

6. Veterinary care at Pets World

All Pets World stores have the services of a retained vet. These are local vets whose services are employed by Pets World on an annual contract, rather than case-by-case. This ensures that permanent ongoing professional advice and treatment is available to all our pets regardless of cost while in our care.

- i. The retained Vet is invited to inspect Pets World stock as often as they feel necessary and without prior notice.
- ii. They will check the health and well being of the animals.
- iii. They will make recommendations on any issue they feel necessary.
- iv. Pets World employees will call the vet for advice or consultation whenever required.
- v. The vet's decision on welfare is final.

7. Euthanasia

Unfortunately even with the best health care available it is sometimes necessary to put a pet "to sleep" to stop unnecessary suffering. Pets World policy is:

- i. Only a vet can make this decision.
- ii. Only a vet may carry out euthanasia.

8. Staff

Pets World only employ staff with a passion towards caring for pets, we also provide when necessary additional professional training.

All Pets World stores have members of staff trained or undergoing training to a minimum level of NVQ Animal Care level 1 or equivalent.

9. Out of hours:

All Pets World stores will display a contact telephone number for emergency use should any issue arise which may compromise the welfare of the animals.

10. Change Of Mind:

Pets World feel it is essential that a new pet and its' owner are fully compatible. Should it transpire within 14 days that due to a change of mind or circumstance the new pet is not suitable, Pets World will happily accept it back for a refund. This will apply only to the pet and cannot be extended to any other purchases as it is exclusively to ensure the continued well-being of the animal.

Duty of Care:

Every owner has a duty of care towards their animal. People should not take on the responsibility of keeping a pet unless they have the means to provide it with appropriate care and attention. This includes providing specialist treatment in the case of sickness or injury to prevent unnecessary suffering. Owners should arrange for their animal to be taken to a vet as soon as it becomes ill and be prepared to pay for any treatment themselves.



Pets Policy

Keeping our pets healthy and happy

Pets World is always looking to ensure that its' pets have long fulfilled lives. Our policy has been formulated to ensure that all pet interests are looked after by careful selection of breeders and suppliers, excellent husbandry while in our care and a strict policy ensuring potential new owners understand their duty of care to the pet.

Pets World is a member of the Pet Care Trust our own policy is in addition to the Pet Care Trust policy, which we commit to adhere to by being a member.



Policy Guide Lines

1. Impulse purchase:

Pets World policy is to actively discourage impulse purchases.

- i. Staff will refuse to sell pets to children under 16 years old and proof of age may be requested. The pet must be sold and advice given to the householder where the pet will live.
- ii. Staff will question the proposed environment intended for the pet.
- iii. Staff will implement a policy of the pets "best interests" and reserve the right not to sell pets if they feel it's not in the pet's best interest.

2. Responsible pet ownership:

Pets World will not sell any pet without due care. Pets World will look for assurance that the pet is going to a good home, the new pet owner is fully aware of their responsibility and the pet's requirements.

- i. Pet owners will be reminded about their "Duty of Care" to their new pet.*
- ii. Staff will ask questions to check the suitability of pet to owner and owner to pet.
- iii. Staff will advise the new owner of the likely life expectancy of the pet.
- iv. Staff will explain any realistic downfalls or common problems with the ownership of that pet.
- v. Staff will discuss the potential costs of owning a particular pet.
- vi. Advise on suitable housing and environmental needs.
- vii. Staff will provide the new owner with the Pets World care leaflet and ensure that the key issues have been understood.
- viii. Staff will ensure that the pet sales registry is signed by the new owner and an authorised person from Pets World.

3. Sourcing responsibly:

Pets World is acutely aware of illegal importers and cases of inexcusable factory farming practices. Our policy sets out to eliminate any risk of our pets being sourced from such suppliers.

- Records will be kept of all animal movements with suppliers/breeders details.
- Whenever possible pets will be sourced from reputable local breeders.
- Should it be necessary to source pets from wholesale suppliers, relevant documentation will be required to show that the animals have been sourced from reputable breeders.
- All pets will be rested for at least 7 days before being available for purchase.
- Breeders supplying Pets World must be licensed by their local authority, a member of a recognized body or be open for inspection by an appointed Pets World veterinary surgeon without notice. All breeding stock must be kept in an environment conducive to the well being of the animal and all regular vaccinations must be up to date and records open for inspection.
- Pets World strongly recommend that you do not breed from your pets unless you already have good homes for any possible young and have researched the extra husbandry requirements that will be needed.
- Although Pets World will take in off spring for sale and re-homing in certain cases, no cash payment will be made. Pets World will advise that a pet is neutered as soon as possible to avoid reoccurrence.
- Pets World does NOT encourage the breeding of animals for financial gain by the general public.
- Birds: Only captive bred birds from the UK will be stocked.
- We will not sell any imported pets without DEFRA or appropriate certification.

4. Pets in our care:

All Pets World staff are passionate pet lovers who care about the pets in their charge. Additionally the following operational procedures are in place to ensure happy healthy pets.

🌿 ENVIRONMENTAL

- i. Pets must be kept in cages or enclosures, which allow room for sleeping and play. Pets World ensure that the guidelines published by the Pet Care Trust are always exceeded.
- ii. Cages or enclosures must be suitably positioned to cause the least stress possible to animals.
- iii. Customers should not touch pets unless supervised by a Pets World member of staff.
- iv. A min - max thermometer should be used to monitor the temperature of the pet's environment and action taken if required.

🌿 HUSBANDRY

- i. Regular checks will be carried out throughout the day to monitor the health and environment of all the animals.
- ii. Animal housing will be kept to a high standard of cleanliness at all times.
- iii. Animal housing will be completely cleaned and disinfected before the introduction of new animals.
- iv. Pets will be provided with suitable toys to provide stimulation.

🌿 WATER

- i. A constant supply of fresh water will always be available.
- ii. Water bottles will be cleaned and refreshed daily regardless of usage.
- iii. A final check will be made every day to ensure that the pet has an ample supply to last throughout the night.

🌿 FEED

- i. Appropriate food will be provided every day to suit each animal's requirements.
- ii. All old or soiled food will be discarded and replaced.
- iii. Feed bowls etc. will be cleaned daily.

🌿 CLOSED DAYS

- i. On days where a centre is closed, a suitably trained member of staff will attend the premises and implement the above policy. A record will be kept to show what actions have been taken.

5. Taking your pet home:

Pets World will advise new pet owners of any precautions that are required when transporting their new pets to reduce stress during the journey home.

- i. Pets should be taken directly to their new home once collected from Pets World to reduce journey time.
- ii. On extremely hot days it may be inadvisable to transport pets unless it is a short journey in an air-conditioned vehicle.

