

27 January 2023

Protect your pet, use a licensed boarder

We are encouraging pet owners in Guildford to make sure they use a licensed company to look after their pets when they go away.

To get a licence, the premises will have an inspection and the business owner must prove that they know about the animals they care for. This includes understanding how to handle them, providing a safe environment for them and feeding them correctly. Applicants also have criminal record checks and vehicle checks.

Dog day-care centres, kennels, home boarders and catteries are some of the businesses which look after people's pets. These all need a licence to operate. It is an offence for a business that looks after people's pets to trade without a licence.

Websites which arrange pet boarding must also be licensed.

All licensed pet carers and companies must clearly display details of their licence on any online advertising. This includes social media advertisements. They must also have a licence at their premises which you should ask to see before leaving your pet with them.

Lead Councillor for Environment, Cllr James Steel, said: "As people start to book their summer holidays, they will also be booking their pet care.

"We urge residents to check the register on our website before booking their pet care. A business operating without a licence might not meet the right standards. This can put pets at risk. They might escape or get lost, stolen, sick and injured, or even killed.

"Any insurance held by an unlicensed pet carer is also likely to be invalid. This may lead to expensive vet bills and difficult decisions."

If you are a pet owner, keep your pet safe by only using a licenced carer. To see if a business is licensed in Guildford Borough, view the online register

If you are a business and you board other people's pets, please ensure that you have a licence. You can apply online

For more information or if you have concerns about a pet boarding business, please contact regulatoryservices@guildford.gov.uk

Editor's Note

Regulations made under the Animal Welfare Act 2006 mean that businesses who look after other people's pets require a licence and it is an offence to trade without one. To obtain a licence, each premises first receives an inspection from a qualified inspector. The applicant must prove that they are knowledgeable about the animals they care for, can handle them safely, recognise signs of fear, distress, injury and prove that they can provide for the needs of the animals including providing a safe and suitable environment, enrichment, exercise, diet, and any medical needs. They must be a suitable person with no animal welfare or violent criminal history. Their premises and any vehicles used to transport animals must be suitable to keep pets safe. If the conditions within the regulations are not met, a license will not be issued. The regulations can be found [here](#).