

COMMERCIAL DAY BOARDING ESTABLISHMENT
CONDITIONS & GUIDANCE

1.0	GENERAL LICENCE CONDITIONS	<i>Guidance</i>
1.1	Unless otherwise stated, these conditions shall apply to all buildings and areas to which the dogs have access and / or which are used in association with the commercial day boarding of dogs.	<i>The applicant shall ensure that all relevant planning and building control permissions are obtained.</i>
1.2	The licence holder must not change, cause or permit to be made any material change to the premises or licensed activity without the prior consent of the Local Authority.	<i>The separation distance between commercial day boarding and noise sensitive premises is an important consideration to avoid incompatible development.</i>
1.3	<p>Adequate insurance indemnity should be arranged by the operator of the premises. This should be maintained at a sufficient level to cover the maximum number of dogs boarded.</p> <p>Adequate Employers Liability and Public Liability Insurance shall be provided.</p> <p>Certificates of insurance shall be displayed in a prominent position.</p>	<i>Control, Custody and Care insurance is recommended if dogs are to be taken outwith the establishment (e.g. for walks).</i>
1.4	No dog registered under the Dangerous Dogs Act 1991 must be accepted for day boarding.	
1.5	Dog hybrids registered under the Dangerous Wild Animal Act 1976 (e.g. Wolf Hybrids) and dogs subject	

	to Dog Control Notices under the Control of Dogs (Scotland) Act 2010 are not to be accepted for day boarding.	
1.6	No animals, other than dogs, are to be boarded at the facility.	
1.7	Dogs are not permitted to be boarded overnight.	
1.8	A copy of the Licence and its conditions must be suitably displayed to the public in a prominent position at the boarding establishment. All dog owners must be made aware of where the Licence is displayed and the conditions attached to the Licence.	
1.9	<p>The maximum number of dogs kept at any time on the premises shall be (insert number).</p> <p>The minimum number of members of staff shall be a ratio of staff to dogs no less than (inset ratio)</p> <p>The maximum number of dogs permitted to be freely mixing in any individual area is (insert number)</p>	<p>When deciding on the maximum number of dogs for the establishment the individual local authority should take into account:</p> <ul style="list-style-type: none"> • The location • The size of premises • The layout of the premises ie how many dogs may be permitted in each separate area • The number of staff and their roles within the establishment • The qualifications / experience of the staff • Advice from the council's veterinary officer <p>Normally a ratio of 1:5 or 1:6 (staff to dogs) should be considered for new establishments. If after a specified period of time the establishment wishes to apply to have that ratio increased the Local</p>

		<p>Authority should carry out a risk assessment taking into account the following factors:</p> <ul style="list-style-type: none"> • Confidence in management • Training / Experience of staff • Complaints, including noise <p>If the ratio is increased the establishment should be aware that if a risk assessment is carried out at any point and it is found that the risk is too high then the ratio can revert back to the 1:5 / 1:6 ratio.</p> <p>Normally the ratio of staff to dogs in established businesses should not exceed 1:10</p>
1.10	All dogs attending the establishment should wear a collar and tag identifying the name and contact number of the premises.	<i>Whilst it is a legal requirement for dogs to wear a collar and tag identifying the name and address of the owner, when out of the premises, a collar and tag with contact details of the animal boarding establishment will assist staff with dog control if one tries to escape or there is a fire or other emergency.</i>
1.11	The premises shall be operated in such a way as to avoid statutory nuisance to occupiers of neighbouring properties.	<i>The Licensee should minimise the potential of noise and odour issues. In particular, dog barking may be an issue.</i>
2.0	CONSTRUCTION AND MAINTENANCE	Guidance

2.1	<p>The commercial day boarding establishment must, at all times, be laid out and operated in accordance with an approved plan, to be submitted to the local authority. The licence only applies to the approved plan.</p> <p>Before carrying out any alterations, plans must be submitted to and approved by the local authority.</p>	<p><i>Plans and Specifications shall include details of the ventilation system, drainage, finishes of floors, walls and ceilings and location of areas on the premises the boarded dogs will have access to.</i></p> <p><i>Outdoor areas used for the boarding of dogs shall include details of the perimeter fence, including height of the perimeter fence, location of potable water supply, area lighting and detailed description of shelter from the sun and rain.</i></p>
2.2	<p>Fencing materials must be secure and safe.</p> <p>Fences and / or other barriers must be of sufficient height to prevent dogs from escaping and to prevent access by persons not connected or employed by the establishment.</p> <p>Where metal bars and frames are used they must be of a suitable gauge with spacing adequate to prevent dogs escaping or becoming entrapped. Any metal edging must not present a risk of injury.</p> <p>Doors, fences and/or barriers must be of adequate strength and construction to resist impact and scratching.</p>	<p><i>It is important that fencing is both secure and sufficiently high to contain the dogs. For added security an inward facing overhang to the fence is desirable.</i></p> <p><i>Where galvanised welded mesh is used for fencing the wire diameter must not be less than 2.0mm excluding any covering and the mesh size must not exceed 50.0mm.</i></p> <p><i>It is important to make sure fencing is adequately secured at ground level to prevent dogs from escaping underneath.</i></p> <p><i>The applicant should have carried out a suitable and sufficient risk assessment of the areas the dogs have access to so as to ensure that there are no risks to the health, safety and welfare of the animals.</i></p>
2.3	<p>A double gate system shall be provided at the entrance / exit to the premises to permit a phased access and egress and thus prevent the escape of dogs.</p>	
2.4	<p>The general construction must be such that the security of dogs is ensured.</p>	

2.5	<p>All doors must be secure and lockable and gates secured at all times to prevent dogs from escaping and to prevent access by persons not associated with the business.</p> <p>External exercise areas must be sufficiently secure to prevent persons not connected to or employed by the establishment having access to the dogs.</p>	
2.6	<p>Wood should not be used in exposed construction of walls, floors, partitions, door frames or doors within the dog indoor common area. Where wood has been used in existing construction it must be smooth and treated to render it impervious.</p> <p>All internal surfaces used in the construction of walls, floors, partitions, doors and door frames to be durable, smooth and impervious and capable of being easily cleaned and disinfected where necessary.</p> <p>There must be no projections or rough edges liable to cause injury.</p>	<p><i>The purpose of avoiding wood is due to the possibility of damage to the surface due to scratching. Damaged wood is difficult to keep clean and splinters can cause injury to the dogs.</i></p>
2.7	<p>All structural exterior wood ie fence posts must be properly treated against wood rot, eg tanalised. Only non-toxic products may be used.</p> <p>Wood is not permitted for agility or play equipment.</p>	
2.8	<p>Junctions between the walls and floors in areas used by dogs shall be covered to facilitate cleaning. Where it is impractical to do this, all joints must be sealed.</p>	
2.9	<p>All internal furnishings shall be maintained in a sound condition to permit thorough cleaning and disinfection and shall be of a material capable of being cleaned. Such furnishings shall be inspected on a daily basis for damage or disrepair.</p> <p>Any damaged or ripped items of</p>	<p><i>Leather or vinyl furnishings provided they are in good repair are acceptable. Exposed wood, even in good condition can be chewed resulting in splinters and should therefore be avoided.</i></p>

	<p>furniture shall be immediately repaired or replaced.</p> <p>No carpet or rugs are to be used within the boarding establishment.</p>	
2.10	All windows which pose a security risk must be escape proof at all times.	
2.11	Adequate lighting must be provided throughout the establishment such that all areas accessible to dogs are clearly visible. Where practicable this must be natural light.	
2.12	Adequate ventilation must be provided to all interior areas without the creation of excessive, localised draughts.	
2.13	The interior and exterior of the buildings should be maintained in good repair and good decorative order. Outer paths, gardens, exercise areas and general surroundings must be kept in a good, clean, presentable condition.	

3.0	DRAINAGE	Guidance
3.1	The establishment must be connected to mains drainage or an appropriate localised sewage disposal system.	
3.2	External areas accessible to dogs must be suitably drained. Internal drainage to be adequate to prevent ponding of water.	<i>In new constructions it is recommended that floors are laid to a minimum fall of 1 in 80 leading to a shallow drainage channel or effectively covered deep drainage channel.</i>

4.0	KITCHEN FACILITIES	Guidance
4.1	A separate area clearly demarked and hygienically constructed shall be	

	provided for the storage and preparation of dog/ puppy food.	
4.2	A sink with hot and cold running water must be provided for the washing of food and drinking vessels. A separate wash hand basin with hot and cold water must be provided for staff use in an accessible location.	
4.3	Suitable refrigeration shall be provided for the storage of dog / puppy food unless only shelf-stable food e.g. cans are used and any left-over food is discarded. A refrigerator shall be provided for the storage of veterinary medicines requiring refrigeration.	
4.4	Equipment must be capable of being cleaned and disinfected. Equipment must be cleaned and disinfected as required.	
4.5	Suitable containers must be provided for the storage of food and shall be so constructed and kept in good order, repair and condition as to protect against access by insects and other pests.	

5.0	WATER SUPPLY	Guidance
5.1	Fresh drinking water from a potable source must be available at all times and changed frequently throughout the day. Drinking vessels must be capable of being easily cleaned and disinfected and must be cleaned at least once per day and maintained in a clean condition.	

6.0	CLEANLINESS	Guidance
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6.1	All indoor areas used by dogs must be kept clean and free from accumulations of dirt and must be kept in such a manner as to be conducive to maintenance of disease control and dog comfort. Food preparation / storage areas shall be maintained in a clean condition.	
6.2	All excreta and soiled material must be removed immediately from communal areas used by dogs and as soon as practicable from the isolation kennel(s) or other areas used to house dogs.	
6.3	All fittings, bedding and towels must be thoroughly cleaned as required.	<i>If vet bed material is used on the premises it should be laundered on a frequent basis and between use by different dogs.</i>
6.4	Facilities must be provided for the proper reception, storage and disposal of all waste. Arrangements must be made with the Waste Collection Authority or a waste management contractor authorised for the purposes of the duty of care, for removal of waste from the establishment under the Environmental Protection Act 1990.	
6.5	All cleaning chemicals and materials used must not be harmful to dogs and must be stored in a secure cupboard or cabinet.	
6.6	Measures must be taken to minimise the risks from rodents, insects, and other pests within the establishment.	

7.0	TEMPERATURE	Guidance
7.1	Suitable and safe means shall be provided for heating the common indoor area(s) or section of the indoor area sufficient in size to accommodate the number of dogs	<i>The common indoor area may be heated using panel heaters or infrared halogen heaters.</i>

	being boarded. This area should be heated according to the requirements of individual dogs.	<i>In addition to heating, coats and jackets can be used to help maintain a comfortable temperature for individual dogs.</i>
7.2	A maximum temperature of 26°C (79°F) should not to be exceeded in normal circumstances. Dogs must always have free access to an area where the temperature does not fall below 10°C. This should equate to 1 square metre per dog.	<i>It is accepted that if dogs access external areas of the establishment, they may be exposed to temperatures below 10°C on a regular basis.</i>
7.3	Adequate shade shall be provided in outdoor area(s) to protect animals from direct sunshine. Adequate shelter shall also be provided to protect against inclement weather.	<i>Shading should be sufficient to allow all dogs accommodated outside at any time to protect themselves from the direct rays of the sun and prevent overheating. Shade may be provided by means of a canopy, parasols or other suitable alternative and should be positioned so as to provide maximum protection.</i>

8.0	ANIMAL WELFARE	Guidance
8.1	Pre-screening of dogs shall be undertaken to ensure that they will be comfortable in the presence of other dogs and will not be a danger to other dogs or staff.	<i>A risk assessment of each individual dog should be carried out to determine its suitability in terms of behaviour and temperament. This will include a trial familiarisation session. Records of these individual assessments should be documented and retained on the premises. It is good practice to provide an area to slowly introduce the dog to the other dogs before being accepted to the play area.</i>
8.2	Any injuries which occur to dogs in the care of the licence holder must be recorded and such records will be retained and made available for inspection by the local authority officer at all reasonable times.	
8.3	Due to the unique arrangements within the day boarding establishment	<i>REHIS is aware that some commercial day boarding</i>

	<p>which allows the free mixing of dogs, all dogs over the age of 6 months old shall be neutered / dressed.</p>	<p><i>establishments accept implanted dogs as an alternative to neutering / dressing. Veterinary advice is that implants are effective in preventing pregnancy as are injections in bitches to stop oestrus, provided the correct dose is maintained. If used, appropriate documented records must be kept on site. Implants may not have the same effect in reducing aggressiveness in males as neutering.</i></p>
8.4	<p>A suitable range of muzzles of varying sizes and a suitable dog catching device must be kept on site.</p>	
8.5	<p>If puppies are to be accepted on the premises there must be a separate area provided. Dogs that require food due to medical conditions shall be fed on the premises in a suitably isolated area.</p>	<p><i>It is not recommended that adult dogs are fed on the premises unless for medical reasons and in such case the dog must be fed in a separate area.</i></p>
8.6	<p>A method of review must be in place to ensure that dogs are excluded if they exhibit any aggressive behaviour.</p>	
8.7	<p>Resting facilities shall be provided for 'time out' for disobedient or tired dogs.</p>	
8.8	<p>Dogs must have access to a suitable secure outdoor area.</p>	
8.9	<p>Dogs exercised outwith the premises must be kept on a lead at all times unless they are being exercised in a safe and secure area eg in a field with the gates closed and with written consent of the individual owners. A risk assessment must be carried out to ensure that the appropriate numbers of dogs are exercised by a particular person.</p>	<p><i>Permission should first be obtained from the land owner.</i></p>

9.0	DISEASE CONTROL AND VACCINATIONS	Guidance
	<p>Adequate precautions must be taken to prevent and control the spread of infectious and contagious disease and parasites, including fleas, ticks and intestinal parasites amongst the dogs, staff and visitors.</p> <p>An Infection Control Policy shall be in place, detailing the steps to be taken in the event of a sick dog arriving at the premises or becoming ill during the period of stay. Staff shall be trained in and dog owners shall be made aware of such a policy.</p>	<p><i>Staff should be observant and look out for any signs of illness when admitting dogs to the establishment. Animals showing any signs of illness shall not be boarded.</i></p> <p><i>Good cleaning and disinfection are essential, especially where there is evidence of external parasites including fleas, ticks and lice. All insecticide and disinfectants must be used strictly in accordance with the manufacturer's instructions.</i></p> <p><i>The Licensee should ensure that all dogs attending are routinely treated against worms, fleas, giardia and ticks and obtain written documentation to confirm this has been carried out.</i></p>
9.2	<p>Communal water facilities with static water eg baths and troughs are not permitted as they are considered to present a potential route for the spread of infection. Communal water facilities must have continual running or flowing water.</p>	<p><i>A pool with flowing water or hose pipes may be useful to keep dogs cool during periods of high temperature.</i></p>
9.3	<p>Dogs attending the day care facility must have current vaccinations against Canine Distemper, kennel cough, Infectious Canine Hepatitis (Canine adenovirus), Leptospirosis (<i>L.canicol</i> and <i>L. icterohaemorrhagiae</i>) and Canine Parvovirus and other relevant diseases. Annual vaccinations must thereafter be kept up to date. A copy of all up to date certificates must be kept on-site throughout the period that the dog attends the day care facility and shall be made available to officers of the licensing authority for inspection on request.</p>	

9.4	The first course of vaccinations must have been completed at least four weeks before the first date of boarding.	
9.5	No sick animals shall be admitted to the premises.	
9.6	Advice from a veterinary surgeon must be sought in case of signs of disease, injury or illness. Where any dog is sick or injured any instructions for its treatment which have been given by a veterinary surgeon must be strictly followed.	
9.7	Following the diagnosis of an infectious disease the establishment must undergo a quarantine period based on veterinary advice.	
9.8	The local authority must be informed of the death of any dog in the establishment by the next working day.	
9.9	A well stocked first-aid kit suitable for use on dogs must be available and accessible on site.	
9.10	The licence holder should be registered with a veterinary practice that can provide advice and assistance. Details of the owner's vet must also be known. The telephone contact number of the veterinary surgeon used by the establishment or, if appropriate, the individual dogs should be displayed in a suitable place, close to the telephone and accessible to all members of staff.	

10.0	ISOLATION FACILITIES	Guidance
10.1	Suitable isolation facilities must be provided, with adequate heating and	<i>In certain circumstances it may be acceptable for isolation facilities to</i>

	ventilation, to house any sick or injured dog until such time as it can be returned to its owner or transported to a vet.	<p><i>be a vehicle where the dog is removed to for immediate transport to the owners' home or to a vet as appropriate, as long as adequate cleaning and disinfecting takes place afterwards and before the vehicle is used for any other purpose.</i></p> <p><i>Any dog in isolation shall be checked regularly and shall not be left unattended on the premises at any time. The isolation facility will only be used until such time as the dog can be returned to its owner or taken to a vet.</i></p>
10.2	Isolation facilities must be separate and physically isolated from the main activity areas. The separation distance must be a minimum of 5m.	
10.3	Adequate facilities shall be provided to prevent the spread of infectious disease between the isolation facilities and communal dog areas.	
10.4	Hands must be washed after leaving the isolation facilities and before visiting any other area used to house dogs.	
10.5	Any vehicle used to transport a sick dog must be cleaned and disinfected after use.	

11.0	REGISTER	Guidance
11.1	<p>A register must be kept of all dogs attending the facility. The information kept must include the following:</p> <ul style="list-style-type: none"> • date of first attending and days of week normally attended by each dog. • name of dog, any identification system such as microchip number or tattoo • description, breed, age and gender of dog • name, address and telephone number of owner or keeper • name, address and telephone number of dog's veterinary surgeon 	<p><i>The Register is a record of all the dogs which are boarded within the establishment. This must be kept up to date and shall be available for inspection at all reasonable times for the purpose of checking numbers of dogs on the premises, details of any sick dog, any medication administered etc.</i></p> <p><i>Details shall be kept for a minimum period of 24 months.</i></p>

	<ul style="list-style-type: none"> • health, welfare and nutrition requirements • emergency contact details • written agreement in respect of emergency veterinary treatment • a written record of medicines administered on the premises • written agreement to exercise the dog off the premises, if appropriate. • Photograph of dog <p>The register must be kept readily available, with information on individual dogs being retained for a minimum period of 24 months. The register shall be available for inspection on request by an authorised local authority officer or a veterinary surgeon authorised by the local authority.</p>	
11.2	Where records are computerised, a back-up copy must be kept. The register must also be available to key members of staff of the establishment at all times.	

12.0	SUPERVISION	Guidance
12.1	<p>A fit and proper person with relevant experience must be nominated and be present at all times to exercise supervision and deal with any emergencies.</p> <p>Employees must not be under the age of 16 and no one under the age of 18 shall be a nominated person.</p>	<p><i>The Act prohibits local authorities from issuing a Boarding Establishment Licence to any person prohibited from keeping animals. It is recommended that as part of the 'fit and proper person test' that the Licensee signs a declaration stating they are not disqualified from keeping:-</i></p> <ul style="list-style-type: none"> • <i>A boarding establishment for animals</i> • <i>A pet shop</i> • <i>A dog or having custody of animals</i> <p>In relation to the 'fit and proper person test' it is advisable to consult with the SSPCA and other relevant agencies / Departments when determining applications. In order to obtain this information it may be necessary to require a disclosure from the applicant (see Appendix 1).</p>
12.2	<p>At no time shall dogs in the common indoor and outdoor areas be left unsupervised.</p>	<p><i>Boarded dogs are the responsibility of the Licensee who must take adequate steps to ensure their safety and welfare for the duration of the time the dogs are in their care.</i></p>

13.0	STAFF TRAINING	Guidance
13.1	Staff should be adequately trained in the safe handling of dogs, emergency procedures to be followed, and all other aspects of the licence conditions.	<p><i>Suitable and sufficient training of staff should be demonstrated to have been carried out in the following areas:-</i></p> <ul style="list-style-type: none"> • Animal welfare • Cleanliness and hygiene • Feeding and food preparation • Disease control • <i>Recognition and first aid treatment of sick animals</i> • Health and safety • <i>Emergency procedures (including dogs escaping)</i> • Transportation of animals • Animal handling and control • <i>Equipment use including the use of dog catching devices</i>
13.2	A written training policy must be provided for permanent, part time and seasonal workers.	

14.0	TRANSPORTATION OF DOGS	Guidance
14.1	All vehicles used by the establishment for the transportation of dogs must be regularly serviced and kept clean. They must be fitted with secure cages of adequate size for the safe transportation of dogs and be	<p><i>Unless members of the same family each boarded dog should have an individual cage where they must be housed during transit. Cages must be sufficiently large to permit pet dogs to stand, turn and lie down.</i></p>

	<p>provided with adequate ventilation and maintained at a comfortable temperature. All vehicles must be secure and should not be left unattended other than to drop off or pick up dogs.</p> <p>A written emergency break down procedure should be in place in the event of a vehicle which is being used for transporting dogs breaking down. This should include sufficient leads to safely evacuate the dogs.</p>	<p><i>It is important for the licensing officer to ensure that dogs will not be kept in vehicles for unnecessary or unreasonable periods of time and, in particular, dogs should not be left unsupervised in vehicles.</i></p>
14.2	<p>Where the premises uses vehicles to collect and return dogs, the dogs must be collected from and returned to houses on a lead to minimise the risk of any dog escaping. During transit dogs must not travel with a lead on to prevent strangulation.</p>	<p><i>First aid kits for dogs must be kept well stocked. These should be available in each vehicle used for the transportation of boarded dogs. Advice on the contents should be sought from a veterinary officer.</i></p>
14.3	<p>Journeys must be planned to minimise the time dogs spend in the vehicle. On journeys likely to last more than 2 hours and during exceptionally hot days water must be available in the vehicle.</p>	
14.4	<p>The licence holder must provide a well – stocked first aid kit suitable for use on dogs and available in all vehicles used to transport dogs.</p>	

15.0	FIRE / EMERGENCY PRECAUTIONS	Guidance
15.1	<p>Appropriate steps must be taken for the protection of the dogs in case of fire or other emergencies.</p>	
15.2	<p>A proper emergency evacuation plan and fire warning procedure must be drawn up and posted on the premises. This must include instructions on where dogs are to be evacuated to in the event of a fire or other emergency.</p>	

15.3	Advice must be sought from the Fire Prevention Officer to ensure compliance with fire safety requirements. Fire fighting equipment must be provided in accordance with the Fire Prevention Officer's advice.	
15.4	There must be adequate means of raising an alarm in the event of a fire or other emergency.	
15.5	Precautions must be taken to prevent any accumulation which may present a risk of fire.	
15.6	All electrical installations and appliances must be maintained in a safe condition with no loose trailing cables.	
15.7	All heating appliances must be free of risk of fire as is reasonably practicable.	
15.8	<p>The establishment must have a standard procedure in place for dealing with dogs that have escaped. This should include:-</p> <ul style="list-style-type: none"> • All staff must be trained in dealing with escaped dogs. • In the event of a dog escaping, the dog owner and local authority must be contacted immediately. • Equipment must be available for securing dogs which have escaped. All staff must be trained in the use of such equipment. 	