

**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: PETWORLD XXL

Address: 89 MAIN ROAD, DIEP RIVER

Name of Owner: \_\_\_\_\_ Cell: \_\_\_\_\_

Tel: 021 300 3036 Fax/Email: customerservice@petworld.co.za

Veterinarian: DR. RIGHTWELL Tel: \_\_\_\_\_  
ROYAL VETERINARY CLINIC  
GENERAL

What happens to sick animals: \_\_\_\_\_  
 \_\_\_\_\_ Self-medicate New owners must treat ☒ Open 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: \_\_\_\_\_  
 \_\_\_\_\_ Open Poison/Poison Stations/Poison Traps/Live Traps ☒ None

Suppliers of animals: \_\_\_\_\_

Do they breed: \_\_\_\_\_  
 \_\_\_\_\_ YES / NO / Uncertain ☒ Single Sex Groups

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

If removed for hand rearing, from what age: \_\_\_\_\_  
 \_\_\_\_\_ N/A

Reason for hand rearing: \_\_\_\_\_  
 \_\_\_\_\_ N/A

**RODENTS**

Numbers: Rats 10 Mice \_\_\_\_\_ Guinea Pigs \_\_\_\_\_ Hamsters 10

Group structures \_\_\_\_\_

Compatibility of Groups \_\_\_\_\_  
 Singly Mother & Young Separate Same sizes together All together

Space \_\_\_\_\_  
Good (Play & Positive Interaction) Fighting Bullying Describe Above

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

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

Hygiene of cages \_\_\_\_\_

Ventilation \_\_\_\_\_  
Good Fair Bad Excess Faeces Old/Soiled Food

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

Temperature \_\_\_\_\_  
 No Yes Describe

Do they allow breeding \_\_\_\_\_  
 Too Hot (Panting etc) Too Cold (Curled up/shivering) Comfortable 20°C- 24°C

How do staff handle animals \_\_\_\_\_  
 Yes No Describe Above

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

Hiding areas \_\_\_\_\_  
 Yes No Not Seen

Bedding SHAVINGS Good Box/Plastic Container Fair (not enough) Unacceptable (None) Other

Is bedding clean & absorbent \_\_\_\_\_  
 Sawdust Straw Newspaper Other

Cleaning routine 2 Yes / No Needs Changing Type Sawdust/Newspaper/Other 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 X2 Do they remove old food? Yes No

Is the diet \_\_\_\_\_

Are the animals fully weaned \_\_\_\_\_  
Good & Nutritious Poor Not Fresh Not enough Other comments

Condition of animals \_\_\_\_\_  
Yes feeding themselves well Just Weaned Under Age

Describe Concerns NONE OBSERVED Good Fair Poor Very Poor Describe Above

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

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

Are unweaned rodents sold live? N/A  
 No (Good) Yes (Unacceptable)

How are rodents killed (as reptile food)? N/A  
 CO2 (Acceptable) 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 \_\_\_\_\_

**FISH**

Hygiene of tanks \_\_\_\_\_

Is water clean \_\_\_\_\_

Is equipment (nets/heaters) in good repair \_\_\_\_\_

Do the tanks have efficient aeration \_\_\_\_\_

Do the tanks have filtration \_\_\_\_\_

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

Are the tanks enriched \_\_\_\_\_

Are the tanks overstocked NO

Are lights turned off at night for fish to rest \_\_\_\_\_

Do tanks have covers MOST OF THEM

Water at proper level (should be small gap between top of water and cover) \_\_\_\_\_

Condition of animals \_\_\_\_\_

Describe Concerns NONE

Temperature Suitable SUITABLE FOR THE SPECIES OF FISH

How often are the fish fed: \_\_\_\_\_

Is enough species specific food given \_\_\_\_\_

In the event of a power failure is the pet shop owner / attendant informed: \_\_\_\_\_

How do staff handle animals \_\_\_\_\_

Any dead fish observed: Describe Reason NO

Compatibility of Groups \_\_\_\_\_

How are fish destroyed when necessary CLOVE OIL

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

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

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

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

Good Fair Poor Other

Good (Bubbles) Fair (some bubbles) Unacceptable (No bubbles)

Good Fair None

Plants Hiding Areas Rocks Gravel Other

Good Fair Poor

Yes No

Yes No

Yes No

Good Fair Poor Very Poor Describe Above

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

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

Daily Not during weekends (unacceptable)

Yes No Appears Acceptable

Yes No

Good Fair Poor Unacceptable

Good Fair Poor (Fussing/Chasing/Hiding/Damaged fins)

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)

Describe

Yes No

**BIRDS**Bird Numbers & Breeds COCKATIES, PARROTS

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) ComfortableShelter provided in outside pens N/A

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 \_\_\_\_\_

How do staff handle animals \_\_\_\_\_

Very Well Good Fair Poor UnacceptableCleaning routine X2 \_\_\_\_\_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 SoiledDiet for Birds APPROPRIATE BIRD FOODFrequency of feed: \_\_\_\_\_ 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 AboveDescribe Concerns NONE

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

How are birds transported from the shop APPROPRIATE AIRATED CARD BOARDBOXES

**REPTILES**

Reptile Numbers & Breeds SNAKES AND CHAMELEON

Group structures \_\_\_\_\_

Compatibility of Groups N/A (Single) In small groups Large Groups Same species Mixed Species

Space GOOD Good (No aggression/anxiety) Aggression Describe Above  
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 APPROPRIATE (No) Yes Describe Above  
**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 \_\_\_\_\_ 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 (Log / Wood / Box / Pipes / Tunnels / Describe Other)

Bedding SHAVINGS 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 NONE

How are reptiles transported from the shop APPROPRIATELY SAFE AIRATED BOXES

**SPIDERS & SCORPIONS, INSECTS**

Numbers & Breeds: \_\_\_\_\_

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 \_\_\_\_\_  
 \_\_\_\_\_ **Note:** Tropical species need more humidity than desert animals

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

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

Handled by: Adults \_\_\_\_\_ Children (Age) \_\_\_\_\_ Only under supervision \_\_\_\_\_

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 \_\_\_\_\_

Cleaning routine \_\_\_\_\_  
 \_\_\_\_\_ Yes No Needs Changing Other  
 \_\_\_\_\_ 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:

NO WARNING ISSUED

NO CONTRAVENTIONS NOTED

Inspector: JULIANDate: 19/06/25Time: 12:30Follow up due NONE - CASE NFAComments:

NONE