

Appendix 3(b) Proposed licence conditions dog boarding establishments

Section A – Environment

	Kennel Construction and Principles of Design
1.1	For disease control there must be no possibility of dogs within the kennel establishment (other than those from the same household), or other animals outside the kennels coming into direct contact with each other.
1.2	New builds and extensions must comply with the recommendations for new builds contained in Annexe E Model Licence Conditions and Guidance for Dog Boarding Establishments 2016.
	Physical Construction and Integrity
2.1	The kennels must be structurally sound, and maintenance and repair of the whole establishment must be carried out regularly
2.2	The kennels must be constructed of materials that are robust, safe and durable, and be well maintained and in good order and repair
2.3	Materials and paints/substances used in construction or maintenance must not expose dogs to any harmful chemicals
2.4	The kennels must be built in compliance with good building practice, on a concrete base with a damp proof membrane. Where Building Regulations apply these must be adhered to
2.5	There must not be any sharp edges, projections, rough edges or other hazards which present risk of injury to a dog
2.6	Windows must be escape proof at all times
2.7	Doors must have secure latches or other closing devices
2.8	All wire mesh/fencing must be strong and rigid and kept in good repair to provide an escape and dig proof structure
2.9	Timber, if used in existing building 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. It is recommended that wood should not be used in exposed construction of walls, floors, partitions, door frames or doors in the dog kennelling area.
2.10	All exterior wood must be properly treated and of good quality
2.11	Any storage area must be dry and free from vermin
2.12	Fixed electrical installations and all portable electrical appliances must be installed and maintained in accordance with current legislation.
	Drainage
2.13	The establishment must be connected to mains drainage or an approved localised sewage disposal system.
2.14	Waste water must not run of into adjacent pens
2.15	Adequate drainage must prevent the pooling of liquids. A minimum gradient of 1:80 is advised to allow water to run off
2.16	Any drain covers in areas where dogs have access must be designed and located to prevent toes/claws from being caught.
2.17	Drainage channels must 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.
	Secure area
2.18	There must be an escape-proof area beyond the kennel unit to ensure that dogs are unable to escape from the premises.
2.19	For kennels where there are facing units accessed by an indoor corridor, the corridor must be at least 1.2m wide. There must be facility for a dog to be able to hide to avoid visual contact with other dogs. Compliance can be achieved in various ways such as the use of indoor kennels or partitions.
2.20	There must be a securable door from which the secure area of the kennels can be viewed from the outside and this must be kept closed when not in use.
2.21	The door from the dog unit to the secure area must be escape-proof, securable, strong enough to resist impact and scratching, and to prevent injury. It must not be propped open.
2.22	The floor must be finished to produce a smooth, non-slip, impervious surface which is easy to clean and disinfect. Holes or gaps between tiles of paving slabs are not acceptable.
2.23	External doors/gates must be lockable and staff must have easy access to keys in case of emergency.
2.24	Sufficient lighting must be provided in the secure area to illuminate it all year round. Where practicable this should be natural light during the day.
2.25	The secure area must not be used as an exercise area.
	Roofing
2.26	There must be a safe, secure, waterproof roof which should cover all of the sleeping accommodation and at least 50% of the attached individual run. For the run, roof materials used must be capable of filtering UV light and providing adequate shade.
	Dog Units
3.1	Dogs from different households must not share dog units
3.2	There must be sufficient light in the kennel unit during the day to work and observe the dogs. Where practicable this must be natural light, but artificial light must be available.
3.3	Lights must be turned off to provide a period of darkness overnight.
3.4	Ventilation must be appropriate all year round (both cool in hot weather and avoiding cold draughts in winter). Localised draughts in the sleeping accommodation must be avoided.
3.5	All interior surfaces to which dogs have access must be durable, smooth and impervious, capable of being cleaned and disinfected, and be kept in good decorative order and repair.
3.6	Where concrete or other building blocks or bricks are used, they must be sealed to be smooth and impervious.
3.7	Surfaces which are peeling, scratched, chipped or in disrepair must be repaired or resealed to an acceptable standard or replaced.
3.8	Ceilings must be capable of being easily cleaned and disinfected.
3.9	Junctions between sections must be covered or sealed.
3.10	Floors must be finished to produce a smooth, non-slip, solid surface and all surfaces must be capable of being easily cleaned and disinfected (there must be no open gaps if using concrete slabs or tiling) In new constructions, floors must be laid to a minimum fall of 1 in 80, leading to a shallow drainage channel, or effectively covered deep drainage channel
3.11	Each unit must be designed to allow staff to access and clean all parts of the dog unit safely.
3.12	Each unit must be clearly marked (e.g. numbered) and a system in place which ensures that relevant information about the dog in that unit is readily available e.g. feeding or information on medicinal treatments.
3.13	Each unit must have a securable, full height door for access.
3.14	Kennel doors must be strong enough to resist impact, scratching and chewing. They must

	be fitted to ensure they can be effectively secured.
3.15	Where metal bar and/or mesh and/or frames are used, they must be of suitable gauge (approximately British Standard 14 gauge) with spacing adequate to prevent dogs escaping or becoming entrapped. Where metal edging is used, this must not present a risk of injury to the dog.
3.16	Gaps or apertures must be small enough to prevent a dog's head passing through, or entrapment of any limbs or body parts. To protect against this any such gaps must prevent the passage of a 50mm sphere, or smaller if appropriate. Galvanised Weld Mesh must be a minimum of 2mm (British Standard 14 gauge) in thickness.
3.17	Large apertures in order to unlock a door must be avoided
3.18	Door openings must be constructed such that the passage of waste/water is not impeded, or allowed to gather due to inaccessibility.
3.19	Doors must open inwards in order to protect the health and safety of attending staff.
	Sleeping Accommodation
4.1	A dog must be able to sit and stand at full height, stretch and wag its tail without touching the side. The floor area must be a minimum of twice that required for a dog to lay out flat i.e. at least twice the area taken up by the dog and also be a minimum of 1.9sqm/20sq feet. For two or more dogs sharing, the total area must be at least the sum of that required for each dog.
4.2	Kennels must have a minimum head room height of 1.8m (6 ft.) to facilitate adequate space for kennel staff to clean and handle the dogs.
4.3	Partition walls between the sleeping accommodation of adjacent dog units must be of solid construction to a height sufficient to prevent direct nose to nose contact.
3.4	There must be a means of measuring, monitoring and recording temperature (maximum and minimum temperatures) representative of the temperature in the dog sleeping accommodation.
4.5	Insulation and temperature regulation in the kennels must aim to keep the ambient temperature in the dog sleeping accommodation above an absolute minimum of 10°C and below a maximum of 26°C.
4.6	There must be a documented policy in place for dealing with extremes of temperature and weather conditions (both hot and cold). There must be documented evidence that this is being implemented i.e. any deviations from the temperature cited in 3.5.
4.7	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 then steps must be taken to ensure the welfare of the dog.
4.8	The dog must be able to remove itself from a direct source of heat e.g. lamp.
4.9	Heaters must not be sited in a manner or location where they present a risk of burning or electrocution for dogs or humans, or a risk of fire. Open flame appliances must not be used. All heating equipment must be installed and maintained in a safe condition.
4.10	Any electrical sockets in the sleeping accommodation must be waterproof and protected against damage e.g. out of reach or the use of safety cages.
4.11	There must be a clean resting place to provide comfort and warmth which is situated out of draughts. A raised bed may aid in the avoidance of draughts.
4.12	A dog must not be left without bedding, unless instructed otherwise by the dog's owner. 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.
3.13	Bedding must be made of a material that is easy to wash/disinfect, or is disposable.
4.14	Bedding must be changed between dogs. Dog units and bedding must be cleaned and disinfected on being vacated.

	Designated run (in addition to and not including sleeping accommodation)
5.1	Any part of the run to which the dog has access must be easily cleanable and maintained in good repair. Any replacement wood must be clad with a smooth impervious material.
5.2	The floor must be finished to produce a smooth, imperious, slip-resistant surface and all surfaces must be capable of being easily cleaned and disinfected. There must not be any open gaps if using concrete slabs or tiling.
5.3	Where dogs have access to mesh, the diameter of the wire must not be less than 2.0mm (BS 14 gauge welded mesh). Mesh size must not exceed 50, in any direction.
5.4	The run must not be used as the primary sleeping/bedding area.
5.5	The attached run must be roofed to a minimum of half the area, sufficient to give the dog protection against the weather. The roofing material must be translucent material capable of filtering UV light and providing shade.
5.6	The solid partition between individual attached runs must be sufficiently high to prevent direct nose to nose contact.
5.7	Where a dog poses a health and welfare risk to other dogs, he or she should be kept in a dog unit with full height solid partition walls (these can be temporary).
	Outdoor exercise and exercise areas (separate from dog units)
6.1	Dogs must be monitored whilst in outdoor exercise areas.
6.2	Exercise areas must not be used by more than one dog at any time unless they are from the same household or prior written consent has been obtained from the owners, in accordance with the documented Standard Operating Procedure (SOP). 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.
6.3	Exercise areas must be cleared of all potential hazards between dogs. Faeces must be picked up between dogs/occupancy and at least daily to prevent the roundworm <i>Toxocara canis</i> and other parasites from being established.
6.4	Dogs must not be restricted to such an area when climatic conditions may cause them distress. They must have constant access to fresh, clean water and shade and shelter so that they can seek protection from the weather.
6.5	Informed written consent from owners must be obtained to enable a dog to be walked outside the kennel facility.
6.6	An outdoor exercise area must be safe. For example dogs should not be exercised on grass which has been treated with a chemical dangerous to dogs. Where artificial turf is used, it must be maintained in good repair to avoid ingestion hazards.
6.7	Exercise areas for common use, if used, must be suitably drained. Surface ponding of water must not occur and land drainage should be provided where necessary if normal site drainage proves inadequate.
6.8	Equipment such as tunnels, platforms and toys must be safe and maintained in a safe and clean condition.
	Fire and other emergencies
7.1	A fire safety risk assessment and implementation of all necessary control measures must be in place.
7.2	There must be a written emergency plan (acceptable to the local authority) which must be on display and known to staff, including a contingency plan should the premises be uninhabitable. This must include an evacuation plan for the dogs. An emergency telephone list must include fire, police and vets.
7.3	Firefighting equipment must be provided and maintained in good working order. Records of maintenance and inspection must be kept and made available for inspection.
7.4	Fire exits must be clearly marked and access left unrestricted.
7.5	The premises must comply with current legislation with regards to electricity, gas and other

	services (if connected).
7.6	There must be a residual current circuit breaker system installed on the electrical supply to each block of kennels.
7.7	There must be an adequate means of raising an alarm in the event of fire or other emergency.

Section B – Diet

	Drinking
1.1	Fresh water suitable for human consumption must be available at all times. Clean water must be provided daily in a clean container and changed or refreshed as often as necessary.
1.2	Water bowls must be non-porous and easy to clean/disinfect or disposable. They must be cleaned at least once daily.
	Eating
2.1	There must be exclusive facilities (animal kitchens), hygienically constructed and maintained, for the storage and preparation of food for the dogs.
2.2	Refrigeration facilities must be provided.
2.3	A sink with an adequate supply of hot and cold water (suitable for human consumption) must be provided for the washing of food equipment and eating and drinking vessels. The sink must be connected to a suitable drainage system.
2.4	A separate hand wash basin with an adequate supply of hot and cold water, soap and hygienic hand drying facilities, and connected to a suitable drainage system must be provided for staff to wash their hands.
2.5	Clean, safe containers must be provided for the storage of foods and must be insect and rodent proof.
2.6	Dogs must be fed a balanced diet of a quantity and frequency suitable for their age, health status, reproductive status and lifestyle. This should be at least once a day. The type of food, specific diet or prescription diet is usually by agreement with the owner
2.7	Food must be unspoilt, palatable, and free from contamination
2.8	Food must not be left for excessive periods to prevent it being spoiled and attracting flies. Unconsumed wet or fresh food must be removed from the dog unit before it deteriorates and before the next feed time. Dry food can be fed as indicated by the manufacturer.
2.9	One feeding bowl must be provided per dog.
2.10	Food bowls must be non-porous and easy to clean and disinfect or disposable.
2.11	Food intake must be monitored daily and any problems recorded.
2.12	Dogs must not remain inappetent (not eating) for longer than 24 hours without seeking veterinary advice. If there are specific concerns veterinary advice must be sought earlier.
2.13	Dietary requirements, agreed with the owner, must be followed. If there are concerns about an individual dog's diet, veterinary advice must be sought.
2.14	Dogs displaying significant weight loss/gain during their stay must be evaluated by a vet and treated as necessary.

Section C – Behaviour

	General points on dog behaviour
1.1	The behaviour of individual dogs must be monitored on a daily basis and changes in behaviour and/or behaviours indicative of stress, fear, pain and anxiety must be recorded and acted upon. Those struggling to cope must be given extra consideration as per long stay dogs.
1.2	Any equipment used to walk dogs must protect the dog's welfare and must be correctly fitted and used. Items must be removed when the dog is returned to the kennel and kept in an easily accessible location. Items specific to a particular dog must be identified as such.
1.3	All dogs must receive toys and/feeding enrichment unless veterinary advice suggests otherwise. The kennel must obtain the owner's written consent and discuss the provision of toys with the owner. Toys must be checked daily to ensure they remain safe.
1.4	Dogs need to be exercised on a daily basis away from the kennel unit. This can be on a lead or off lead in a secure exercise area. Dogs which cannot be exercised must be provided with alternative forms of mental stimulation. This can include positive interaction with people and additional forms of toy and food enrichment.
	Noise
2.1	Procedures, management and the kennel construction must contribute towards avoiding exposure to excessive/continuous noise.
2.2	Dogs likely to be or showing signs of being nervous or stressed must be located in a suitable part of the kennels being in mind their individual disposition. This could include: <ul style="list-style-type: none"> • Elderly dogs • Nervous dogs • Dogs on some medication Where a dog is showing signs of being nervous or stressed, steps must be taken to address this
2.3	Dogs may be adversely affected by the sound of other barking dogs. This is particularly the case for puppies below the age of seven months, which can be susceptible to developing undesirable behaviour if stressed, frightened or anxious. Puppies under the 7 months of age must be located in the quietest part of the kennel establishment.
	Long stay dogs
3.1	A written Standard Operating Procedure (SOP) must be in place explaining how to ensure the health and welfare of long stay dogs.

Section D – Company

	Canine company and interactions
1.1	Only dogs from the same household may share a dog unit.
1.2	Dogs which share a dog unit must have sufficient space and adequate resources (see A3.1 and D3)
1.3	Dogs from different units must not share exercise runs or an exercise area at the same time unless prior consent is given. (See A5.2)
1.4	Where possible dogs must be able to avoid seeing other dogs if they choose to. This facility should be included in the design of any new builds.
1.5	Where a dog may pose a risk to other dogs he/she must be kept in a dog unit with solid partitions.
	Human company and interactions
2.1	All staff must have the competence to handle dogs correctly and be able to identify dogs that are anxious or fearful about contact. Dogs must be always handled humanely and appropriately to suit the requirements of the individual dog.

2.2	All dog-handling equipment must be suitably maintained.
2.3	A protocol must be in place for dealing with difficult dogs to include members of staff suitably trained in the use of dog handling equipment.
2.4	Dogs must receive daily beneficial human interactions appropriate to the individual dog.
	Multi-dog units
3.1	For any multi-dog unit (only appropriate for dogs in the same household) written authorisation must be obtained and dogs must be monitored. Consent from the owner must also include authority for separating dogs, should problems arise. Agreeing to the kennel's Terms and Conditions will satisfy this.
3.2	There must be multiples of all resources (food and water bowls and sleeping areas), equal or greater than the number of dogs in the unit, to ensure that some dogs cannot monopolise resources and prevent the others from accessing them. Dogs must be carefully monitored, especially at feeding time.
3.3	There must be sufficient space for multiple dogs in the dog unit. See A3.1
3.4	A separate bed must be provided for each dog.
	Handling dogs
4.1	All handling must be safe and minimise fear, stress, pain and distress and dogs must never be punished so that they are frightened or exhibit aversive behaviour.
4.2	All staff must have the competence to handle dogs correctly
4.3	Harsh, potentially painful or frightening equipment must not be used by kennel staff e.g. electric shock collars, spray collars, pinch/prong collars, choke/check chains. If such equipment is present when the dog arrives, these must be removed once the dog is in its kennel unit. Alternative handling equipment must be used throughout the kennel stay.
4.4	When removing individual dogs from dog units, staff must try to minimise disturbance to dogs in neighbouring dog units, e.g. staff must choose the exit that passes the fewest dogs.

Section E – Health and Welfare

	Keeping records
1.1	<p>A register must be kept of all dogs booked and available to key members of staff and to local authority inspectors if requested. Information must include:</p> <ul style="list-style-type: none"> • Date of arrival and departure • Name, age, sex, description of dog/breed and microchip number • Number of dogs sharing from the same household • Name, address, phone number and email of owner (including emergency contact details) • Name, address phone number and email of emergency local contact (who may be able to take the dog if necessary) • Dog's veterinary surgeon and details of dog's insurance • Neuter status • Dog's diet and relevant requirements • Dog's relevant medical/behavioural history, including treatment for parasites and restrictions on exercise • Dog's body condition score/weight • Consent forms e.g. veterinary treatment, consent to share or separate dogs if needed, consent regarding toys/interaction preferences, record of baskets left at the kennels • Record of date of most recent vaccination • Record of any international travel the dog has had

	<ul style="list-style-type: none"> Any medical treatment the dog is receiving must be recorded and made visible to prevent mis-dosing.
1.2	If records are kept electronically they must be backed up. All records are to be kept for a minimum of 24 months in a manner that allows an authorised officer easy access.
1.3	If a dog on the Index of Exempted Breeds is to be boarded the owners must produce a copy of the dog's licence and insurance certificate in order to admit the dog. The exemption certificate must be produced and be complied with throughout the dog's stay in kennels. Dogs must not participate in any communal activities. Inspectors have authority to demand paperwork relating to boarders. The paperwork must be produced on demand and be appropriate and correct.
1.4	Dog units must be numbered and referenced with records kept.
	Monitoring dogs
2.1	All dogs must be observed regularly throughout the day. Dogs must be checked daily for signs of illness, injury, stress, fear, anxiety and pain and/or abnormal behaviour for that dog and to ensure that their needs are being met. Any signs of ill health or unusual behaviour must be recorded and advice sought without delay.
2.2	The kennel proprietor 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 08.00 am until 6.00 pm), or as necessary for the individual health and safety and welfare of each dog.
2.3	Presence or absence of faeces and urine must be monitored daily. Any abnormalities in excreta must be recorded or acted upon as appropriate.
	Disease control
3.1	Documented Standard Operating Procedures (SOP) must be in place and followed to prevent spread of disease and staff must be trained in these procedures.
3.2	Dogs must not share a dog unit with another dog unless it is from the same household.
3.3	Dogs must not be allowed to roam in the secure area (safety corridor)
3.4	All dog units, corridors, common areas, kitchens etc. 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.
3.5	Generally, dogs must remain in their assigned unit and must not be moved to other units (rotation) or to a holding unit, except for moving to an isolation facility or in the interest of the dog's welfare.
3.6	Facilities must be provided for the proper reception, containment and disposal of all waste in compliance with relevant waste legislation. Particular care should be taken to segregate waste arising from the treatment and handling of dogs with infectious disease.
3.7	Isolation facilities must be available
3.8	When there is any cause for concern regarding the health status of a particular dog, the dog must be Isolated and the disease control SOP activated.
3.9	Any other activity undertaken by the proprietor, such as work with rescue dogs, stray dogs or the breeding of dogs must be kept completely separate and extra precautions taken to prevent the spread of disease including separate facilities away from boarded dogs.
	Cleaning regimes
4.1	Products must be suitable to use and effective against the pathogens, (especially canine parvovirus) for which the dogs are at risk and under the conditions present in the environment in which they are used.
4.2	Cleaning agents and disinfectants must be non-toxic to dogs if and when used appropriately.
4.3	The compatibility of different bactericides, fungicides and virucides (if used together and/or with a detergent) must also be taken into account.
4.4	Manufacturers' recommended guidelines for use, correct dilutions and contact time for use

	in cleaning and disinfection procedures must be followed. Standing water must not be allowed to accumulate in areas around the dog units due to the possibility of pathogens residing in these moist environments.
4.5	There must be cleaning and disinfection routines in place for day-to day management of the dogs and for ensuring a dog unit and all equipment is cleaned and disinfected effectively before a new dog comes in.
4.6	Beds and bedding material must be checked daily and be maintained in a clean, dry and parasite-free condition.
4.7	Drinking and feeding vessels must be changed/cleaned and disinfected at least once a day or disposed of.
4.8	Food and water dishes need to be cleaned and disinfected. This must not be at the same time, and preferably not in the same place, as other soiled items e.g. toys.
4.9	Grooming equipment must be kept clean and in a good state of repair and serviced according to the manufacturer's guidelines. If provided by the owner, it must only be used on that dog and must be sent home with the dog.
4.10	Any equipment that has been used on an infectious or suspected infectious animal must be cleaned and disinfected after use.
4.11	Toys must be cleaned and disinfected between use for different dogs, disposed of or returned to the dog's owner (if they came in with the dog)
4.12	Each kennel must be thoroughly cleaned, disinfected and dried between dogs. All fittings and bedding must also be thoroughly cleansed and disinfected at that time.
4.13	Kennels of long stay dogs will require periodical thorough cleansing, disinfection and drying.
	Vaccination, fleas, worms and other parasites
5.1	There must be a documented policy for dogs coming to the kennels having protection against appropriate diseases.(Occasionally there will be veterinary advice on a specific dog regarding vaccination and its health status and this should be taken into account).
5.2	An up-to-date veterinary vaccination record must be seen to ensure dogs boarded have current vaccinations against canine parvovirus, canine distemper, infectious canine hepatitis (adenovirus) and leptospirosis. The date of the most recent vaccination must be recorded preferably with a valid until date. Certification from a veterinary surgeon of a recent protective titre test may be accepted in individual cases as evidence of protection against adenovirus, distemper and parvovirus. This certificate must state that it is valid for the period of stay at the kennels. It is the decision of the kennel proprietor whether to accept such a certificate.
5.3	Primary vaccination courses must be completed at least 2 weeks before boarding.
5.4	Homeopathic vaccination is not acceptable as it will not protect against infectious diseases.
5.5	If there is evidence of external parasites (fleas, ticks, lice) the dog must be treated with an appropriate and licensed insecticide. Treatment must be discussed with a veterinary surgeon before administering. Consent from the owner will be required.
	Isolation arrangements
6.1	All establishments must provide appropriate isolation to allow for the care of sick dogs that develop signs of infectious diseases.
6.2	If the 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.
6.3	The isolation are must provide separate, self-contained facilities for the isolation of suspected infected dogs and must have a separate entrance to the rest of the dog units.
6.4	Protective clothing and footwear must be worn when handling dogs in the isolation facility,

	and sanitation protocols adhered to, to avoid the transmission of the disease. Whilst in use, the clothing should be kept in the isolation unit and not be removed other than for cleaning and disinfection.
6.5	Protective garments must be changed and laundered with an appropriate disinfectant or disposed of immediately after handling a dog with a suspected infectious disease.
6.6	Hands must be washed and disinfected between handling dogs.
6.7	Separate feeding and water bowls, bedding and cleaning utensils must be stored in the isolation unit ready for use. The use of different coloured cleaning utensils to the rest of the kennels may help with this.
6.8	Any dogs in the isolation facility must be checked regularly and unless a separate person is caring for them, they should be visited after the other dogs.
6.9	A documented Standard Operating Procedure (SOP) is required for barrier nursing.
6.10	Should a dog need to be removed from its unit it must wear a collar and tag.
6.11	In emergency cases, such as admission of unvaccinated dogs because of owner hospitalisation, there must be provision to be able to place these animals in isolation.
	Veterinary Treatment and Healthcare
7.1	If medication is necessary, it must only be used for the dog for which it is intended and written instructions for use must be followed.
7.2	A veterinary practice must be appointed for the establishment. The name and address and telephone contact number, including out of hours provision, of the veterinary surgeon used by the establishment must be displayed in a prominent place, close to the telephone and accessible to all members of staff.
7.3	Where dogs require wiping of eyes, grooming or other cleaning regimes, these must be carried out frequently enough to keep the dog clean and comfortable providing it is safe to do so.
7.4	When a dog is suspected of being ill or injured (staff should be trained to recognise when a dog requires veterinary care), a veterinary surgeon (and where possible this should be the dog's own vet) must be contacted for advice immediately. Any instructions for treatment given by a veterinary surgeon must be recorded and strictly followed with further advice sought if there is an on-going concern.
7.5	Medicines must be stored safely and securely in a locked cupboard, at the correct temperature and used in accordance with the veterinary surgeon's instructions. Any unused medications must be returned to the owner or prescribing vet.
7.6	Procedures must be in place in case of death or escape and all staff must be made fully aware of these procedures. Arrangements for the storage of cadavers must be in place until the owner can be contacted e.g. Prior written agreement with the attending vet. Contact with the owner must be made as soon as possible.
	Holding kennels
8.1	Holding kennels may be provided for temporarily kennelling a dog for not more than 12 hours. Holding kennels, if provided, must comply with conditions as required for main kennels. Holding kennels must be a minimum area to allow the dog to exhibit normal traits i.e. dog must be able to sit and stand at full height, stretch, lie flat and wag its tail without touching the sides.
8.2	Dogs must be provided with a bed, food and water.
	Transportation of animals
9.1	Any relevant transport legislation must be complied with to protect welfare, prevent injury or unnecessary suffering.
9.2	Dogs must be comfortable and suitably restrained whilst in transit.
9.3	All vehicles and equipment must be kept clean and disinfected after each collection or delivery.

9.4	Dogs must not be left unattended in vehicles.
9.5	External temperatures can pose a risk to a dog's welfare; therefore vehicles must have adequate ventilation and temperature control.