



CONDITIONS FOR OPERATING A SHOP TO DISPLAY / SELL CHINCHILLAS

RESPONSIBILITIES OF THE LICENSEE

The licensee shall comply with all the conditions set down below and any subsequent amendments. Failure to comply with any of these conditions shall render the licence invalid and subject the licensee to regulatory action. The licensee shall also be aware of his / her responsibilities to ensure the welfare of the animals under his / her charge at all times and prevent any form of cruelty to the animals.

ANIMAL HOUSING AND SHOP LAYOUT

1 All animals should be insulated from outside disturbance as much as possible with particular attention being paid to levels of noise, light, activity and vibration to reduce unnecessary stress to the animals. The animals should not be housed close to dogs, cats or other incompatible animals as these animals may pose a perceived threat to them. It is also recommended that shop windows should be separate from cage / display windows.

2 All animals must be housed in cages of adequate size to allow them to move freely in the cages. There should be no overcrowding. The following cage dimensions are recommended.

No. of animals	Length x Width of Cage (cm)	Cage Area (sq cm)	Height of Cage (cm)
1	34 x 42	1,428	40
2	42 x 60	2,520	40
3 *	52 x 70	3,640	50
4 *	60 x 80	4,800	50
More than 4 *	Other factors may be taken into account		

* Keeping groups of 3 or more together is NOT recommended unless the animals are compatible. Each adult animal should have its own cage.

3 Cages should be made of material that is non-toxic, corrosion-resistant and easy to clean and disinfect. It is preferable for the cages to have solid sides with a piece of clear perspex door with ventilation holes for easy viewing. Wire mesh construction is also acceptable but the mesh must be small enough to prevent escape.

4 The floor of the cages can be mesh or smooth. If it is mesh, the animals should be able to move about comfortably without getting any of its extremities caught in the mesh.

5 Bedding should be provided. Suitable bedding material includes wood shavings and litter.

6 Hiding places (retreats) should be provided to allow each animal to hide from outside disturbances.

7 A raised resting area should be provided.

8 The cages should not be stacked higher than 3 tiers per row. All cages should be properly secured. Food and droppings should not fall to the cages below.

9 The rows of cages should be at least 1 metre apart and arranged to allow easy housekeeping.

10 The preparation of food should be done in a clean area.

11 There should be a separate washing area for the cleaning and disinfection of cages, litter trays, faeces, collection trays, etc.

12 All pet products should be displayed neatly and properly so as not to cause congestion in the shop.

ANIMAL WELFARE AND SHOP ENVIRONMENT

13 All animals must be at least 12 weeks old before they are displayed for sale.

14 A quiet, low-stress environment should be provided as the animals are inherently very timid and nervous.

15 They should be kept in solitude as much as practicable.

16 They are nocturnal and should be provided with low-intensity soft lighting that allows viewing without causing them undue stress.

17 All animals displayed for sale should be healthy, in good condition and not under treatment. Sick, diseased or injured animals should be immediately moved to the sick bay or off the shop premises and sent to a licensed practising veterinarian for treatment.

18 Stressed animals should be moved to an isolation area away from the display area. The isolation area must provide a quiet, secure environment for the animal to recuperate.

19 All animals should be handled and treated in a humane manner at all times. No one should be permitted to cause or inflict unnecessary pain on any animal.

20 Clean, fresh drinking water must be available at all times.

21 Food must be offered at all times to young animals. Adult animals must be fed regularly. All the animals should be fed the appropriate type and amount of food according to their age. Appropriate food for the species includes commercial pellets, hay, grass, carrots and leafy vegetables.

22 A block of soft wood or mineral must be provided at all times for the animals to chew on to keep their teeth trim and in good condition.

23 A dust bath must be provided for the animals to clean themselves. Fine sand or bird grit (1 cup) mixed with talcum (1 teaspoon) can also be used. The bath tray should be cleaned at least every 2 to 3 days. It is recommended that a

permanent bath built as part of the cage with a top that can be closed on the inside of the cage be used so that regular cleaning of the bath tray does not lead to unnecessary stress on the animals.

24 Drinking and feeding receptacles should be of non-toxic, corrosion-resistant material and clean at all times.

25 Containers used to hold the chinchilla food should be properly sealed to keep the food fresh and wholesome.

26 The shop must have a proper ventilation / exhaust system which will bring in fresh air and remove used air so that the air is fresh and clean at all times. As a guide it should allow 10 to 15 air changes per hour. The environment should be dry, draft-free and maintained at a temperature of not greater than 27°C. A re-circulating system is not acceptable. The system should be on whenever there are animals on the premises.

27 The premises should be kept clean, dry and tidy at all times.

28 There should be a proper disposal system for food remnants, faeces and other waste.

29 Waste water, including floor washing, should be discharged into the sewer and not swept or allowed to spill outside the premises.

30 A proper portable bin should be used to contain refuse. It should be emptied daily.

31 Adequate control measures should be taken to ensure that pests such as rodents, flies, cockroaches and ants do not pose a problem.

32 There should be proper evacuation procedures in case of an emergency.

CLIENT EDUCATION

33 The licensee and shop attendants should be knowledgeable about the animals in the shop. They should be able to advise customers about proper management and care of the animals.

34 The shop should carry free literature on pet care which should be given out with every purchase of a pet.

35 The shop should try to carry comprehensive literature on pet care which customers can purchase and display prominently posters that promote responsible pet ownership.

OTHER REGULATORY REQUIREMENTS

36 Business is to be confined within the shop premises. No animals are to be kept outside the premises.

37 All animals on premises should have the appropriate documentation to indicate their source.

38 Any animal (including bird and fish) found on the premises will be deemed to be for display or sale unless the licensee can show otherwise.

39 Any animal (including bird and fish) found on the premises that has not been authorised for display or sale may be confiscated and the licensee prosecuted for breach of licence conditions.

40 The licensee should not sell any controlled veterinary substances, drugs and medications without the relevant licence from the appropriate authority.

41 The AVA reserves the right to amend existing conditions and / or impose further conditions as and when it deems necessary.

42 The licensee and shop attendants must attend a briefing at the Centre for Animal Welfare & Control which will familiarise them with their responsibilities as a licensee / shop attendant. Attendance is compulsory. The licensee / shop attendant will be notified of the date of briefing.

43 The AVA reserves the right to suspend or revoke a licence without prior notice at the discretion of the Director-General, Agri-food & Veterinary Services.

44 The licence is non-transferable and is valid until the licence is expired, suspended or revoked by AVA or there are changes to the company registration.

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