

INSPECTOR NOTE

Building:	EXOTIC ANIMAL WORLD (PREVIOUSLY KNOWN AS BUTTERFLY WORLD)
Street:	R44
Suburb:	STELLENBOSCH
Postal Code:	7600
Date:	2025-12-09
Time:	16:41
Inspector:	PEACE NOKOLOLO
Type:	EMAIL - SENT
Follow-Up Date:	

Comments:

ADDITIONAL INFORMATION AS THE CASE HAS BEEN REFERRED TO PAARL SPCA FOR ACTION FURTHER:

From: Inspectorate – Cape of Good Hope SPCA

Sent: Tuesday, December 9, 2025 3:10 PM

To: 'Info' <info@paarlspca.co.za>; spcapaarl@telkomsa.net

Cc: Rudolph Philander <insp12@spca-ct.co.za>; Magdalene Marshall - Cape of Good Hope SPCA <inspadmin@spca-ct.co.za>

Subject: CoGH SPCA: EXOTIC ANIMAL WORLD (PREVIOUSLY KNOWN AS BUTTERFLY WORLD)

Good day, Colleagues

Please refer to the below complaint, which appears to fall within your area of jurisdiction.

Please would you kindly acknowledge receipt of this email?

Please can you investigate the matter and revert with the required feedback and documentation as per Rule 5.4(e):

Rule 5.4(e) When a responding SPCA/NSPCA receives a complaint from another SPCA, feedback should be provided by the acting SPCA/NSPCA to the reporting SPCA inspectors in writing with all below supporting documents / information:

- i) A copy of the cruelty complaint form/sheet
- ii) A copy of the investigating inspectors report and findings
- iii) A copy of any written warnings/ notices
- iv) Any video or photographic evidence if available.

Nature of complaint:

Its very hot inside for the birds, lemurs etc. No fans or anything to cool them off. Mice running around between African greys. Birds pulling feathers out. No enrichment. No supervision over guests. Enclosures poorly maintained. The heat the worst for those poor animals. It was 38 today. Animals and birds were gasping. Staff could spray birds with spray bottles or install mist to vpol them off .

Pin location:

<https://maps.app.goo.gl/EBwtZUDAspAMMur2A>

Complainant details:

name & Surname: Ashley Ness

contact number: 0737881246

Thanking you and looking forward to your feedback on the matter.

Kind regards,

Peace

Cape of Good Hope SPCA Inspectorate Department

PEACE NKOLOLO 2025-12-09 16:41

Captured By: