

Terms and Conditions for Boarding

1 Interpretation

- 1.1 In these terms and conditions, unless the context otherwise requires:
- (a) “AVS” means the Animal and Veterinary Service, a division of the National Parks Board
 - (b) “Licensee” means the holder of a licence issued by the Director-General of Animal Health and Welfare for the boarding of animals under the Animals and Birds Act (Cap. 7)
 - (c) “veterinarian” means a veterinarian licensed under the Animals and Birds Act (Cap. 7)
 - (d) “boarding facility” means a place where people leave their animals to be taken care of while they are away

2 Housing and Management of Environment

- 2.1 Every animal must be provided with an area that is sheltered and well ventilated.
- 2.2 Cages, enclosures, pens and/ or kennels must be:
- (a) cleaned once a day, and while the cages, enclosures and/ or kennels are being cleaned, the animals must be removed from the area;
 - (b) disinfected frequently and at every change of occupancy; and
 - (c) kept clean and dry, the exception being during housekeeping. Faeces and urine must be removed regularly from all areas and at least twice a day.
- 2.3 The cages, enclosures and/ or kennels where animals are kept should be maintained in good condition and should not pose any risk of injury or discomfort to the animals.
- 2.4 The flooring must provide firm and safe support for the animals, and must not have gaps which may result in the entrapment of the animals’ feet or paws.
- 2.5 Cages and enclosures must not be stacked more than 2 tiers on top of each other unless:
- (a) they are permanent fixed structures and placed securely on a frame or secured to the wall; and
 - (b) there is proper drainage of waste and wastewater which should not spill into the cages below.
- 2.6 There should be proper drainage of waste and wastewater which should not spill across cages / enclosures.
- 2.7 Animals may be boarded together (i.e. kept overnight together) with the written consent of the owner, and must comply with the following:

- (a) They must be compatible. Fight injuries observed on any animal will be considered as a sign of incompatibility between the animals.
- (b) There must be no overcrowding.

Each animal must have enough headroom to stand upright on hind legs, lie down, stretch to full length and be able to move freely, turn around without hitting the sides of cages /enclosures, jump and climb.

- 2.8 Any bedding and litter trays provided must be kept clean. The trays must contain appropriate material for the animal (e.g. commercial cat litter, sand, shredded paper or shavings.)
- 2.9 Only animals of the same species may be kept together. Cats and other small mammals should not come into contact with dogs in the boarding facility. The cages/ enclosures of cats and other small mammals should also not be kept in close proximity with the enclosures, cages or kennels of dogs in the boarding facility.
- 2.10 Animals which are boarding at the boarding facility should be kept separate from animals who are there for grooming or training. No other types of animals are to be kept on the premises without AVS' written approval.

3 Diet

- 3.1 Separate areas must be provided for food storage, preparation and washing of utensils. The areas must be kept clean.
- 3.2 Opened packets of dry food must be stored in a cool and dry environment with protection against pest infestation (e.g. by storing them in covered receptacles).
- 3.3 Feed provided to the animals must be:
 - (a) wholesome (e.g. not mouldy, rancid, expired); and
 - (b) free from contamination.
- 3.4 Animals must have constant access to clean fresh drinking water.
- 3.5 The water containers must be kept clean.

4 Healthcare

- 4.1 All animals admitted to the boarding facility must not be carrying any infectious or contagious diseases that may potentially spread to other animals. Animals that are aggressive, sick or injured during boarding must be isolated from other animals. Boarding facilities admitting animals with chronic illnesses or non-infectious diseases must have provisions and facilities in place to care for these animals.
- 4.2 Animals that are sick or injured must be isolated from other animals and the Licensee shall arrange for such animals to receive prompt attention and treatment from a veterinarian. In situations where prompt veterinary attention and treatment is not

available, the Licensee must set up a designated isolation area for the temporary housing and care of sick or injured animals and ensure that:

- (a) there is adequate separation of the isolation area from other areas in the premises;
- (b) any staff or personnel who enters the isolation area must change their footwear or put on disposable shoe covers, disposable gloves and disposable masks before entering the isolation area. They must then change their footwear and dispose of the disposable shoe covers, gloves, and mask before they leave the isolation area;
- (c) disinfectants are regularly used to clean the isolation areas to prevent the spread of pathogens to other areas in the premises;
- (d) the Licensee shall provide the necessary supportive care until the animal is deemed to be fully recovered or well by the veterinarian; and
- (e) feeding bowls and water bottles used in the isolation area are cleaned and disinfected regularly, to prevent the spread of pathogens to other areas in the premises.

You may refer to Annex A1 for a list of conditions that require immediate veterinary attention.

- 4.3 All animals must be checked at least once daily by the Licensee or his/her staff and more regularly as necessary to assess their health and wellbeing.
- 4.4 Any signs of pain, suffering, injury, disease or abnormal behaviour of the animal must be recorded, and the records are to be made available for AVS' inspection upon request. The advice of a veterinarian must be sought promptly and followed.
- 4.5 AVS must be informed immediately on the outbreak of a notifiable disease. The latest list of notifiable diseases can be found on AVS' website.
- 4.6 The boarding facility must have a pest control programme as well as daily sanitation and cleaning regime.
- 4.7 All dogs to be boarded must be vaccinated against:
 - (i) Canine distemper virus,
 - (ii) Canine parvovirus,
 - (iii) Canine adenovirus,
 - (iv) Canine parainfluenza virus, and
 - (v) Leptospirosis (serovars: canicola, grippotyphosa, icterohaemorrhagiae, pomona).

Vaccination of dogs in high animal density environment for protection against canine influenza virus and Bordetella bronchiseptica is strongly recommended.

All cats to be boarded must be vaccinated against:

- (vi) Feline parvovirus/panleukopenia virus,
- (vii) Feline calicivirus, and
- (viii) Feline herpesvirus/rhinotracheitis virus.

Vaccination of cats in high animal density environment for protection against Feline Chlamydiosis is strongly recommended.

The course of vaccination must have been completed at least two weeks before the date of boarding, except when there are urgent circumstances, and in accordance with the Singapore Vaccination Guidelines for Dogs and Cats. The licensee must inform AVS of any urgent circumstances promptly and isolate the animals that have not met the two weeks period or completed the course of vaccination. Any urgent circumstances or deviation from the recommendation of the guidelines should be based on directions of a veterinarian with the reasons for deviation properly documented and produced for checks upon request by AVS.

As an alternative to the mandatory vaccinations, blood test results indicating satisfactory antibody immunity can be conducted and the results must be checked and interpreted by a veterinarian before they can be accepted.

- 4.8 Appropriate measures must be put in place for the prevention of internal and external parasites. Animals for boarding must be checked and kept up to date for internal and external parasites treatment. The checks must be properly recorded, and the records are to be made available for AVS' inspection upon request.
- 4.9 A first-aid kit suitable for use on the animals must be available and accessible on site. The kit should be prepared in consultation with a veterinarian.

5 Staff

- 5.1 The Licensee must:
 - (a) ensure that himself/herself and all staff responsible for the day-to-day running of the premises and care of the animals who are not qualified veterinarians or veterinary nurses or technicians attend mandatory training (on pet care and management) at a teaching institution approved by AVS. In addition, the Licensee shall ensure that such staff undergo a refresher course once every three years and attend any briefing conducted by AVS.
 - (b) maintain training records and make them available for AVS' inspection. Records are to be retained for a minimum period of two (2) years from the date that the staff joined service.

6 Traceability and Record-Keeping

- 6.1 The Licensee must keep a staff register, indicating the respective roles and duties of the staff, for AVS' inspection at all times according to the format provided by AVS. Licensee must update AVS when there are changes to staff, roles and duties.
- 6.2 All animals for boarding must be identified, and dogs must be licensed. The Licensee must keep a record of the information specified in Annex A2 in relation to each animal boarded at the premises, and the records are to be made available for AVS' inspection upon request.

- 6.3 Records mentioned under conditions 4.4, 4.7, 4.8 and 6.2 must be kept for at least two (2) years beginning with the date on which the record was created or updated. For records in electronic form, the electronic records must be backed up.

7 Emergencies

- 7.1 There must be a person designated as a key holder with access to all the boarding areas at all times. Such designated person must be available and able to travel to the premises promptly to attend to an emergency.
- 7.2 The boarding facility must display an emergency contact number on the main entrance or shop front for the public to call in the event of an emergency. There must be an evacuation protocol in place, save for premises located in buildings with security arrangements.

8 Serious Injury or Death of an Animal

- 8.1 The Licensee must report to AVS immediately, any incident of serious injury or death of any animals while in the boarding facility, and keep a record of such incidents. The Licensee may contact AVS at 1800 476 1600 or <https://go.gov.sg/animalfeedbackform>. The pet owner must also be informed promptly.
- 8.2 In the case of death, the carcass of the animal must be double bagged and returned to its owner.

9 Animal Boarding

- 9.1 For animals kept individually, the dimensions of the housing shall meet all the following:
- (a) Length = 2 x length of the animal from nose to base of tail;
 - (b) Width = 1.5 x the length of the animal from nose to base of tail; and
 - (c) Height = Sufficient headroom to stand upright on its hind legs.
- 9.2 If 2 or more animals are kept together, each animal must have a floor area equivalent to at least:
- (a) Length = 1.5 x Length of longest animal from nose to base of tail;
 - (b) Width = 1.5 x Length of longest animal from nose to base of tail; and
 - (c) Height = Sufficient headroom for the longest animal to stand upright on its hind legs.
- 9.3 If it is an odd shape enclosure, the floor area must be at least 2 x 1.5 times the length of the animal.
- 9.4 In addition, the Licensee shall ensure that animals that are kept together are compatible and minimally do not fight with each other. Fight injuries observed on any animal will be considered a sign of incompatibility between the animals.

- 9.5 Each cat must be provided with a/an:
- (a) separate unit with an elevated area and suitable facility for scratching;
 - (b) bed or sufficient bedding material so that all animals can sleep comfortably at the same time;
 - (c) appropriate hiding space for visual concealment; and
 - (d) litter tray. Cats kept together may share the litter tray. The number of litter trays should be appropriate to the number of cats kept together.
- 9.6 Small mammals must have access to areas where they can rest and feed undisturbed, and exercise and explore safely.
- 9.7 Small mammals should be kept in a quiet, low-stress environment which is insulated from external disturbances. They should not be placed near the window or direct sunlight, and must be provided with low-intensity soft lighting and / or hiding places.
- 9.8 Chinchillas must be kept in an enclosed and air-conditioned environment. They should be provided with elevated resting areas.
- 9.9 Chinchilla cages should have solid sides, a piece of clear acrylic as the door, and enough ventilation holes for air and easy viewing. If wire mesh is to be used, it should be fine enough to prevent escape and injury.

10 Other Regulatory Requirements

- 10.1 The Licensee must have valid approval or permission from the relevant regulatory agencies and the landlord or management of the premises for the use of the premises as a boarding facility.
- 10.2 The Licensee must notify AVS promptly if it intends to cease, sell or transfer the business.

Annex A1

Problems that require immediate veterinary attention include, but are not limited to:

- (a) Breathing difficulties
- (b) Pale gums
- (c) Sudden weakness
- (d) Neurological abnormalities (fits, staggering, convulsions, mental dullness, coma)
- (e) Severe or protracted vomiting
- (f) Severe or protracted diarrhoea
- (g) Severe or protracted coughing
- (h) External signs of bleeding
- (i) Rapid or sudden bloating
- (j) Unable to urinate or defaecate
- (k) Exposure to or ingestion of toxin or poisons
- (l) Sudden lameness
- (m) Burns
- (n) Birthing problems
- (o) Trauma

Annex A2

The Licensee must keep a record of the following in relation to each animal board at the premises:

- (a) Name
- (b) Sex, Breed, Age, Colour, Neuter status
- (c) Microchip number, if applicable
- (d) Dog Licence number, if applicable
- (e) Vaccination certificate, blood test results, de-worming, internal and external parasite control, if applicable
- (f) Relevant medical and behavioural history, diet and related requirements
- (g) Date in & Date Out
- (h) Name & Address of pet owner
- (i) Contact Number of pet owner