be taken regarding the age, fitness, temperament and safety of the dogs and to the suitable type of exercise, for example circumstances may mean that a dog being allowed to be exercised off the lead may be found not to be appropriate.</i>
e)	If dogs are taken off the premises for exercising, they must be kept on leads unless the owners' written permission allows off lead exercise.	<i>Any off lead walking in public must also be in compliant with other relevant legislation (e.g. dog control orders and the Road Traffic Act 1988). It is also recommended to seek the owner's written permission for on lead exercise off the premises.</i>
f)	If dogs are taken off the premises, staff to dog ratio must be assessed, taking into consideration the dog's breed and size.	<i>A suitable ratio may be 1 staff to 3 dogs.</i>
<b>CONDITION 11 SUPERVISION</b>		
a)	A fit and proper person with relevant experience and training must always be available to exercise	<i>Anyone supervising the dogs needs to have sufficient knowledge of dog behaviour, including body language,</i>

	supervision and deal with emergencies whenever dogs are boarded at the premises.	<i>play styles and behaviour management as well as dog health, health and safety and canine first aid.</i>
b)	There must be sufficient numbers of staff to supervise dogs	
c)	Staff must not have any criminal convictions or accepted any cautions for any animal welfare related offences	<i>This includes convictions under the following: Animal Boarding Establishment Act 1963, Breeding of Dogs Act 1973, Pet Animal Act 1951, The Dogs (Northern Ireland) Order 1963, Riding Establishments Act 1964, Dangerous Wild Animals Act 1976, Animal Welfare Act 2006, Welfare of Animals Act (Northern Ireland) 2011, Animal Health &amp; Welfare (Scotland) Act 2006 and Protection of Animals (Amendment) Act 1954.</i>
d)	Dogs must be visited at regular intervals, as necessary for their health, safety and welfare and must not be left unattended on a regular basis	<i>Dogs should not be left unattended for no longer than 3 hours at a time. At any time, if dogs from different households are left unattended together, careful consideration should be taken and assessment carried out to determine the safety of this decision. Following consideration and assessment, you may determine the need to separate (in different rooms/pens) dogs from different households when unattended or unsupervised.</i>
e)	Only people over 16 years of age are allowed to walk boarded dogs in public places unsupervised.	<i>This is to ensure that a responsible individual is able to control the dog(s) in public places.</i>
<b>CONDITION 12 HEALTH AND WELFARE</b>		
a)	All boarding establishments must be registered with a veterinary practice and ensure full details are made available to the Licensing Authority.	<i>This should be included on your application form. Addresses of veterinary surgeries can be accessed from the Royal College of Veterinary Surgeons: <a href="http://www.rcvs.org.uk/find-a-vet-search/">http://www.rcvs.org.uk/find-a-vet-search/</a>. You are also advised to identify a veterinary practice which offers out of hour's service, in the event of an emergency, after your usual vet's opening hours.</i>
b)	The clients own veterinary practice must be known, and consulted if necessary.	<i>If possible and practicable (distance etc.) the owner's vets should be used if required. Owner's vet information should be recorded.</i>
c)	Advice from a veterinary surgeon must be sought in case of signs of disease, injury or illness. Where any dog is sick or injured, any instructions for its treatment, which have been given by a veterinary surgeon, must be strictly followed.	
<b>CONDITION 13 DISEASE CONTROL, VACCINATIONS AND ISOLATION</b>		
a)	Adequate precautions must be taken to prevent and control the spread of infectious and contagious disease and parasites amongst the dogs, staff and visitors.	<i>This includes ensuring dogs are vaccinated against disease and treated for parasites prior to boarding. Other adequate precautions include regular cleaning and disinfection, removing faeces regularly, regular hand washing etc. This also includes preventing the spread of infectious disease between isolated dogs and other dogs.</i>
b)	Boarded or resident dogs must be accompanied by an up to date record of veterinary approved protection against - <ul style="list-style-type: none"> <li>• Canine Distemper</li> <li>• Infectious Canine Hepatitis (Canine adenovirus)</li> </ul>	<i>You should retain a copy of the dog's vaccination records as proof that all boarded dogs have been protected against disease. The vaccination card (or copies) must be kept with the dog's records. Any other relevant disease which the establishment may require can include, vaccination against disease such as Kennel Cough (<i>Bordetella Bronchiseptica</i> / Canine</i>



<ul style="list-style-type: none"> <li>• Leptospirosis (<i>L.canicola</i> and <i>L.icterohaemorrhagicae</i>)</li> <li>• Canine Parovirus</li> <li>• Any other relevant diseases.</li> </ul> <p>A record that this proof has been supplied must be kept on site.</p>	<p><i>Parainfluenza virus) or any vaccinations advised by a veterinary practice/surgeon.</i></p>
<p>c) The Licensee must inform the Licensing Authority on the next working day, if a dog develops an infectious disease. Following an episode of infectious disease during any stay, the premises must undergo a reasonable quarantine period before new boarders are admitted. This period will be specified by the Licensing Authority as agreed with their authorised veterinary surgeon.</p>	<p><i>To report and discuss the quarantine period further, you can email <a href="mailto:foodsafety-healthandsafety@conwy.gov.uk">foodsafety-healthandsafety@conwy.gov.uk</a> or call 01492 575283.</i></p>
<p>d) Isolation facilities must be available, must be in compliance with the other licence conditions and must also be physically isolated from other dog accommodation.</p>	<p><i>This can be achieved by designating a room for isolation purposes, which can be used to house an infectious dog if required. Veterinary advice should be documented and followed immediately for any infectious dog. Dogs need to be effectively isolated and evidence of veterinary involvement will be expected.</i></p>
<p>e) Adequate biosecurity measures to prevent the spread of infectious disease between isolated dogs and other dogs must be in place.</p>	<p><i>This includes hand washing, regular cleaning and disinfection, PPE (if necessary), disposable clothing etc. Veterinary advice should always be sought.</i></p>
<p>f) Dogs which need to be isolated from other dogs must be provided with alternative forms of mental stimulation.</p>	<p><i>Owners must be informed if their dog has to be kept isolated from other dogs and shown how that will be achieved. Isolated dogs must be provided with a dedicated range of toys and other enrichment equipment to encourage species typical behaviour.</i></p>
<p><b>CONDITION 14 MISCELLANEOUS REQUIREMENTS</b></p>	
<p>a) The Licensing Authority must be informed of any animal death on the premises. The Licensee must make arrangements for the body to be stored at a veterinary surgeon's premises until the owners return.</p>	<p><i>This can be done by emailing <a href="mailto:foodsafety-healthandsafety@conwy.gov.uk">foodsafety-healthandsafety@conwy.gov.uk</a> or by calling 01492 575283.</i></p>
<p>b) A well-stocked first-aid kit suitable for use on dogs must be available and accessible on site.</p>	<p><i>The first aid kit should contain the following items: a selection of dressings, Non adherent wound cover, Retaining bandages, Covering bandages, Cotton wool, Scissors, Tweezers, Torch, Suitably sized muzzle/s, Contact number for Veterinary Surgeon including out of routine hours details.</i></p>
<p>c) In the event of a dog escaping or being lost from a licensed day care establishment, licensees must notify the Licensing Authority as soon as is practical and without undue delay. Full details of date, time, location and circumstances of the incident, the description of the dog, the owner's full details, and any recovery actions already taken by the licensee must be given.</p>	<p><i>This can be done by emailing <a href="mailto:foodsafety-healthandsafety@conwy.gov.uk">foodsafety-healthandsafety@conwy.gov.uk</a> or calling 01492 575283.</i></p> <p><i>To report a lost/escape dog to the local authority's dog warden contact 01492 575222 during office hours and 0300 123 3079 out of hours.</i></p>
<p>d) A designated person within a reasonable travelling time must have a spare set of keys and access to the premises in case of an emergency. These details must be made available to the Licensing Authority.</p>	<p><i>A designated person can be a family member, friend, neighbour or any other suitable person. This information should be included in your application form. A reasonable distance would, in normal conditions, be interpreted as no more than 30 minutes travelling time.</i></p>

**CONDITION 15  
TRANSPORT OF DOGS**

a)	Licensees who offer collection and delivery services must ensure vehicles used, comply with current Welfare of Animals in Transport regulations	<i>The legislation defines the requirements to ensure the 'Welfare of Animals in Transport'. Examples include; Securely fitted dog cage(s) and suitable ventilation, as well as the requirement to hold a Transporters authorisation certificate for any journey over 65km / 40 miles.</i>
b)	The licence holder must demonstrate that a suitable vehicle is available to transport dogs or, where a vehicle is not provided, a contingency plan in place for emergency transport (e.g. vets).	<i>This is important in the event that a dog requires emergency veterinary treatment, where transport to the establishment would be required. If a vehicle is not available you must have a plan in place to deal with emergency transport situations.</i>
c)	Dogs must be suitably restrained using a dog crate, dog guard or transport harness. Dog crates must be of adequate size, designed to provide good ventilation and firmly secured.	<i>It is important that dogs are restrained during transport, to protect dogs and yourself from injury. An unrestrained dog could distract you whilst driving, which could lead to a collision. Incorrect transport of dogs in a vehicle could also invalidate your vehicle insurance.</i>
d)	Where the business uses vehicles to collect and return dogs, the dogs must be collected from and returned to the premises on a lead.	<i>This is to minimise the risk of any dog escaping.</i>
e)	Dogs must not be left in vehicles for unreasonable periods and must never be left unattended in a car or other vehicle where the temperature may pose a risk to the animal.	<i>Leaving a dog in a vehicle for extended periods, where outside temperatures are high, can lead to heat stroke, which can be fatal.</i>
f)	Vehicles must be regularly cleaned and disinfected.	<i>These should be cleaned and disinfected after each use.</i>

**CONDITION 16  
FIRE, EVACUATION, ELECTRICAL AND KEY HOLDERS**

a)	Suitable emergency precautions and written procedures must exist and be made known to all staff, including arrangements for evacuation of animals.	<i>Staff should be aware of these procedures and a copy should be displayed for staff to refer to as and when needed. Evacuation should be regularly practised and practices recorded. All staff should undergo regular training and records should be kept of such training. This procedure should not put anyone at unnecessary risk.</i>
b)	Entrances and exits must be clear of obstructions at all times.	<i>To facilitate risk free evacuation if needed, when designing accommodation, consideration should be given to using systems which would allow timely removal of the animals in the case of emergency.</i>
c)	Suitable firefighting, prevention and detection equipment must be provided, maintained (by a competent person), regularly serviced and sited as advised by the local fire protection/prevention officer and approved by the local authority.	<i>This will ensure that, if needed, the equipment will function correctly. Staff should be properly trained on the use of equipment provided.</i>
d)	Precautions must be taken to prevent the risk of fire.	<i>This includes careful consideration of sitting of heating appliances to ensure they are not in a location or manner where they may present a risk of fire, or risk to dogs and preventing any accumulation of material which may present a risk of fire. These precautions and others will limit the risk of fires.</i>
e)	The occupier of the property must be aware of the location of the dogs in the property at all times.	<i>In the event of an evacuation, knowing the location of all dogs at the property will make the evacuation process easier and safer.</i>

<p>f) All electrical installations and appliances must be maintained in a safe condition and in compliance with relevant legislation. Electrical systems must be adequately constructed and maintained so as to prevent danger, so far as is reasonably practical, in accordance with the Electricity at Work Regulations 1989.</p>	<p><i>To aid with the compliance of these regulations please see details in the attached appendix. All electrical installations must be installed by appropriately qualified persons and maintained in a safe condition; and sited such that they do not present a risk. All equipment must be maintained in a good state of repair and serviced according to manufacturer's guidelines.</i></p>
<p>g) The Licensee must have suitable arrangements for the temporary boarding of dogs in the event that the licensed premise is rendered inhabitable.</p>	<p><i>This arrangement could be by using another licenced boarding establishment or another suitable premises.</i></p>

**CONDITION 17  
RECORD KEEPING AND REGISTER**

<p>a) A register must be kept of all dogs boarding at the establishment, and be available to all key staff members at all times. The information kept must include the following:</p> <ul style="list-style-type: none"> <li>• Date and time of arrival and departure.</li> <li>• Name of dog, as well as any other identification mark such as microchip number or tattoo.</li> <li>• Description, breed, age and gender of dog</li> <li>• Name, address and telephone number of owner or keeper.</li> <li>• Name, address and telephone number of emergency contact person whilst boarded.</li> <li>• Name, address and telephone number of dog's veterinary surgeon.</li> <li>• Usual days for day care.</li> <li>• Quantity and administration of any medication on each occasion it's given.</li> <li>• Health, medication, welfare, nutrition and exercise requirements.</li> <li>• Records of the dates of each dog's most recent worming and flea treatments.</li> <li>• A copy of the dog's vaccination card</li> <li>• Copy of written consent from the owner regarding their dog interacting with the other dogs at the establishment and interaction with pet dogs (if applicable).</li> </ul>	<p><i>The register should be in a format that is clear and easy to understand by any staff and the licensing inspector. This register must be available to all key staff and access available to the inspecting officer on request.</i></p>
<p>b) Records must be kept available for a minimum of 24 months and kept in such a manner as to enable an authorised officer easy access to such information.</p>	<p><i>The licence holder must keep all such records for at least 2 years from the date on which the record was created.</i></p>
<p>c) Where records are computerised, a backup or hard copy must be kept.</p>	<p><i>Any computerised records must also be easily accessible by staff and authorised officers. A backup could be a printed paper copy or a copy saved onto a USB, disk or hard drive.</i></p>
<p>d) The register must be available to all members of staff at the establishment at all times.</p>	

**CONDITION 18**  
**ROUTINE MEDICATION, SOCIALISATION AND DOG ID**

<p><b>a)</b> Any day care dog that requires routine/daily medication or treatments must have them administered by a suitably competent person.</p>	
<p><b>b)</b> The quantity and frequency of administration must be fully discussed and logged prior to the dogs stay. During day care, a records of all medication administration must be kept.</p>	<p><i>It is important that the licensee has written evidence regarding any medication requirements to both safeguard the health and welfare of the dog and to protect themselves in the event of any future issues. This will ensure the quantity and frequency is known prior to boarding. Whilst being boarded there should be a check list devised of the day &amp; time of each administration which is subsequently signed off. This will ensure the correct amounts have been administered.</i></p>
<p><b>c)</b> Prescribed medicines must be stored safely in a cupboard/fridge, at the correct temperature, and used in accordance with the instructions of the veterinarian and manufacturer's instructions.</p>	<p><i>All courses must be completed to the specifications given by the veterinarian. Any unused medications must be returned to the owner or prescribing vet. A fridge must be available to store medicines which require being kept at certain low temperatures</i></p>
<p><b>d)</b> All animals must be given the opportunity for daily interaction and stimulation.</p>	<p><i>Appropriate exercise, play, and other human contact should be carried out to ensure that dogs get as much as they would be used to within their home environment. All dogs must receive appropriate toys and / or feeding enrichment unless owner/veterinary advice suggests otherwise. The premises must obtain the owner's written consent if such enrichment is not recommended. Items must be checked daily to ensure they remain safe. Dogs must be monitored continually when toys and/or enrichment are present. Any toys or equipment used must not pose a risk of pain, suffering, disease and/or distress to the dog and must be correctly used. Items must be checked daily to ensure they remain safe and disposed of if they are damaged.</i></p>
<p><b>e)</b> Dogs must wear a collar and identity tag when outside the boarding premises (public or outdoor exercise areas of the premises). The tag must display the name, address and telephone number of the boarding premises.</p>	<p><i>An example of a premise identity dog tag would be: "ABC Dog Day Care, house number/name, postcode and the telephone number". This will assist in the identification of dogs and will also assist staff with dog control, if one tries to escape, or if there is a fire or other emergency. In the event that a dog may be lost, it can facilitate a speedy reunion. There is also a legal responsibility for dogs to wear a collar and tag in a public area under The Control of Dogs Order 1992.</i></p>

## **A. APPEALS PROCEDURE**

### **Animal Boarding Establishments Act 1963 - Section 1 (4)**

Any person aggrieved by the refusal of a local authority to grant such a licence, or by any condition subject to which such a licence is proposed to be granted, may appeal to a magistrates' court; and the court may on such an appeal give such directions with respect to the issue of a licence or, as the case may be, with respect to the conditions subject to which a licence is to be granted as it thinks proper.

## **B. FIRE PRECAUTIONS GUIDANCE**

The following information is supplied to licensees, in order to aid compliance with the fire precaution requirements detailed in the Council's licensing conditions that require appropriate steps to be taken for the protection of animals in case of fire or any other emergency.

The guidance is aimed at ensuring that the means of escape and associated fire precautions are adequate for human occupants. It should be borne in mind that the fire safety requirements for people maybe covered by other legislation.

The following matters must be considered:

1. Access for Fire Fighting and Water Supplies - There should be good access for fire fighting appliances (minimum width of 3.7m) to all hydrants and other water sources and hard standings should be provided. The name board of the premises should be clearly displayed beside the nearest road access.
2. Means of Escape - Escape routes for animals should be designed to provide a straight run out of buildings, with the minimum of human assistance. Pen doors should be so arranged that animals can be evacuated quickly and acute turns, obstructions and ramps in the escape routes should be avoided as far as possible.
  - a) All premises should be provided with exits of sufficient width and height to allow easy access to the animals at all times.
  - b) The exits should be easily opened from the inside without the use of a key.
  - c) If necessary provision should be made for the ready summoning of a key holder.

In buildings exceeding 18 metres in length or where considerable numbers of animals are housed, at least two exits should be provided and situated as far apart as possible. The distance of travel should be limited to 45 metres.

3. No Smoking Signs - No smoking notices should be displayed in the vicinity of all hay and straw and where practicable precautions should be taken against unauthorised entry especially by children.
4. Electrical Installations - Electrical installations including lamps should be cleaned regularly to avoid the build-up of dust. Electrical equipment, heaters etc should be

positioned and secured so that they are kept at a safe distance from any likely accumulation of flammable bedding material.

## 5. Fire Fighting Equipment

### a. Portable Fire Extinguishers -The following are recommended as a minimum:

- Buildings not exceeding 200sqm in area require at least 2x9 litre water extinguishers for buildings over 200sqm an additional fire extinguisher must be provided for every additional 200sqm or part thereof.
- Portable fire extinguishers must meet the requirements of BS EN 3 and be installed and maintained according to the recommendations given in BS 5306.
- Depending on the outcome of your fire risk assessment, it may be possible to reduce this to one extinguisher in very small premises with a floor space of less than 90m<sup>2</sup>.
- Fire extinguishers that when operated produce a loud noise, e.g. CO<sub>2</sub>, or large clouds of dry powder, should not be used in close proximity to animals.

### b. Hose Reels - Hose reels can be provided as an alternative to portable fire extinguishers. There should be a minimum of one hose for each 800sqm in area or part thereof. It should confirm to BS 5306: Part 1. Wash down hoses may be acceptable provided there is a constant flow of water that is able to produce water jet with a minimum throw of 5 metres. Hose reels must not exceed 45m in length and should be sited so that the nozzle can be taken to within 6m of each part of the protected premises.

## 6. Fire Notices - All staff at the establishment should be familiar with what action must be taken in the event of a fire. A clearly written and conspicuous notice should be provided indicating the action to be taken in case of fire and the location of the nearest telephone.

This notice may include the following:

“On discovering a fire, ensure the building involved is evacuated.  
Call the Fire Brigade {the nearest telephone is sited at .....}.  
Attack the fire using the fire fighting equipment provided, if safe to do so  
etc”

## 7. O/S Map Reference - An Ordnance Survey map reference number should be made available for the premises and displayed with the Fire Notice provided.

**The Regulatory Reform (Fire Safety) Order 2005** requires that necessary fire precautions are put in place to protect relevant persons in case of fire in, and in the vicinity of all premises to which the legislation applies.

Responsibility for complying with the order rests with the 'responsible person'. In a workplace, this is the employer and any other person who may have control of any part of the premises, e.g. the occupier or owner. In all other premises the person(s) in control of the premises will be responsible.

The responsible person must:

Carry out a Fire Risk Assessment, the significant findings of which must be recorded if five or more persons are employed, if the premises are licensed or if an alterations notice is in force.

To further assist you, the Fire Safety Guide to Animal Premises and Stables (ISBN: 978 1 85112 884 6) is available from the stationary office or via the Department for Communities and Local Government website ([www.communities.gov.uk](http://www.communities.gov.uk)).

### **C. HEALTH AND SAFETY**

Health and Safety law applies to all businesses, no matter how small. As an employer or a self-employed person, you are responsible for health and safety in your business. You need to take the right precautions to reduce the risks of workplace dangers and provide a safe working environment.

There is a guide called "Health and Safety made simple". This guide makes life easier for you by providing the basic information on what you need to do in one place. It will help you get started in managing health and safety in your business.

For some work activities there may be extra things you need to do to make sure you are complying with the law. Further guidance on specific topics, such as managing asbestos, preventing ill health from animal contact etc, and model risk assessments are available online at [www.hse.gov.uk](http://www.hse.gov.uk).

The "Health and Safety made simple" leaflet can be downloaded by following this link:

<http://www.hse.gov.uk/pubns/indg449.pdf>