

## PET SHOP CHECK LIST

### Inspection Details

This is an internal document to be used by Inspectors to guide them in undertaking a basic pet shop inspection. The most common species have been included here together with common concerns but it is up to the inspector to find out more information, ask questions and ensure that appropriate action is taken to ensure the welfare of the animals is protected.

**Explanatory Note:** When completing this checklist, the relative observations can be circled or underlined and or inspectors comments recorded on the line above. For example:

Hygiene of cages: Overall good – cages being cleaned during inspection Hamsters  
Good Fair Bad Excess Faeces Old/Soiled Food

Name of Pet Shop: Creatures & Whiskers Petstore  
 Address: 17 Old Man Road, Bothas Hill, Hillcrest  
 Name of Owner: Richard Byrton Cell: 072 115 5022  
 Tel: 031 765 6338 Fax/Email: \_\_\_\_\_  
 Veterinarian: Carla Langley Tel: 0823270171

### GENERAL

What happens to sick animals: \_\_\_\_\_  
Self medicate New owners must treat Taken to vet

What happens to animals after hours: \_\_\_\_\_  
Kept in shop Go home with owner Sent back to supplier

What treatment do Puppies get: \_\_\_\_\_  
 Vaccine De-wormer Vaccine on Request None Other

What treatment do Kittens get: \_\_\_\_\_  
 Vaccine De-wormer Vaccine on Request None Other

Quarantine Cages Provided: \_\_\_\_\_  
 Yes No None Seen Separate Room

Rodent control: None  
 Open Poison/Poison Stations/Poison Pipes/Live Traps/Rat Traps

Suppliers of animals: Private

Do they breed: \_\_\_\_\_  
E/O / Uncertain Single Sex Groups

If breeding, what happens to offspring: \_\_\_\_\_  
 Hand-Reared / Parent Reared / Sold Unweaned

If removed for hand rearing, from what age: until 4 weeks

Reason for hand rearing: If mother dies

**RODENTS**

Numbers: Rats 15 Mice 25 Guinea Pigs 19 Hamsters 21

Group structures \_\_\_\_\_  
 \_\_\_\_\_ Singly Mother & Young Separate Same sizes together All together

Compatibility of Groups \_\_\_\_\_  
 \_\_\_\_\_ Good (Play & Positive Interaction) Fighting Bullying Describe Above

Space \_\_\_\_\_  
 \_\_\_\_\_ Good (Play & move normally) Acceptable (stretch out, stand normally & turn) Cramped/Too small

Cage Maintenance \_\_\_\_\_  
 \_\_\_\_\_ Good Fair (some repairs needed) Poor (harmful features)

Are cages raised off the ground to prevent handling/accidental kicking/reduce stress: \_\_\_\_\_  
 \_\_\_\_\_ Yes No

Hygiene of cages \_\_\_\_\_  
 \_\_\_\_\_ Good Fair Bad Excess Faeces Old/Soiled Food

Ventilation \_\_\_\_\_  
 \_\_\_\_\_ Good (No Ammonia Smell) Fair Poor (Ammonia Smell)

Draughts \_\_\_\_\_  
 \_\_\_\_\_ No Yes Describe

Temperature \_\_\_\_\_  
 \_\_\_\_\_ Too Hot (Panting etc) Too Cold (Curled up/shivering) Comfortable (20°C- 24°C)

Do they allow breeding \_\_\_\_\_  
 \_\_\_\_\_ Yes No Describe Above

How do staff handle animals \_\_\_\_\_  
 \_\_\_\_\_ Good Fair Poor Unacceptable

Do they allow public to handle the animals \_\_\_\_\_  
 \_\_\_\_\_ Yes No Not Seen

Hiding areas \_\_\_\_\_  
 \_\_\_\_\_ Good (Box/Plastic Container) Fair (not enough) Unacceptable (None) Other

Bedding \_\_\_\_\_  
 \_\_\_\_\_ Sawdust Straw Newspaper Other

Is bedding clean & absorbent \_\_\_\_\_  
 \_\_\_\_\_ Yes No Needs Changing Type: Sawdust/Newspaper/Other

Cleaning routine \_\_\_\_\_  
 \_\_\_\_\_ per day \_\_\_\_\_ per week

Water \_\_\_\_\_  
 \_\_\_\_\_ Non- tip Bowl Bowl too small Bowl too deep to reach water None available

Hygiene of water provision \_\_\_\_\_  
 \_\_\_\_\_ Clean Dirty Very Dirty Green Algae Soiled

Diet \_\_\_\_\_  
 \_\_\_\_\_ Good Pellets Roughage Fresh Vegetables/Fruit Vit C for Guinea Pigs (220mg/lit water daily)

Frequency of feed \_\_\_\_\_ Do they remove old food? Yes \_\_\_\_\_ No ✓

Is the diet \_\_\_\_\_  
 \_\_\_\_\_ Good & Nutritious Poor Not Fresh Not enough Other comments

Are the animals fully weaned \_\_\_\_\_  
 \_\_\_\_\_ Yes (feeding themselves well) Just Weaned Under Age

Condition of animals \_\_\_\_\_  
 \_\_\_\_\_ Good Fair Poor Very Poor Describe Above

Describe Concerns N/A

How are rodents transported from the shop Box or Cages

Where are unweaned rodents kept \_\_\_\_\_  
 \_\_\_\_\_ Good (with mother) Unacceptable (Plastic container/cage/box)

Are unweaned rodents sold live? \_\_\_\_\_  
 \_\_\_\_\_ No (Good) Yes (Unacceptable)

How are rodents killed (as reptile food)? \_\_\_\_\_  
CO2 (Unacceptable issue warning) Hitting on Head/live freezing Describe

**PUPPIES, KITTENS & RABBITS**

Puppy Numbers &amp; Breeds: \_\_\_\_\_

Kitten Numbers: \_\_\_\_\_ Rabbit Numbers: \_\_\_\_\_

Group structures \_\_\_\_\_  
Singly Only with litter mates Some litters mixed All togetherCompatibility of Groups \_\_\_\_\_  
Good (Play & Positive Interaction) Mixed Sizes Bullying Describe AboveSpace \_\_\_\_\_  
Good (Play & move normally) Acceptable (stretch out, stand normally & turn) Cramped/Too smallCage Maintenance \_\_\_\_\_  
Good Fair (some repairs needed) Poor (harmful features)Hygiene of cages \_\_\_\_\_  
Good Fair Unacceptable Excess Faeces Old/Soiled FoodVentilation \_\_\_\_\_  
Good (Fresh & Clean) No (Stuffy & Smelly) Describe AboveDraughts \_\_\_\_\_  
No Yes Describe AboveTemperature \_\_\_\_\_  
Too Hot (Panting etc) Too Cold (Curled up/shivering) ComfortableShelter provided in outside pens \_\_\_\_\_  
Good Needs Improvement Poor NoneDo they allow breeding \_\_\_\_\_  
Yes No Describe AboveHow do staff handle animals \_\_\_\_\_  
Good Fair Poor Unacceptable

Do they allow public to handle animals: Adults \_\_\_\_\_ Children (Age) \_\_\_\_\_ Under supervision \_\_\_\_\_

Floor construction: \_\_\_\_\_  
Wood Concrete Chicken Mesh Weld Mesh Soil OtherBedding: \_\_\_\_\_  
Blankets Bed Carpet Soil Sawdust Straw Newspaper OtherIs Bedding Clean & Absorbent: \_\_\_\_\_  
Yes No Needs Changing Other

Cleaning routine \_\_\_\_\_ per day \_\_\_\_\_ per week

Water \_\_\_\_\_  
Non-Tip Bowl Bowl too small Bowl too deep to reach water None AvailableHygiene of water provision \_\_\_\_\_  
Clean Dirty Very Dirty Green Algae Soiled

Diet for Puppies \_\_\_\_\_ Kittens \_\_\_\_\_

Diet for Rabbits \_\_\_\_\_  
Quality Pellets Roughage Fresh Vegetables/Fruit OtherIs the diet \_\_\_\_\_  
Good & Nutritious Poor Not Fresh Not Enough Other

Frequency of feed \_\_\_\_\_ Do they remove old food? Yes \_\_\_\_\_ No \_\_\_\_\_

Are the animals fully weaned? \_\_\_\_\_  
Yes (feeding themselves well) Just Weaned Not WeanedCondition of animals \_\_\_\_\_  
Good Fair Poor Very PoorDescribe Concerns \_\_\_\_\_  
Injuries/Poor Coat/Listless/Runny Eyes/Runny Nose/Diarrhoea

FISH

Hygiene of tanks Good Fair Poor Excess Algae Waste Material (Faeces/Debris)

Is water clean Clear (see fish clearly) Quite Clear Smelly Foamy (on surface) Cloudy

Is equipment (nets/heaters) in good repair Good Fair Poor Other

Do the tanks have efficient aeration Good (Bubbles) Fair (some bubbles) Unacceptable (No bubbles)

Do the tanks have filtration Good Fair None

Is water in tanks tested appropriately for temperature/pH/ammonia/nitrites/oxygen Yes ☒ No

Are the tanks enriched Plants Hiding Areas Rocks Gravel Other

Are the tanks overstocked No

Are lights turned off at night for fish to rest Yes No

Do tanks have covers Yes No

Water at proper level (should be small gap between top of water and cover) Yes No

Condition of animals N/A Good Fair Poor Very Poor Describe Above

Describe Concerns Unusual growths, patches or spots/Wounds/Abnormal swimming/ Over or Under activity/Bloating/Fin damage/Panting at surface/Rubbing/Clamped fins

Temperature Suitable Goldfish 10°C – 22°C; Tropical fish 23°C- 27°C

How often are the fish fed: Daily Not during weekends (unacceptable)

Is enough species specific food given Yes No Appears Acceptable

In the event of a power failure is the pet shop owner / attendant informed: Yes No

How do staff handle animals Good Fair Poor Unacceptable

Any dead fish observed: Describe Reason Not observed

Compatibility of Groups Good Poor (Chasing/Bullying/Hiding/Damaged fins)

How are fish destroyed when necessary Brain Maceration

Unacceptable – fed live to other fish/left out of water to suffocate/flushed down toilets  
Acceptable – brain maceration/submersion in clove oil (and other suitable chemicals)

Do Aquatic Amphibians have a shelf or floating island to enable them to get out of the water N/A

Describe

How do the buyers transport the fish from the shop In strong plastic bags pumped with pure oxygen

Is the chlorine removed from tap water before adding to tanks (Aerated for 24 hours or a de-chlorinating product used)? Yes No

**BIRDS**

Bird Numbers & Breeds Parrots (20) Whistlers (3) Cockatoos

Group structures Singly In small groups Large Groups Same species Mixed Species

Compatibility of Groups Good (No aggression/anxiety) Chasing/Bullying etc Describe Above

Space Good (Play & move normally) Acceptable (stretch out, stand normally & turn) Cramped/Too small

Cage Maintenance Good Fair (some repairs needed) Poor (harmful features)

Hygiene of cages Good Fair Poor Excess Faeces Old/Spoiled Food

Ventilation Good (Fresh & Clean) No (Stuffy & Smelly) Other

Are birds exposed to draughts No Yes Describe Above

Are birds left in full sun No Yes Describe Above

Temperature Comfortable Too Hot (Beak open etc) Too Cold (Fluffed up/shivering)

Shelter provided in outside pens Good Needs Improvement Poor None

Adequate perch space Good (all can rest on perches at same time) Fair Poor (birds on floor & cage sides)

Note: Birds need more horizontal space than vertical. Approx 10cm horizontal space per bird such as parakeets

Are perches placed above each other (causing faeces to drop onto birds below) No Yes

Suppliers of birds Private

How do staff handle animals Very Well Good Fair Poor Unacceptable

Cleaning routine 2 per day 1 per week

Water Non-Tip Bowl Hanging Bowl Bowl too deep Bowl too small None Available

Hygiene of water provision Clean Dirty Very Dirty Green Algae Soiled

Diet for Birds Pellets, commercial mix, wild seeds

Frequency of feed: always available Do they remove old food: Yes ☒ No ☐

Note: Check to see that there is seed in the food dish, not just empty shells left by the birds.

Is the diet Good & Nutritious Poor Not Fresh Not Enough Other

Are the animals fully weaned Yes (feeding themselves well) Just weaned Under-age

Condition of animals Good Fair Poor Very Poor Describe Above

Describe Concerns No concerns

How are birds transported from the shop By air

# REPTILES

Reptile Numbers & Breeds Blue Mamba, Green Mamba, Purple Mangrove Viper (24)

Group structures Single In small groups Large Groups Same species Mixed Species

Compatibility of Groups Good (No aggression/anxiety) Aggression Describe Above

Space Good (stretch & move normally) Acceptable (stretch out, turn normally) Too small (cramped, no normal movement)

**Note:** The cage / tank should be large enough for the entire body of snakes, more than double in lizards

Cage/Tank Maintenance Good Fair (some repairs needed) Poor (harmful features)

Hygiene of cages Good Fair Bad Excess Scat Excess Shedded Skin

Are reptiles left in full sun No Yes Describe Above

Temperature Suitable **Note:** Snakes tropical 27°C – 38°C, other 20°C– 35°C, Lizards 30°C–35°C

How do staff handle animals Good Fair Poor Unacceptable

Do they allow public to handle the animals Yes No Not Seen

Handled by: Adults N/A Children (Age) N/A Only under supervision Only when necessary

Venomous snakes: Are staff trained to handle Yes No

Security/safety Double Door/ Single Door/ Door Latch/ Door Lock/ Back door/ Warning signs

Are tank covers secure to prevent escape Yes No

Enrichment/Hiding Area Logs / Wood / Box / Pipes / Tunnels / Describe Other

Bedding Snakes- non-abrasive material i.e. newspaper Lizards- gravel Describe Above

Is bedding clean & absorbent Yes No Needs Changing Other

Cleaning routine 1 per day 1 per week

Heating Thermostated lights to control the heat Heat Lamp / Light Bulb / Heat Tile / Hot water Bottle / Heating Pad / Element / None

Safety of heat source No bare lamps

Water Non-Tip Bowl Deep Wide Bowl Too Small None Available

Hygiene of water provision Clean Dirty Filthy Green Algae Soiled

Diet for reptiles Live Prey (Unacceptable) Dead Animals Describe Above

Source of prey Bought dead (from where) Killed on site (describe method) Other

Frequency of feed Depending on species Do they remove old food? Yes ✓ No

Condition of animals Good Fair Poor Very Poor Describe Bad Shedding

Describe concerns No Injury Observation

How are reptiles transported from the shop Injuries/ Laboured Breathing/Holding mouth open/Nasal discharge transported in plastic container that has ventilation

## SPIDERS & SCORPIONS, INSECTS

Numbers & Breeds: Insects

Group structures \_\_\_\_\_  
Singly In small groups Large Groups Same species Mixed Species

Compatibility of Groups \_\_\_\_\_  
Good (No aggression/anxiety) Aggression/Fighting Describe Above

Space \_\_\_\_\_  
Good (Stretch/move normally) Acceptable (stretch out/turn normally) Too small (cramped together/no normal movement)

Cage/Tank Maintenance \_\_\_\_\_  
Good Fair (some repairs needed) Poor (harmful features)

Hygiene of cages \_\_\_\_\_  
Good Fair Bad Old/Soiled Food Mould

Are Tarantulas protected from bright lights/full sun which will dry them out \_\_\_\_\_  
No Yes Describe Above

Temperature Suitable yes

How do staff handle animal not observed Note: Tropical species need more humidity than desert animals  
Good Fair Poor Unacceptable

Do they allow public to handle the animals \_\_\_\_\_  
Yes No Not Seen

Handled by: Adults ✓ Children (Age) N/A Only under supervision yes

Security/safety \_\_\_\_\_  
Door Latch Door Lock

Are tank covers secure to prevent escape \_\_\_\_\_  
Yes No

Enrichment/Hiding Area \_\_\_\_\_  
Logs / Wood / Box / Pipes / Tunnels Describe Other

Substrate Sand

Is substrate Clean & Absorbent \_\_\_\_\_  
Yes No Needs Changing Other

Cleaning routine 1 per day 1 per week

Heating \_\_\_\_\_  
Heat Lamp / Light Bulb / Heat Tile / Hot water Bottle / Heating Pad Element / None

Safety of Heat Source \_\_\_\_\_  
No bare lamps One side of tank Over entire tank

Water \_\_\_\_\_  
Non-tip Bowl Keep Wide Bowl Shallow Bowl Gel Balls None Available

Hygiene of water provision: \_\_\_\_\_  
Clean Dirty Filthy Green Algae Soiled

Diet for Animals \_\_\_\_\_  
Live Prey Dead Insects Food flakes Describe Above

Source of Food \_\_\_\_\_

Frequency of feed Depending on species Do they remove old food: Yes ✓ No

Condition of animals \_\_\_\_\_  
Good Fair Poor Very Poor Describe Above

Describe concerns No concerns  
Injuries/ Limbs missing/upside down Describe Other

How are animals transported from the shop: Box

**ON COMPLETION OF INSPECTION COMPLETE THIS SECTION:**

Was a warning given? (Copy to be attached)

Yes \_\_\_\_\_

No ☒Comments:

No Concerns observed and the reptiles are fed dead mice that are frozen. However at first they warm them in a microwave oven.

Inspector: Lindsey HillDate: 19 July 2024Time: 10:25Follow up due 19 October 2024Comments: