

**Event Name** Animal boarding establishments - licence conditions  
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**Please tell us who you are**

Manager of an animal boarding establishment

**Please provide your name and address and, if possible, your email address and telephone number. Please note we cannot accept anonymous representations.**

Oakwood Park Kennels Peacock Lane Wokingham Berkshire RG40 3YZ

**Please provide any comments you have on the proposed new conditions, referring to any section numbers as appropriate**

The title of this document is Model Licence Conditions and Guidance for Dog Boarding Establishments. The emphasis should be on GUIDANCE in the first instance. My main concern is with the use of the word MUST. There are times when it is appropriate because of the potential for serious Health and Safety concerns either for people or animals, but otherwise it may be an extremely good idea to do something but there will be occasions when it is not the best course and we need to keep the flexibility and trust in the professionalism of kennel owners and staff to know the difference. The overall principles are fine however I am concerned that certain wording may cause problems depending on whether the inspector is using guidance or follows the letter of the written word.

Section E/ E1, fourth bullet point gives the Microchipping Regulations. Why? I am well aware of them and have been advising my clients that they should have their dogs chipped but I have no right to insist on it any more than a vet is obliged to insist on his clients chipping their dogs.

Section E / E1.1 / first paragraph "Information MUST include":- owner's details, now including email, also name address, telephone number and email of emergency contact (who may be able to take the dog if necessary). All that information takes extra time and space on paperwork when booking dogs in and is mostly irrelevant. We have the owner's full details and emergency contact phone numbers for the owner and/or UK contact, which is what we use in the event of a problem or query. Most of our boarders come to us because there is no-one else to take the dog - or able to cope with it. Then we are told we must take details of the dog's insurance - why? Some of our boarders do not have their own insurance, that is their business, not mine. Or is this recommendation that we use the owner's insurance in the event of a claim being required? We move on to Dog's relevant medical/behavioural history, including treatment for parasites - half our owners can't remember what time the dog was fed - especially if the husband brings the dog in! Further on the recommendation is that we record what products were used as well. If the dog has been treated very close to coming in to kennels then the owner may be able to give more detail but otherwise they will probably not remember. We always ask for health details but it is scary what they forget to tell us. People going on holiday or dealing with a family emergency are already stressed and don't need to be asked yet more questions. If we need further details we can (and have!) contacted their vet.

E6.10 Should a dog need to be removed from it's unit it MUST wear a collar and tag - half of our boarders don't have a tag on their collar, if they come in with a collar at all.

I could go on, there are many examples such as those above throughout the document. This document reads as if it is trying to cover rehoming kennels as well as boarding. The two are similar but not the same.

Comments are made in F environment and behaviour regarding training. That is not really relevant to boarding.

These standards provide excellent guidance for new businesses and new constructions however phasing in for existing establishments needs to be discussed on a case by case basis and with respect for the financial and practical implications to the businesses.