



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

Animal Activity Licence

Licence No: **7593**

Licenced Activity: **Selling Animals as Pets**

Dover District Council, being the appropriate local authority under the above Act, hereby grants an Animal Activity Licence to:

Shane Giles
("the licensee")

authorising them for the above licensed activities at the premises known as:

**SJ Koi Carp
Unit 1 Dale Barn
Langdon Abbey
CT15 5HJ**

to sell animals as pets

Accommodation	Comments	Stocking Density/Total animals on licence
10 Vat tanks	Cold water fish (Koi Carp)	Depending on the water quality tests results

5 stars



This licence shall remain in force from **22-02-2025** until **21-02-2028**

subject to compliance with the specific and general conditions set out in the following Schedule.

Signed:



Licensing Manager

Date: 07-02-2025

SCHEDULE

General Conditions

1. Licence display

1.1 A copy of the licence must be clearly and prominently displayed on any premises on which the licensable activity is carried on.

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. Records

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 or, where any such records are stored in electronic form, in a form from which they can readily be 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.

3. Use, number and type of animal

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.

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 on which the licensable activity is carried on.

4. Staffing

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.

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.

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

5. Suitable environment

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

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:-

- i. their behavioural needs,
- ii. its situation, space, air quality, cleanliness and temperature,
- iii. the water quality (where relevant),
- iv. noise levels,
- v. light levels,
- vi. ventilation.

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

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

- 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 and the accommodation must be capable of being thoroughly cleaned and disinfected.
- 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.
- 5.7** All the animals must be easily accessible to staff and for inspection and there must be sufficient light for the staff to work effectively and observe the animals.
- 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.
- 5.9** The animals must not be left unattended in any situation or for any period likely to cause them distress.

6. Suitable diet

- 6.1** The animals must be provided with a suitable diet in terms of quality, quantity and frequency and any new feeds must be introduced gradually to allow the animals to adjust to them.
- 6.2** Feed and (where appropriate) water intake must be monitored, and any problems recorded and addressed.
- 6.3** Feed and drinking water provided to the animals must be unspoilt and free from contamination.
- 6.4** Feed and drinking receptacles must be capable of being cleaned and disinfected, or disposable.
- 6.5** Constant access to fresh, clean drinking water must be provided in a suitable receptacle for the species that requires it.
- 6.6** Where feed is prepared on the premises on which the licensable activity is carried on, there must be hygienic facilities for its preparation, including a working surface, hot and cold running water and storage.

7. Monitoring of behaviour and training of animals

- 7.1** Active and effective environmental enrichment must be provided to the animals in inside and any outside environments.
- 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.
- 7.3** The animals' behaviour and any changes of behaviour must be monitored and 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.
- 7.4** Where used, training methods or equipment must not cause pain, suffering or injury.
- 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.

8. Animal handling and interactions

- 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.
- 8.2** The animals must be kept separately or in suitable compatible social groups appropriate to the species and individual animals and no animals from a social species may be isolated or separated from others of their species for any longer than is necessary.
- 8.3** The animals must have at least daily opportunities to interact with people where such interaction benefits their welfare.

9. Protection from pain, suffering, injury and disease

9.1 Written procedures must 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,
- (iv) monitoring and ensuring the health and welfare of all the animals,
- (v) the death or escape of an animal (including the storage of carcasses);
- (vi) the care of the animals following the suspension or revocation of the licence or during and following an emergency.

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.

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.

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.

9.6 Sick or injured animals must receive prompt attention from a veterinarian or, in the case of fish, an appropriately competent person and 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.

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 on which the licensable activity is carried on.

9.9 Prescribed medicines must be stored safely and securely to safeguard against unauthorised access, at the correct temperature, and used in accordance with the instructions of the veterinarian.

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 and 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.

9.12 No person may euthanise 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.

9.13 All animals must be checked at least once daily and more regularly as necessary to check for any signs of pain, suffering, injury, disease or abnormal behaviour and vulnerable animals must be checked more frequently.

9.14 Any signs of pain, suffering, injury, disease or abnormal behaviour must be recorded and the advice and further advice (if necessary) of a veterinarian (or in the case of fish, of an appropriately competent person) must be sought and followed.

10. Emergencies

10.1 A written emergency plan, acceptable to the local authority, must be in place, known and available to all the staff on the premises on which the licensable activity is carried on, 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 of essential heating, ventilation and aeration or filtration systems or other emergencies.

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.

Specific Conditions

1. Records and advertisements

1.1 A register must be maintained for all the animals or, in the case of fish, all the groups of fish, on the premises. The register where they are kept for sale which must include -

- (a) the full name of the supplier of the animal,
- (b) the animal's sex (where known),
- (c) (except in the case of fish) the animal's age (where known),
- (d) details of any veterinary treatment (where known),
- (e) the date of birth of the animal or, if the animal was acquired by the licence holder, the date of its acquisition,
- (f) the date of sale of the animal by the licence holder, and
- (g) the date of the animal's death (if applicable).

1.2 Where an animal is undergoing any medical treatment -

- (a) this fact must be clearly indicated -
 - (i) in writing next to it, or
 - (ii) (where appropriate) by labelling it accordingly, and
- (b) it must not be sold

1.3 Any advertisement for the sale of an animal must -

- (a) include the number of the licence holder's licence,
- (b) specify the local authority that issued the licence,
- (c) include a recognisable photograph of the animal being advertised,
- (d) (except in the case of fish) display the age of the animal being advertised,
- (e) state the country of residence of the animal from which it is being sold, and
- (f) state the country of origin of the animal.

2. Prospective Sales: pet care and advice

2.1 The licence holder and all staff must ensure that any equipment and accessories being sold with an animal are suitable for the animal.

2.2 The licence holder and all staff must ensure that the prospective owner is provided with information on the appropriate care of the animal including in relation to -

- (a) feeding,
- (b) housing,
- (c) handling,
- (d) husbandry,
- (e) the life expectancy of its species,
- (f) the provision of suitable accessories, and
- (g) veterinary care.

2.3 Appropriate reference materials on the care of all animals for sale must be on display and provided to the prospective owner

2.4 The licence holder and all staff must have been suitably trained to advise prospective owners about the animals being sold.

2.5 The licence holder and sales staff must ensure that the purchaser is informed of the country of origin of the animal and the species, and where known, the age, sex and veterinary record of the animal being sold.

3. Suitable accommodation

3.1 Animals must be kept in housing which minimises stress from other animals and the public.

3.2 Where members of the public can view or come into contact with the animals, signage must be in place to deter disturbance of the animals.

3.3 Dangerous wild animals (if any) must be kept in enclosures that are secure and lockable and appropriate for the species

4. Purchase and sale of animals

4.1 The purchase, or sale, by or on behalf of the licence holder of any of the following is prohibited -

- (a) unweaned mammals;
- (b) mammals weaned at an age at which they should not have been weaned;
- (c) non-mammals that are incapable of feeding themselves;
- (d) puppies, cats, ferrets or rabbits, aged under 8 weeks.

4.2 The sale of a dog must be completed in the presence of the purchaser on the premises.

5. Protection from pain, suffering, injury and disease

5.1 All animals for sale must be in good health

5.2 Any animal with a condition which is likely to affect materially its quality of life must not be moved, transferred or offered for sale but may be moved to an isolation facility or veterinary care facility if required until the animal has recovered

5.3 When arranging for the receipt of animals, the licence holder must make reasonable efforts to ensure that they will be transported in a suitable manner.

5.4 Animals must be transported or handed to purchasers in suitable containers for the species and expected duration of the journey.

Part L Fish

'Coldwater species' refers to freshwater ornamental fish species which are kept in unheated aquaria, vats or ponds.

These include, but are not limited to:

- goldfish (all varieties)
- common carp (including Koi)
- tench
- orfe
- rudd
- sturgeon

'Tropical freshwater' refers to all those freshwater ornamental fish species that must be kept in heated aquaria.

'Tropical Marine' refers to all those ornamental fish species that must be kept in sea water and heated aquaria.

'Temperate' refers to those species that are suitable for unheated aquaria kept in centrally heated rooms only.

'Centralised systems' refers to multiple aquaria or vats which are connected via pipework to a central sump tank and filter. Water is circulated through the system, so that no water travels directly from one aquaria or vat to another. It instead travels via a biological filter and (possibly) other devices such

as UV or ozone. Water quality in such systems is wholly dependent on the management of the whole system.

'Standalone system' refers to aquaria or vats which do not share water with others. Filtration (and heating) is provided individually to each aquarium or vat. Water quality in such systems is wholly dependent on the management of each individual aquarium or vat.

3.0 Use, number and type of fish

There are more than 4,000 species of fish in trade whose welfare needs can be met based on a broad categorisation. It is not considered necessary nor feasible to individually identify all fish held within a facility.

It is acceptable for fish to be categorised in broad groupings of:

- cold water
- tropical marine
- tropical freshwater

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

The water quality standards must not be met at the expense of a correct feeding regime.

Exceptions to these standards might occur:

- when aquatic organisms are diseased
- after transport
- after another form other stress

However, in these cases appropriate remedial actions like treatment, acclimatisation or isolation must be undertaken.

5.0 Suitable environment for fish

Reducing the risk of fish getting injured, ill or escaping

Fish must be able to move freely and turn around in aquariums or ponds.

Some facilities will be handling very high numbers of animals on a daily basis, and at such facilities some standing water may be expected. Where there is some standing water, all facilities must take precautions to prevent and control the spread of disease and infection.

Temperature for fish

Temperature must be maintained within the optimal range for the fish species housed and kept as stable as possible. Changes in temperature must take place gradually. Sudden fluctuations in temperature and water quality parameters must be avoided.

Suitable temperature ranges must be included in point of sale information provided to retail customers.

Temperatures must be monitored daily with any deviations from the expected range recorded and the remedial measures being undertaken outlined.

During periods of particularly hot or cold weather, the identified parameters may be exceeded for short

periods, where this does not affect their welfare. Fish under quarantine or treatment may often be kept at slightly higher temperatures (1 to 3°C higher than normal).

At high temperatures, it may be necessary to provide supplementary aeration or oxygenation of enclosure water.

The placement of aquaria in shop windows must be avoided so fish are not exposed to excessive heat or light.

For centralised systems, the water temperature must be appropriate to meet the husbandry requirements and temperature range for that fish category (coldwater, tropical or freshwater). It will usually be set at the mid-range between different species within a category.

Water temperature for temperate fish must never fall below 17°C. Temperate fish are defined as those sold as being suitable for unheated aquariums, kept in centrally heated rooms only. Consideration must be given to the few fish species to which this is considered to be suitable and purchasers must be advised accordingly as to appropriate conditions to meet the welfare needs of the fish. In the case of doubt, licence holders must adopt a cautious attitude unless the species is a recognised coldwater one. These species must be kept in heated aquaria, such as in an aquarium with a thermostatically controlled heater.

Temperature ranges of ornamental fish

Category	Fish groups (by common name)	Temperature range
Coldwater	Pond fish (including goldfish, Koi carp, Orfe, Rudd and Tench)	4 to 24°C

Water quality for fish

Ammonia and nitrite are toxic to fish and their accumulation must be avoided.

See the [water quality standards](#) that must be followed.

Water quality must be checked weekly and records kept of results for ammonia, nitrite and nitrate. Water testing must take place in stocked tanks.

Centralised systems must be tested weekly. 10% of individually filtered tanks or vats must be tested weekly. Testing may be via electronic means for relevant parameters. If a visual inspection of aquaria or vats indicates unusual behaviour or deaths, any necessary remedial action must be undertaken and recorded.

Fish must not be subject to sudden fluctuation in chemical composition of their water, other than for the controlled treatment of disease or as part of a controlled breeding programme. In case of doubt, expert advice must be sought.

Light for fish

Fish must be maintained on an appropriate photoperiod (day and night cycle) as far as possible.

For fish kept in outdoor ponds, vats and stock tanks shade from direct sunlight must be provided (for example, by the provision of plants or other shade).

Water quality standards

Water quality parameter	Measurement standard, milligrams per litre (mg/l)
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Cold water species

Free ammonia	max 0.02mg/l
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Nitrite	max 0.2mg/l
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Dissolved oxygen	min 6mg/l
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Nitrate	max 50mg/l above ambient tap water
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Cleaning fish

All aquaria, vats and ponds must be kept free of accumulations of suspended waste products or uneaten feed. Excess accumulation may affect water quality and therefore damage fish health. Waste material must be removed as necessary. Cleaning regimes must be sensitive to species-specific needs, as certain fish species may benefit from controlled algal build-up to facilitate grazing behaviour. Care must be taken to minimise stress during cleaning.

Accessibility to staff

Racked systems must be accessible by use of a stepladder or other such means.

Feed for fish

Food must be added directly to the tank or pond.

6.0 Suitable diet for fish

Fish must be fed a diet suitable for that species at an appropriate feeding rate and frequency and so as to avoid competition. For example, feeding across the whole surface of the aquaria or pond and extending feeding times.

Licence holders selling to the general public must have an understanding of the nutritional requirements of the categories of fish they sell and must advise the owner of these requirements.

Feeding fish

Given the numbers of fish that might be held in any one facility, it is not feasible to monitor and record changes in eating habits of individual fish. The feeding behaviour of groups of fish must be recorded if such behaviour changes significantly and appropriate advice obtained from a competent specialist when appropriate.

7.0 Monitoring of behaviour and training of fish

Any items that get in the way of the safe and easy capture of fish must not be used or must be removed from tanks prior to capture.

8.0 Fish handling and interactions

Handling must be kept to a minimum at all times.

9.0 Protecting fish from pain, suffering, injury and disease

Staff must take precautions to prevent cross-contamination between aquaria or vats. Equipment (for example, nets) must normally be cleaned and disinfected between uses or dedicated to a specific tank.

Aquaria and vats must be checked daily and cleaned as often as is necessary (as determined by water quality) to maintain good hygiene standards, consistent with the rate of stock turnover and consequent stocking densities.

For fish, in-line UV treatment or other sterilising devices effectively provide a means of isolating individual tanks in multiple tank systems and are a suitable alternative to self-contained isolation facilities. They must be of an appropriate size and maintained in accordance with manufacturers' recommendations.

Newly introduced stocks must be given an appropriate acclimatisation period, as deemed necessary, as far as possible separate from existing stocks. New stocks must be closely monitored and any disease problem which arises must be treated promptly.

Fish waste, including cadavers, may be incinerated or disposed of through general waste in sealed double-bagged plastic bags.

Fish showing signs of illness or disease may be kept with other animals provided that all the fish in the same tank (or in connected systems without a sterilisation filter) are given appropriate treatment. In cases of doubt about appropriate treatments, expert advice must be sought from a vet, competent person or fish specialist.

Anyone responsible for euthanising fish must follow recommended practices, written procedures and have been suitably trained.

In the case of fish, it is sufficient to check daily and maintain records limited to observed signs of ill health and disease. Where problems are identified, remedial action must be taken.

In cold weather, ice may form on outdoor displays such as ponds. In such cases, it is important that a hole in the ice is made by floating a plastic ball which can be removed if the water freezes (for example).

Conditions for businesses consolidating imports of fish

This section outlines the conditions that can be checked on inspection and the additional conditions that must be applied to such businesses.

When inspecting business, you should check the general conditions:

- 1.0 (licence display)
- 2.1 (type of animals to be specified)
- 3.3 (written training policy) - at least one designated member of staff to be on site with an understanding of current import regulations
- 4.10 (animals not left unattended) - fish boxes must be handed over into the care of a person competent to provide necessary care from that point. They must not be dropped off and left unattended

You should also check the follow pet sales conditions:

- 2.1 (register of animals) - purchase records maintained (see retailer)
- 2.5 (advertisements) - as retailer

Fish must be transported in accordance with International Air Transport Association (IATA) and current transport regulations. The licence holder must be able to demonstrate that they have undertaken appropriate due diligence in this regard. In particular that:

Fish will be packed and transported according to IATA standards.

Distributors will meet legal obligations under current welfare in transit regulations.

Anyone transporting fish has the appropriate animal transport authorisation.

They keep records of all imported and transported fish that enables traceability to source. This condition can be met by retaining invoices and receipts. Additional record keeping is not required.

They allow access by the relevant authority to these records.

Have a contingency plan in place that is available to inspecting authorities and includes:

- Provision for the care of fish in the event of an accident
- Provision for the care of fish in the event of failure to deliver (for example, delayed delivery)
- Emergency contact telephone numbers

Observations

None

Higher Standards

<u>Higher standards (Required)</u> General & Specific Conditions	Standards Met Yes/No
Businesses selling animals exclusively to other businesses must meet the requirements for cage sizes and stocking densities in the species-specific minimum standards.	N/A
A documented health checklist should be completed daily and must cover physical, psychological, and behavioural issues and any abnormality recorded.	Yes
<u>Higher Standards (Optional)</u> 50% required	Standards met Yes/No
There must be a member of permanent, full-time staff with an OFQUAL regulated Level 3 qualification that is appropriate to the species kept.	N

<u>Higher standards (Required)</u> Fish	Standards Met Yes/No
Water quality must be assessed 3 times weekly and records kept of test results. In instances when water quality parameters are not met, the remedial action taken to restore acceptable parameters should be recorded.	Yes
There must be evidence that UV systems are maintained regularly.	Yes
The business must have in place reasonable measures to prevent the import, outbreak and spread of disease. This must be demonstrated by implementation of a biosecurity plan.	Yes
<u>Higher Standards (Optional)</u> 50% required	Standards met Yes/No
A suitable temperature range for the fish must be displayed on each standalone system and on each centralised system.	Yes
For premises with no natural light, there must be automated systems or procedures (or both) to ensure gradual change in light levels.	Yes