

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: Pinetown Pets
Address: Shop 1, Wakefield House, Kings Road, Pinetown
Name of Owner: George Harrower Cell: _____
Tel: 031-7025671 Fax/Email: _____
Veterinarian: _____ Tel: _____

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: _____
 NIA
 Vaccine De-wormer Vaccine on Request None Other

What treatment do Kittens get: _____
 NIA
 Vaccine De-wormer Vaccine on Request None Other

Quarantine Cages Provided: _____
 Yes No None Seen Separate Room

Rodent control: _____
 Open Poison/Poison Stations/Poison Pipes/Live Traps/Rat Traps

Suppliers of animals: Public Members Private

Do they breed: _____
 Yes / No / Uncertain Single Sex Groups

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

If removed for hand rearing, from what age: 6 weeks

Reason for hand rearing: When Mother Dies

RODENTS

Numbers: Rats 0 Mice 2 Guinea Pigs 8 Hamsters 3

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 _____
1 per day 1 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 daily 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 _____
N/A Good Fair Poor Very Poor Describe Above

Describe Concerns _____
N/A

How are rodents transported from the shop Cages
 Injuries/ Poor Coat / Listless /Runny Eyes/ Runny Nose / Diarrhoea

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 & Breeds: _____

Kitten Numbers: _____ Rabbit Numbers: _____

Group structures _____
Singly Only with litter mates Some litters mixed All together

Compatibility of Groups _____
Good (Play & Positive Interaction) Mixed Sizes 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)

Hygiene of cages _____
Good Fair Unacceptable Excess Faeces Old/Soiled Food

Ventilation _____
Good (Fresh & Clean) No (Stuffy & Smelly) Describe Above

Draughts _____
No Yes Describe Above

Temperature _____
Too Hot (Panting etc) Too Cold (Curled up/shivering) Comfortable

Shelter provided in outside pens _____
Good Needs Improvement Poor None

Do they allow breeding _____
Yes No Describe Above

How 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 Other

Bedding: _____
Blankets Bed Carpet Soil Sawdust Straw Newspaper Other

Is 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 Available

Hygiene of water provision _____
Clean Dirty Very Dirty Green Algae Soiled

Diet for Puppies _____ Kittens _____

Diet for Rabbits _____
Quality Pellets Roughage Fresh Vegetables/Fruit Other

Is 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 Weaned

Condition of animals _____
Good Fair Poor Very Poor

Describe Concerns _____
Injuries/Poor Coat/Listless/Runny Eyes/Runny Nose/Diarrhoea

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

Is water clean Clear (see fish clearly) Quite Clear Smelly Frothy (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 Good Fair Poor

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 Good Fair Poor Very Poor Describe Above

Describe Concerns Not Seen
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

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 Parrot 12

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

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

Cleaning routine 1 Very Well Good Fair Poor Unacceptable
per day 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 Sunflower seeds and dehydrated maize

Frequency of feed: daily 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 None observed

Injuries/ Poor Feather Condition/Feather Loss/Listless /Runny or Swollen Eyes/Nose

How are birds transported from the shop Carriers

REPTILES

Reptile Numbers & Breeds _____

Group structures _____

Singly 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 _____

Temperature Suitable _____

Note: Snakes tropical 27°C – 38°C; other 20°C – 35°C; Lizards 30°C-35°C

How do staff handle animals _____

Do they allow public to handle the animals _____

Good Fair Poor Unacceptable

Yes No Not Seen

Handled by: Adults _____ Children (Age) _____ Only under supervision _____

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 _____ per day _____ per week

Heating _____

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 _____ Do they remove old food? Yes _____ No _____

Condition of animals _____

Good Fair Poor Very Poor Describe Bad Shedding

Describe concerns _____

Injuries/ Laboured Breathing/Holding mouth open/Nasal discharge

How are reptiles transported from the shop _____

SPIDERS & SCORPIONS, INSECTS

Numbers & Breeds: _____

Group structures _____

Compatibility of Groups _____ Singly In small groups Large Groups Same species Mixed Species

Space _____ Good (No aggression/anxiety) Aggression/Fighting Describe Above

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

Cage/Tank Maintenance _____

Hygiene of cages _____ Good Fair (some repairs needed) Poor (harmful features)

Are Tarantulas protected from bright lights/full sun which will dry them out _____ Good Fair Bad Old/Soiled Food Mould

No Yes Describe Above

Temperature Suitable _____

Note: Tropical species need more humidity than desert animals

How do staff handle animal _____

Do they allow public to handle the animals _____ Good Fair Poor Unacceptable

Handled by: Adults _____ Children (Age) _____ Only under supervision _____ Yes No Not Seen

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 _____

Is substrate Clean & Absorbent _____

Yes No Needs Changing Other

Cleaning routine _____ per day _____ 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 Deep 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 _____ Do they remove old food: Yes _____ No _____

Condition of animals _____

Good Fair Poor Very Poor Describe Above

Describe concerns _____

Injuries/ Limbs missing/upside down Describe Other

How are animals transported from the shop: _____

ON COMPLETION OF INSPECTION COMPLETE THIS SECTION:

Was a warning given? (Copy to be attached)

Yes _____

No ☒Comments:Inspector: LindorublyDate: 02/02/2026Time: 12:30Follow up due May 2026Comments: