



Department
for Environment
Food & Rural Affairs

**The Animal Welfare (Licensing of Activities
Involving Animals) (England) Regulations 2018**
**Guidance notes for conditions for providing boarding in
kennels for dogs**
November 2018

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Introduction

1. This guidance is aimed at local authority inspectors in England and should be read in conjunction with the Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018 (SI No.486)⁽¹⁾. Guidance documents are available for each licensable activity under the regulations: dog breeding, pet selling, hiring out horses, boarding for dogs, boarding for cats, home boarding for dogs, dog day care and keeping or training animals for exhibition. There is also Procedural Guidance on the general issues that apply to all activities including on how to assess the star rating of establishments.

What is in and out of the scope: Providing boarding in kennels for dogs

2. Schedule 1 of the Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018 (“the regulations”) defines the licensable activities for each sector. In all cases except dog breeding, the licensable activity is restricted to businesses or those operating on a commercial basis.

Business Test

3. The Regulations specify two example business tests to be considered when determining whether an activity is considered commercial, and thus within scope. They are not the exclusive factors to be considered but are examples and other factors, such as those listed in the nine badges of trade set out by HMRC, are also relevant. The regulations include the following on this issue:
4. The circumstances which a local authority must take into account in determining whether an activity is being carried on in the course of a business for the purposes of this Schedule include, for example, whether the operator—
 - (a) makes any sale by, or otherwise carries on, the activity with a view to making a profit, or
 - (b) earns any commission or fee from the activity.
5. This guidance is intended to assist inspectors in determining whether or not an activity may be subject to the regulations noting that ultimately there will be an element of judgement required.
6. Set out below are examples of the type of activity that should or should not be considered within the scope of the regulations and the indicators that should be considered when deciding whether a licence is required.
7. Local authority inspectors should take account of all elements of the advice below and weigh them against each other before reaching a decision as to whether an activity falls within scope of the regulations.

Providing or arranging for the provision of boarding for cats or dogs: definition in Schedule 1 of the regulations

“4. Providing or arranging for the provision of accommodation for other people’s cats or dogs in the course of a business on any premises where the provision of that accommodation is a purpose of the business.

(1) [Animal Welfare \(Licensing of Activities Involving Animals\) \(England\) Regulations 2018](#)

5. The activity described in paragraph 4 does not include keeping a dog or cat on any premises pursuant to a requirement imposed under, or having effect by virtue of, the Animal Health Act 1981⁽²⁾.”

In scope criteria

Activities that fulfil one or more of the following criteria are subject to licensing:

1. Businesses which provide accommodation for other people’s cats and dogs, where the provision of that accommodation is part or solely the activity of the business.
2. Businesses which arrange for the provision of accommodation for other people’s cat and dogs, for example, businesses which connect pet owners with people willing to look after their animals for no fee (just minor expenses). The accommodation provided in these circumstances must meet the conditions in Schedules 2 and 4, and it is the responsibility of the business to ensure that this is the case. The local authority needs to be satisfied that the conditions are met in all of the accommodation provided. The business must provide (and keep updated) a list of their associated premises. This applies regardless of whether the business is arranging for dog boarding in kennels, cat boarding, home boarding or dog day care.

Out of scope criteria

Activities that fulfil one or more of the following criteria are not subject to licensing:

1. Businesses where accommodation is provided for other people’s cats and dogs, but where the provision of that accommodation is not the purpose of that business, for example, veterinary practices where the accommodation provided is part of the treatment of the animal.
2. Businesses that provide day care for dogs and do not keep them overnight (these are under the scope of dog day care facilities).

Guideline indicators of “out of scope” activities

The following may assist consideration of the criteria listed above:

- The Government announced in Budget 2016 a new allowance of £1,000 for trading income from April 2017. Anyone falling under this threshold would not need to be considered in the context of determining whether they are a business.

(2) [Animal Health Act 1981](#)

Overview of the conditions and explanatory guidance

1. This document outlines the conditions that must be complied with in order to receive an animal activities licence for the activity of providing boarding for dogs. The conditions set out in schedules to the regulations are given in bold throughout this document, whilst the explanatory guidance notes are provided as bullet points.
2. In order to receive a licence a business will need to meet all of the minimum standards outlined in this document. In addition, businesses are encouraged to apply higher standards. A business that meets the higher standards will be able to gain a 4 or 5 star rating in the Animals Activity Star Rating System and will qualify for a longer licence (e.g. two or three years as opposed to a one-year licence) and thereby pay a lower licence fee.
3. Whilst applying the higher standards is optional, certain standards are required in order to attract the higher star ratings. To distinguish required higher standards from optional ones they have each been given a specific colour which is used in each guidance document. Higher standards that appear in **blue** text are required in order for a business to be classed as high standard, whereas those that appear in **red** text are optional. See the Procedural Guidance for a full explanation of the Animals Activity Star Rating System and how it incorporates a risk assessment of the business.
4. Paragraph numbering in the following parts of this guidance document relate to the numbering of the conditions in the relevant Schedules of the regulations.

Part A – General Conditions (Schedule 2 of the Regulations)

1.0 Licence Display

Condition (paragraph numbers relate to the numbering in the Regulations)

1.1 A copy of the licence must be clearly and prominently displayed on any premises used for the licensable activity.

Guidance

- The licence must be displayed in a public-facing area of the premises such as the entrance or reception area.

Condition

1.2 The name of the licence holder followed by the number of the licence holder's licence must be clearly and prominently displayed on any website used in respect of the licensable activity.

2.0 Records

Conditions

2.1 The licence holder must ensure that at any time all the records that the licence holder is required to keep as a condition of the licence are available for inspection by an inspector in a visible and legible form. Where any such records are stored in electronic form, they must be able to be readily produced in a visible and legible form.

2.2 The licence holder must keep all such records for at least three years beginning with the date on which the record was created.

Guidance

- Electronic records must be backed up

3.0 Use, number and type of animal

Condition

3.1 No animals or types of animal other than those animals and types of animal specified in the licence may be used in relation to the relevant licensable activity.

Guidance

- This licence applies only to the boarding of dogs. However, if there are welfare concerns relating to other animals then the inspector should inform either the relevant person in the Local Authority, the Police or suitable animal welfare organisation as appropriate.

Condition

3.2 The number of animals kept for the activity at any time must not exceed the maximum that is reasonable taking into account the facilities and staffing on any premises used for the licensable activity.

Guidance

- The licence conditions must clearly state the numbers of dogs permitted at the premises used for the activity. Undeclared breach of this number can invalidate the licence, especially if not reflected in increased staffing levels.
- This figure must include any dogs kept within the licensed kennels which are not present for boarding.

4.0 Staffing

Condition

4.1 Sufficient numbers of people who are competent for the purpose must be available to provide a level of care that ensures that the welfare needs of all the animals are met.

Guidance

- Where there is evidence that the welfare needs of the animals are not being met, the inspector should consider if the staffing levels are appropriate. The inspector should take into account:
 - The size of premises
 - The layout of the premises i.e. how many dogs may be permitted in each separate area
 - The type of dog e.g. breed, age, health status and needs
 - The qualifications / experience of the staff
 - Additional services offered by the establishment
 - Use of part-time or voluntary staff
- As a guide, the ratio of staff to dogs in established businesses will be around 1:25.

Higher Standard

- Staffing levels will be up to 1 full-time equivalent attendant per 15 dogs kept.

Condition

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.

Guidance

- Suitable and sufficient training of staff must be demonstrated to have been carried out in the following areas:
 - Dog welfare, including recognising poor welfare and understanding the 5 welfare needs
 - Dog handling;
 - Dog behaviour;
 - Cleanliness and hygiene;
 - Feeding and food preparation;

- Disease control;
- Recognition and first aid treatment of sick animals.
- Training must be a minimum of an OFQUAL regulated level 2 qualification in a relevant subject, or clear evidence of knowledge and experience.

Higher Standard

- **A member of staff with a relevant OFQUAL regulated Level 3 qualification must be present during the working day.**

Condition

4.3 The licence holder must provide and ensure the implementation of a written training policy for all staff.

Guidance

- The training policy must be reviewed and updated on an annual basis and must include:
 - annual appraisal
 - planned continued professional development
 - recognition of knowledge gaps
 - Use of online courses and literature
 - If no staff are employed the licence holder must demonstrate their own knowledge development.
- It will be applicable to any members of staff and can be shown by engagement with courses, written or online learning, keeping up to date with any research or developments for specific species and the documentation of the annual appraisal.
- Evidence of staff attendance or completion of the training must be provided

5.0 Suitable Environment

Condition

5.1 All areas, equipment and appliances to which the animals have access must present minimal risks of injury, illness and escape. They must be constructed in materials that are robust, safe and durable, in a good state of repair and well maintained.

Guidance

- Timber, if used, must be of good quality, well-kept and any damaged areas sealed or over clad. Wood must be smooth and treated and properly maintained to render it impervious.
- Interior surfaces, including floors, must be smooth, impervious and able to be disinfected, where appropriate. Floors must have a non-slip, solid surface. Junctions between sections must be coved or sealed.
- There must not be any sharp edges, projections, rough edges or other hazards which present risk of injury to a dog.
- Windows must be escape-proof.

- Doors must be strong enough to resist impact, scratching and chewing, and must be capable of being effectively secured. Large apertures to unlock a door must be avoided.
- Access doors must not be propped open.
- All wire mesh/fencing must be strong and rigid and kept in good repair to provide an escape and dig proof structure. Where metal bars and/or mesh and/or frames are used, they must be of suitable gauge (minimum 2mm diameter, approximately British Standard 14 gauge) with spacing adequate to prevent dogs escaping or becoming entrapped.
- Gaps or apertures must be small enough to prevent a dog's head passing through, or entrapment of any limb or body parts. To protect against entrapment any such gaps must prevent the passage of a 50mm sphere, or smaller if appropriate.
- Unit doors should open inwards to protect the health and safety of attending staff. Where this is not feasible there must be a documented procedure in place to demonstrate the safety of staff.
- Door openings must be constructed such that the passage of water/waste is not impeded, or allowed to gather due to inaccessibility.
- Drainage must be effective to ensure there is no standing or pooling of liquids. A minimum gradient of 1:80 is advised to allow water to run off. Waste water must not run off into adjacent pens/dog units.
- Drainage channels should be provided so that urine is not allowed to pass over walk areas in corridors and communal access areas. There must be no access to the drainage channels by the dogs housed in the dog units. Alternative means of removing excess liquid are permissible.
- Any drain covers in areas where dogs have access must be designed and located to prevent toes/claws from being caught.
- For kennels where there are facing dog units accessed by an indoor corridor, the corridor must be at least 1.2 m wide. If this is not feasible, demonstrable measures must be in place to protect the safety of staff e.g. routes taken to remove dogs from kennel units and where dogs are placed within the establishment.
- Kennels and runs must open onto secure corridors or other secure areas so that dogs are not able to escape from the premises. These corridors / areas must not be used as an exercise area.
- Each unit should have minimum headroom height of 1.8m and be designed to allow staff to access dogs and clean all parts of the unit safely. Where this is not feasible there must be a documented procedure in place to demonstrate the safety of staff.
- Exercise areas for common use must be suitably drained. Surface pooling of water must not occur and land drainage must be provided where necessary if normal site drainage is inadequate.
- Where artificial turf is used in outside areas, it must be maintained in good repair to avoid ingestion hazards.

Higher Standard

- Dogs must be provided with a design and layout that provides them with choice. Separate areas for different activities must be provided. This can be achieved by, for example, inclusion of raised platforms.

Condition

5.2 Animals must be kept at all times in an environment suitable to their species and condition (including health status and age) with respect to—

- (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.**

Guidance

- Dogs must not be restricted to areas when climatic conditions may cause them distress. Insulation and temperature regulation in the kennels must aim to keep the temperature in some part of the sleeping area above an absolute minimum of 10 degrees.
- 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.
- Dogs, particularly puppies, may be adversely affected by the sound of other barking dogs. Dogs under seven months of age must be located in the quietest part of the kennel establishment.
- Dogs must not be exposed to draughts
- Ventilation must be provided to all interior areas to avoid excess humidity
- Excessive noise must be avoided.

Higher Standard

- **Ventilation must be a managed, fixed or portable, air system to ensure appropriate temperatures are maintained in all weathers. This can be an air conditioning unit or use of removable fans.**
- **A noise management plan must be in place e.g. physical barriers, sound absorbing build structure, positive reinforcement training to keep barking down, kennel design to prevent noise generation with demonstration of effectiveness.**

Condition

5.3 Staff must ensure that the animals are kept clean and comfortable

Guidance

- The licence holder and staff should ensure that dogs benefit from adequate routine grooming and other health regimes as needed and agreed with the owner e.g. cleaning of eyes or keeping long fur from matting. This must include attention to coat, teeth, ears and nails and inspection for parasites.
- Each occupied kennel must be cleaned daily at a minimum.
- Dogs must be removed from the area whilst it is being cleaned.

Condition

5.4 Where appropriate for the species, a toileting area and opportunities for toileting must be provided.

Guidance

- There must be direct and continuous access to a run for toileting or the dog must be taken out of the kennel unit to toilet at least 4 times at intervals throughout the day.

Condition

5.5 Procedures must be in place to ensure accommodation and any equipment within it is cleaned as often as necessary and good hygiene standards are maintained. The accommodation must be capable of being thoroughly cleaned and disinfected.

Guidance

- Kennels, including outside runs, must be inspected daily and kept in a clean condition, in accordance with the documented cleaning and disinfection procedure.
- Kennels must be disinfected at least once a week and at occupancy change.
- Faeces must be removed from all areas as often as necessary and in any case a minimum of twice a day.

Condition

5.6 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.

Guidance

- 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.
- Transport must be in accordance with existing legal requirements.
- 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, out of direct sunlight and away from heating vents.
- Vehicles must be cleaned and disinfected after each collection / delivery.
- Leaving dogs in vehicles must be minimalised and dogs must never be left unattended in a car or other vehicle where the temperature may pose a risk to the animal.
- If transporting dogs by road, sufficient breaks must be offered for water and the chance to go to the toilet.

Condition

5.7 All the animals must be easily accessible to staff and for inspection. There must be sufficient light for the staff to work effectively and observe the animals.

Guidance

- Where practicable this must be natural light, but artificial light must be available. Where artificial lighting is used, this must be within a range of 10 to 12 hours daily.

- Lights must be turned off to provide a period of darkness overnight.

Condition

5.8 All resources must be provided in a way (for example as regards. frequency, location and access points) that minimises competitive behaviour or the dominance of individual animals.

Guidance

- There must be multiples of all resources (food, water bowls and sleeping areas), equal or greater than the number of dogs in the unit. Dogs must be carefully monitored, especially at feeding times.

Condition

5.9 The animals must not be left unattended in any situation or for any period likely to cause them distress.

Guidance

- All dogs must be observed regularly throughout the day. The licence holder or responsible person must visit the dogs at regular intervals (of no more than 4 hours apart during the working day e.g. starting at 0800, until 1800), or as necessary for the individual health, safety and welfare of each dog.

Higher standard

- All individual dogs must be inspected at least once at an appropriate interval during the out of hours period (e.g. 1800-0800).

6.0 Suitable Diet

Condition

6.1 The animals must be provided with a suitable diet in terms of quality, quantity and frequency. Any new feeds must be introduced gradually to allow the animals to adjust to them.

Guidance

- Adult dogs must be fed at least once per day and in accordance with the individual dog's needs. Dogs must be fed a complete diet appropriate to their age, breed, activity level and stage in the breeding cycle.
- The diet must be in agreement with the dog's owner and if there are concerns about an individual dog's diet, the owners must be told and veterinary advice sought.

Condition

6.2 Feed and (where appropriate) water intake must be monitored, and any problems recorded and addressed.

Guidance

- Dogs must be monitored if they remain inappetent (without appetite) for longer than 24 hours and if there are concerns, veterinary advice must be sought.
- Water intake must be checked and veterinary advice sought if dog is not drinking or is drinking excessively.
- Dogs displaying significant weight loss/gain must be evaluated by a veterinarian and treated as necessary.

- Veterinary advice must be followed if feeding debilitated, underweight or ill dogs, or those with specific dietary requirements

Condition

6.3 Feed and drinking water provided to the animals must be unspoilt and free from contamination.

Guidance

- Dry feed must not be left out for more than 24 hours. When wet feed is fed it must be removed before the next feeding time.
- Refrigeration facilities for feed storage must be provided.
- Feed must be stored away from risk of vermin and in appropriately cool and dry places.

Condition

6.4 Feed and drinking receptacles must be capable of being cleaned and disinfected, or disposable.

Guidance

- Receptacles must be non-porous.
- Receptacles must be cleaned daily and disinfected at least once a week and between dogs. If damaged they must be disposed of.

Condition

6.5 Constant access to fresh, clean drinking water must be provided in a suitable receptacle for the species that requires it.

Guidance

- Fresh water must be provided daily in a clean container and changed or refreshed as often as necessary.
- At least one water bowl must be provided per adult dog.

Condition

6.6 Where feed is prepared on the premises, there must be hygienic facilities for its preparation, including a working surface, hot and cold running water and storage.

Guidance

- In establishments where staff are employed, a separate hand wash basin with an adequate supply of hot and cold water must be provided for them to wash their hands.
- This must be connected to a suitable drainage system.
- Soap and hygienic hand drying facilities must also be available.

7.0 Monitoring of behaviour and training of animals

Condition

7.1 Active and effective environmental enrichment must be provided to the animals in inside and any outside environments.

Guidance

- A documented programme must be available setting out enrichment both inside and outside including grooming, socialisation and play. All dogs must receive appropriate toys and / or feeding enrichment unless veterinary advice suggests otherwise. Items must be checked daily to ensure they remain safe and must not be left with dogs when staff are not on the premises.

Condition

7.2 For species whose welfare depends partly on exercise, opportunities to exercise which benefit the animals' physical and mental health must be provided, unless advice from a veterinarian suggests otherwise.

Guidance

- Opportunities to exercise must involve at least one walk every day or access to a secure open space away from their kennel unit. Consideration must be given to life stage, physical and mental health and breed when planning daily exercise.
- Informed written consent from owners must be obtained to enable a dog to be walked outside the facility. Dogs exercised outside the premises must be kept on a lead at all times. No more than four dogs must be walked at the same time.
- Dogs must be monitored whilst in outdoor exercise areas. Outdoor exercise areas must be safe and free from hazards which may cause injury.
- Dogs from different households must not be mixed, including in exercise areas and when being walked, unless prior written consent has been obtained from the owners.
- The owner must stipulate what mixing is to take place i.e. whether it is mixing with dogs selected by the proprietor or with named dogs only.
- Exercise areas must be cleared of all potential hazards between use by different dogs. Faeces must be picked up between dogs/occupancy and at least daily.

Higher Standard

- [There must a clear plan setting out two walks per dog each day for a minimum of 20 minutes each or two sessions of access to a secure open area away from the kennel unit.](#)

Condition

7.3 The animals' behaviour and any changes of behaviour must be monitored. Advice must be sought, as appropriate and without delay, from a veterinarian or, in the case of fish, any person competent to give such advice if adverse or abnormal behaviour is detected.

Guidance

- The behaviour of individual dogs must be monitored daily and changes in behaviour and/or behaviours indicative of suffering, stress, fear, aggression and anxiety must be recorded and acted upon. All staff must be able to identify dogs that are anxious or fearful about contact.
- Advice must be obtained where necessary from a suitably qualified clinical animal behaviourist.
- Dogs likely to, or showing, signs of being nervous or stressed must be located in a suitable part of the establishment, bearing in mind their individual disposition. This

could include: elderly dogs; nervous dogs; dogs on some medications. Where a dog shows signs of being nervous, stressed or fearful, steps must be taken to address this.

Condition

7.4 Where used, training methods or equipment must not cause pain, suffering or injury.

Guidance

- Training must be reward based (i.e. reward desired behaviour and ignore unwanted behaviour).

Condition

7.5 All immature animals must be given suitable and adequate opportunities to—
(a) learn how to interact with people, their own species and other animals where such interaction benefits their welfare, and
(b) become habituated to noises, objects and activities in their environment.

Guidance

- Documented processes must be in place to accommodate the needs of dogs under one year of age.

8.0 Animal Handling and Interactions

Condition

8.1 All people responsible for the care of the animals must be competent in the appropriate handling of each animal to protect it from pain, suffering, injury or disease.

Guidance

- Dogs must always be handled humanely and appropriately to suit the requirements of the individual dog and to minimise fear, stress, pain and distress. Dogs must never be punished so that they are frightened or exhibit aversive behaviour.
- People must have the competence to handle dogs correctly. A protocol must be in place for dealing with difficult dogs, to include members of staff appropriately trained in dog handling and the use of appropriate equipment. They must also have the ability to recognise and act upon undesirable behaviours, and those dogs that are anxious or fearful.
- A suitable range of muzzles of varying sizes and a suitable dog catching device must be kept on site.

Condition

8.2 The animals must be kept separately or in suitable compatible social groups appropriate to the species and individual animals. No animals from a social species may be isolated or separated from others of their species for any longer than is necessary.

Guidance

- Only dogs from the same household may share a kennel unit. Where dogs share a unit, the owner's written authorisation must be obtained and dogs must be

monitored. Consent from the owner must also include authority for separating dogs, should problems arise.

Condition

8.3 The animals must have at least daily opportunities to interact with people where such interaction benefits their welfare.

9.0 Protection from Pain, Suffering, Injury and Disease

Condition

9.1 Written procedures must—

(a) be in place and implemented covering—

(i) feeding regimes,

(ii) cleaning regimes,

(iii) transportation,

(iv) the prevention of, 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);

(b) be in place covering the care of the animals following the suspension or revocation of the licence or during and following an emergency.

Guidance

- The procedures must demonstrate how the conditions outlined in this guidance are met.

Conditions

9.2 All people responsible for the care of the animals must be made fully aware of these procedures.

9.3 Appropriate isolation, in separate self-contained facilities, must be available for the care of sick, injured or potentially infectious animals.

Guidance

- Provision must be made for the isolation of sick/injured/infectious animals and those that might reasonably be expected to be carrying serious infectious diseases.
- Where isolation facilities are provided by the attending veterinary practice, a letter must be provided by the practice stating that they are prepared to provide such facilities. If not the stated isolation protocols must be followed.
- Dogs showing signs of infectious disease must not be allowed in any shared outside exercise area.
- Protective clothing and footwear must be worn when handling dogs in the isolation facility, and sanitation protocols adhered to. Whilst in use, the clothing must be kept in the isolation unit and not be removed other than for cleaning and disinfection. Any dogs in the isolation facility must be checked regularly and unless a separate person is caring for them, they must be visited after the other dogs.
- Separate feeding and water bowls, bedding and cleaning utensils must be stored in the isolation unit ready for immediate use.

Condition

9.4 All reasonable precautions must be taken to prevent and control the spread among the animals and people of infectious diseases, pathogens and parasites.

Guidance

- An up-to-date veterinary vaccination record must be seen to ensure that dogs have current vaccinations against canine parvovirus, canine distemper, canine adenovirus/infectious canine hepatitis, leptospirosis and other relevant diseases. Vaccination against diseases such as kennel cough (*Bordetella bronchiseptica*/Canine parainfluenza virus) may be required by the establishment.
- Certification from a veterinarian of a recent protective titre test may be accepted instead of a booster vaccination as required by the establishment. The certificate must state that it is valid for the current period. It is the decision of the kennel proprietor whether to accept such a certificate.
- Primary vaccination courses must be completed at least 2 weeks before boarding.
- Vaccines used must be licenced for use in the UK. Homoeopathic vaccination is not acceptable.
- If there is evidence of external parasites (fleas, ticks, lice) the dog must be treated with a product authorised by the Veterinary Medicines Directorate (VMD) and licensed for use in the UK. Treatment must be discussed with a veterinarian before administration. Consent from the owner is required.

Condition

9.5 All excreta and soiled bedding for disposal must be stored and disposed of in a hygienic manner and in accordance with any relevant legislation.

Guidance

- This must be in a clearly-marked bin which is emptied either daily or when full, whichever is the sooner. Excreta must be removed in accordance with the documented cleaning and disinfection procedure.
- Storage of excreta must be away from areas where animals or food are kept.

Conditions

9.6 Sick or injured animals must receive prompt attention from a veterinarian or, in the case of fish, an appropriately competent person. The advice of that veterinarian or, in the case of fish, that competent person must be followed.

9.7 Where necessary, animals must receive preventative treatment by an appropriately competent person.

Guidance

- Any preventive treatment must be administered with consent from the owner and under the direction of a veterinarian.

Condition

9.8 The licence holder must register with a veterinarian 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 veterinarian must be readily available to all staff on the premises used for the licensable activity.

Guidance

- The name, address and telephone contact number, including out of hours provision, of the veterinarian used by the establishment must be displayed in a prominent place, close to the telephone and accessible to all members of staff. The veterinary practice must be in a reasonable travel distance.
- Written consent between the dog owner and licence holder must be obtained with regards to which veterinarian is to be used when dog is first placed with licence holder.

Condition

9.9 Prescribed medicines must be stored safely and securely in a locked cupboard, at the correct temperature, and used in accordance with the instructions of the veterinarian.

Guidance

- All courses must be completed to the specifications given by the veterinarian.
- Any unused medications must be returned to the owner, nominated contact or prescribing vet.
- A fridge must be available to store medicines which require being kept at certain low temperatures.

Conditions

9.10 Medicines other than prescribed medicines must be stored, used and disposed of in accordance with the instructions of the manufacturer or veterinarian.

9.11 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 of the animals.

Guidance

- The choice of cleaning and disinfectant products must be based on suitability, safety, compatibility and effectiveness. Disinfectant products must be virucidal as well as bacteriocidal.
- 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 of animals, and must never be left in kennels.
- Standing water must not be allowed to accumulate due to the possibility of pathogens residing in these moist environments.
- 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).
- Kennels of long stay dogs must undergo periodical thorough cleaning, disinfection and drying.

Condition

- 9.12 No person may euthanase an animal except a veterinarian or a person who has been authorised by a veterinarian as competent for such purpose or—**
- (a) in the case of fish, a person who is competent for such purpose;**
 - (b) in the case of horses, a person who is competent, and who holds a licence or certificate, for such purpose.**

Guidance

- Only a veterinarian may euthanase a dog.
- Euthanasia must be humane and effective.
- 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.

Condition

- 9.13 All animals must be checked at least once daily or more regularly as necessary to check for any signs of pain, suffering, injury, disease or abnormal behaviour. Vulnerable animals must be checked more frequently. Any signs of pain, suffering, injury, disease or abnormal behaviour must be recorded and the advice and further advice (if necessary) of a veterinarian (or in the case of fish, of an appropriately competent person) must be sought and followed.**

Guidance

- Presence or absence of faeces and urine must be monitored daily. Any abnormalities in excreta must be recorded and acted upon as appropriate.
- Dogs must be handled at least twice daily as part of their care and enrichment regime, unless handling them would pose a risk to kennel employees or cause stress to the dogs.

10.0 Emergencies

Condition

- 10.1 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.**

Guidance

- Entrances and fire exits must be clear of obstructions at all times.
- Suitable firefighting, prevention and detection equipment must be provided and maintained in good working order. Any buildings must have at least one working smoke detector (or other suitable fire detection system) installed in a suitable location on each separate level / floor of the property and there must be at least one carbon monoxide detector.

- An emergency drill programme must be in place with annual testing, or as determined by fire risk assessments. All new members of staff must have this as part of their induction programme.
- There must be a plan for accommodation of the dogs should the premises become uninhabitable.
- There must be a documented policy in place for dealing with emergencies, including extremes of temperature and weather conditions (both hot and cold).
- 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.

Conditions

- 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.**
- 10.3 External doors and gates must be lockable.**
- 10.4 A designated key holder with access to all animal areas must at all times be within reasonable travel distance of the premises and available to attend in an emergency.**

Guidance

- In a non-domestic setting, an emergency contact name / number must be displayed on the outside of the premises.
- A reasonable distance would, in normal conditions, be interpreted as no more than 30 minutes travelling time.

Higher Standard

- [A member of staff must be on site at all times](#)

Part B – Specific conditions: Providing boarding in kennels for dogs (Schedule 4, Part 2 of the Regulations)

7.0 Suitable Environment

Conditions

- 7.1 Dogs within the premises to which the licence relates must be prevented from coming into contact with other animals from outside the premises.
- 7.2 In each kennel unit, the sleeping area must—
- (a) be free from draughts;
 - (b) provide the dog with sufficient space to—
 - (i) sit and stand at full height,
 - (ii) lie down fully stretched-out,
 - (iii) wag its tail,
 - (iv) walk, and
 - (v) turn around,without touching another dog or the walls;
 - (c) have a floor area which is at least twice the area required for the dog in it to lie flat; and
 - (d) if built after the date on which these Regulations come into force, have a floor area of at least 1.9 square metres.

Guidance

- 7.2(d) applies to new builds and extensions. It does not apply to kennels rebuilding on an existing footprint. It is expected that many new boarding establishments will be significantly larger than the minimum sizes currently provided.

Higher Standard

- The sleeping area must be at least 2.85m².

7.3 Each kennel unit must be clearly numbered and there must be a system in place which ensures that relevant information about the dog or dogs in each kennel unit is available to all staff and any inspector.

7.4 Each dog must have constant access to its sleeping area.

Guidance

- There must be a clean resting place to provide comfort and warmth which is situated out of draughts.
- All beds and bedding areas must be kept clean, dry and parasite free.
- Bedding must be made of a material that is easy to wash/disinfect, or is disposable.
- Bedding must be changed, cleaned and disinfected between dogs.
- A dog must not be left without bedding. Soft bedding materials must be provided and adapted if necessary for old, young or infirm dogs to help regulate their body

temperature. If a dog chews or destroys its bedding, it must be replaced with an alternative.

Conditions

7.5 Each dog must have a clean, comfortable and warm area within its sleeping area where it can rest and sleep

7.6 Each exercise run must have a single, safe, secure, waterproof roof over a minimum of half its total area.

Guidance

- A dog should have constant access to an exercise run during the daytime. Where this is not possible, a dog must be removed from its unit at least four times per day for exercise and toileting.
- The roofing material must be of a material (ideally translucent) capable of filtering UV light and providing shade. A run must not be used as the primary sleeping / bedding area.

Condition

7.7 Where a dog poses a health or welfare risk to other dogs, it must be kept on its own in a kennel unit. If that kennel unit adjoins another kennel unit any adjoining wall must be of full height and width so as to prevent the dog from coming into physical contact with any other dog.

Guidance

- Partition walls may be temporary as long as they are safe and robust.

Condition

7.8 Only dogs from the same household may share a kennel unit.

Guidance

- Written authorisation is required.

8.0 Monitoring of behaviour and training

Condition

8.1 Any equipment that a dog is likely to be in contact with and any toy provided must not pose a risk of pain, suffering, disease or distress to the dog and must be correctly used.

Guidance

- Items specific to a particular dog must be identified as such.

Condition

8.2 All dogs must be provided with toys or feeding enrichment (or both) unless advice from a veterinarian suggests otherwise.

Guidance

- Supervised enrichment opportunities must be offered to each dog at least daily under supervision.

Higher Standard

- [There must be a documented daily enrichment plan setting out two or more sessions per day.](#)

Conditions

- 8.3 All toys and other enrichment items must be checked daily to ensure they remain safe and must be cleaned and disinfected at least weekly.**
- 8.4 Each dog must be exercised at least once daily away from its kennel unit as appropriate for its age and health.**
- 8.5 Any dog, which on the advice of a veterinarian, cannot be exercised must be provided with alternative forms of mental stimulation.**
- 8.6 There must be an area within each kennel unit in which a dog can avoid seeing people and other dogs outside the kennel unit if it so chooses.**

Guidance

- This applies whether a dog is single, paired or group housed.

9.0 Records

Conditions

- 9.1 A register must be kept of all the dogs at the premises which must include—**
 - (a) the dates of each dog's arrival and departure;**
 - (b) each dog's name, age, sex, neuter status, microchip number and a description of it or its breed;**
 - (c) the number of any dogs from the same household;**
 - (d) a record of which dogs (if any) are from the same household;**
 - (e) the name, postal address, telephone number and email address of the owner of each dog and emergency contact details;**
 - (f) in relation to each dog, the name, postal address, telephone number and email address of a local contact in an emergency;**
 - (g) the name and contact details of the dog's normal veterinarian and details of any insurance relating to the dog;**
 - (h) details of each dog's relevant medical and behavioural history, including details of any treatment administered against parasites and restrictions on exercise;**
 - (i) details of the dog's diet and related requirements;**
 - (j) consent forms;**
 - (k) a record of the date or dates of each dog's most recent vaccination, worming and flea treatments;**
 - (l) details of any medical treatment each dog is receiving.**
- 9.2 When outside the premises, each dog must wear an identity tag which includes the licence holder's name and contact details.**

10.0 Protection from pain, injury, suffering and disease

Condition

- 10.1 Where any other activity involving animals is undertaken on the premises, it must be kept entirely separate from the area where the activity of providing boarding for dogs in kennels takes place.**

Guidance

- Units housing rescue or breeding dogs must be separate. Extra precautions must be taken to prevent the spread of disease and the licence holder must be able to demonstrate how this is managed. Ideally there would be separate member of staff attending to these dogs and all equipment must be separate.

Higher Standard

- There must be separate buildings used for different activities with separate staff and separate equipment.

Conditions

10.2 A preventative healthcare plan agreed with the veterinarian with whom the licence holder has registered under paragraph 9(8) of Schedule 2 must be implemented.

10.3 A holding kennel unit must only be used in an emergency and must not be used for longer than is necessary and in any event for no longer than a total of 12 hours in any 24 hour period.

Guidance

- Holding kennels must comply with the conditions as required for main kennels. Holding kennels must be a minimum area to allow the dog to exhibit normal behaviour and dogs must be provided with a bed, food and water.

Condition

10.4 In sub-paragraph (3), “holding kennel unit” means a kennel unit, separate from any other kennel unit, in which a dog may be housed temporarily.

Higher Standards

For each activity, a number of higher standards have been agreed. Meeting the higher standards is optional but is the only way to gain a higher star rating. The higher standards are classified in to two types: **required** and **optional** and are outlined in the relevant guidance documents for the activity in question. To distinguish required standards from optional ones they have each been given a specific colour which is used in each guidance document. **Higher standards that appear in blue text are required**, whereas **those that appear in red text are optional**. To qualify as meeting the higher standards, the business needs to achieve all of the required higher standards as well as a minimum of 50% of the optional higher standards. During an inspection, the inspector should assess whether or not the business meets the required number of higher standards

Required

- Staffing levels will be up to 1 full-time equivalent attendant per 15 dogs kept.
- Dogs must be provided with a design and layout that provides them with choice. Separate areas for different activities must be provided. This can be achieved by, for example, inclusion of raised platforms.
- All individual dogs must be inspected at least once at an appropriate interval during the out of hours period (e.g. 1800-0800).
- There must a clear plan setting out two walks per dog each day for a minimum of 20 minutes each or two sessions of access to a secure open area away from the kennel unit.
- A member of staff must be on site at all times
- The sleeping area must be at least 2.85m².
- There must be a documented daily enrichment plan setting out two or more sessions per day.
- There must be separate buildings used for different activities with separate staff and separate equipment.

Optional

- A member of staff with a relevant OFQUAL regulated Level 3 qualification must be present during the working day.
- Ventilation must be a managed, fixed or portable, air system to ensure appropriate temperatures are maintained in all weathers. This can be an air conditioning unit or use of removable fans.
- A noise management plan must be in place e.g. physical barriers, sound absorbing build structure, positive reinforcement training to keep barking down, kennel design to prevent noise generation with demonstration of effectiveness.



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