



# **PET BOARDING ESTABLISHMENTS**

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## **Preamble and Standard Terms & Conditions**

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#### Resource for the Audit:

- AsureQuality Limited Pet Boarding Preamble & Standard Terms & Conditions (Version 10.5)
- AsureQuality Limited Pet Boarding Code of Practice for Boarding Kennels (Version 4.2)
- AsureQuality Limited Pet Boarding Code of Practice for Boarding Catteries (Version 3.2)

## 1. INTRODUCTION:

Animal welfare considerations are becoming increasingly important for the keeping of animals, both in New Zealand and internationally. On the local scene high standards of animal welfare practices are not only important legally, but also have high economic benefits. This is also true for industries such as the boarding of companion animals, where a well-deserved high reputation is the greatest advertisement.

The Animal Welfare Act 1999 establishes the fundamental obligations relating to the care of animals in New Zealand. These obligations are to provide for the physical health and behavioural needs of animals. The detail of these needs is found in the codes of welfare. The codes set out minimum standards and promote best practice relating to all aspects of the care of animals.

MAF (Ministry of Agriculture and Fisheries) initiated the Pet Boarding Establishment Accreditation Programme in 1995, and this automatically continued with the emergence of AgriQuality Limited in 1998. In October 2007 Agriquality merged with Asure Limited to form AsureQuality Limited. AsureQuality have continued to strive to improve all aspects of this programme by researching best practices in New Zealand and overseas.

The current Codes of Practice have taken into account the following: -

- Animal Welfare (Companion Cats) Code of Welfare issued by NAWAC in 2009
- Animal Welfare (Dogs) Code of Welfare to be issued by NAWAC in 2010

Applicants/licensees may obtain a copy of these standards by contacting:

National Animal Welfare Advisory Committee (NAWAC)  
C/- Animal Welfare Group  
MAF Biosecurity New Zealand  
PO Box 2526  
Wellington

Telephone: 04 894 0366

Email: [animalwelfare@maf.govt.nz](mailto:animalwelfare@maf.govt.nz)

Web: <http://www.biosecurity.govt.nz/animal-welfare/>

## 2. WHAT DOES APPROVAL MEAN?

An AsureQuality Approved Kennel *and* Cattery, or Kennel *or* Cattery demonstrates a commitment to a high standard of animal health care, where the security and well being of animals in care is of paramount importance.

AsureQuality audits to a code of practice where the standard of boarding establishments, management and staff as well as their processes and procedures, are scrutinised and observed.

A continuing high standard must be retained as per the AsureQuality Codes of Practice for Kennels and Catteries in order to continue as an AsureQuality Approved Facility.

On the recommendation of the auditor a certificate will be issued to the boarding establishment and this may be displayed in a prominent position.

AsureQuality reserves the right to upgrade/amend the Codes of Practice after consultation with the Advisory Committee or Association in conjunction with AsureQuality. Such changes will be advised to you and you will be required to meet and comply with the new standards of the Codes of Practice.

There are three classifications of AsureQuality Approval:-

- Applicants:** Facilities that have applied in writing to be audited in the near future.  
This will be displayed as “green” on the website
- Provisional Approval:**
- (a) This applies to facility owners who have been operating their facilities for less than 18 months and are new to the pet boarding industry and have either built a new facility or bought an existing facility. A formal initial audit is required as well as one informal unscheduled visit.  
There must be no major or critical non-conformances outstanding before being considered as a Fully Approved Facility. See below for further details.
  - (b) Upgrading of communal catteries to a semi-communal state. See below for conditions.
- Full Approval:** Has met and continues to maintain the standards as determined in the AsureQuality Code of Practice for Kennels & Catteries in terms of management of the facility and all operational aspects.

## 3. PROVISIONAL APPROVAL

### 3.1 First Time Owners

If you are new to owning or managing a kennel or cattery, the following conditions would apply:-

- You will need to operate/manage your kennel or cattery for at least 18 months before full AsureQuality Approval is given.
- After a successful initial audit and if all the criteria of the CoP have been met, you will be given “Provisional Approval” status. This will be distinguishable by the wording and the colour.
- During the first six months to a year, an auditor will be required to visit your facility without prior notification.

- To advance to the next level, it is important that there are no legitimate complaints registered against your facility.
- In the event that there are complaints lodged against you, the problem areas would need to be rectified so that there are no recurrences. AsureQuality accepts that mistakes/accidents happen, and it should not be viewed in a negative light, but rather used as a learning tool to improve any potential problem areas.
- In the event you have operated your facility for some time prior to seeking an audit with us, this time will be taken into account.

### **3.2 Provisional Approval for Communal Catteries**

It is acknowledged that communal catteries are commonly practised in this industry. However, this CoP requires, as a minimum standard that catteries be semi-communal i.e. to allow for individual accommodation at least overnight. Therefore, in the interests of improvement and by way of derogation until no later than 1st July 2012, operators with existing communal catteries who are committed to upgrading to at least a semi-communal state, may be offered "Provisional Registration with Conditions".

#### **Conditions of Provisional Approval for Communal Catteries**

The owner is required to outline a proposed project plan and advise the AsureQuality Pet Boarding Operations Manager of the time lines for upgrading their facility, i.e. working progressively towards attaining a semi-communal status.

The facility must be fully upgraded by the 1st July 2012. At that time, if the facility meets the CoP requirement for at least a semi-communal facility, registration may become "Full Approval", as long as all the other requirements of the CoP have been fulfilled. If however, this requirement has not been met by the date stipulated, registration will be withdrawn and the operator must re-apply and meet the CoP requirements in full before Approval will be offered.

#### **Provisional Approval - other**

The above Provisional Approval could apply to other instances where the current CoP is not met. This approval will be at the discretion of the Pet Boarding Operations Manager and on a case by case basis and with a specified and agreed end date.

All of the above categories will be lodged on the AsureQuality Pet Boarding website, [www.petboarding.co.nz](http://www.petboarding.co.nz) under Approved Facilities.

## **4. CERTIFICATE**

On completion of a successful audit, facilities will be provided with a certificate and posters for display purposes. Further, you may request an electronic copy of our logo for display in advertising material and on your website. Prior to obtaining the electronic logo, you will be required to complete and sign a Licence Agreement.

## **5. ASUREQUALITY'S COMMITMENT**

AsureQuality is committed to offering independent, impartial recognition through approval of client's management systems and operational practices.

AsureQuality will undertake assessment activities in a friendly, co-operative, timely manner, producing timely, accurate and technically valid reports and statements. The Auditee has the opportunity to request that incorrect information be adjusted or additional information is included in the audit report. If there is no application for these changes within one week of the report being

sent, the audit report will be closed.

AsureQuality will maintain a register of approved organisations defining their name, location, website address and telephone numbers. No email addresses will be included, as this could subject the facility to spam email. This register may be published but no details other than those stated will be released without client organisations agreement.

AsureQuality will maintain absolute confidentiality regarding client affairs and business. Any information or records held by AsureQuality regarding applicants' systems will be treated as confidential.

## 6. THE STEPS TO BECOMING APPROVED

- Download or view the Code of Practice for Kennels and Catteries from [www.petboarding.co.nz](http://www.petboarding.co.nz)
- If you do not have access to the internet, please contact us as specified below in order for a hard copy to be sent to you:-
  - The AsureQuality Customer Services Tollfree No: 0508 00 11 22;
  - The AsureQuality Pet Boarding Operations Manager, P O Box 41, Shortland Street, Auckland, 1140 or on 09 626 8274.
- If you are interested in becoming an AsureQuality Approved Facility lodge your interest by completing the Application Form available on <http://www.petboarding.co.nz/pet-boarding-code-of-practice-and-forms.cfm>
- If you do not currently meet our requirements in our Codes of Practice, but are prepared to work towards meeting these requirements we will make every effort to assist you in achieving these standards on a progressive basis.
- You will be sent the relevant Checklist for completion with a self-addressed envelope, which needs to be completed and returned to:  
AsureQuality Limited  
Pet Boarding Operations Manager,  
P O Box 41  
Shortland Street  
Auckland, 1140
- An auditor from your area will be assigned to you and will contact you prior to the initial audit to discuss any concerns or queries you may have and set a date (convenient to you) to carry out the initial audit.
- An Initial audit will take a minimum of one hour (dependant on the size of the establishment).
- If our auditor does not recommend approval at this point, he will discuss with you any areas that are of concern and need to be improved to meet our requirements. An action plan and timeframe will be agreed on by both parties for completion of the non-conformances.
- Once the non-conformances have been addressed, you can fax, email or write to the Operations Manager or advise your auditor, so these non-conformances can be closed off in our database. A jpg photo should suffice, or alternatively the auditor might need to view the changes.

## 7. THE CERTIFICATION PERIOD

Once the audit has been completed and on receipt of the auditor's positive recommendation to approve the facility, the Pet Boarding Operations Manager or equivalent will review the checklist to confirm that approval be granted. If the Operations Manager concurs with the auditor's recommendations, you will receive an AsureQuality Approved Certificate for either Provisional Approval or Full Approval. The Approval period is valid for 12 months.

As further evidence of your continuing high operational standards and excellent management skills, we will carry out any annual/18 month/biennial audits during your opening times and without prior notification, close to your next audit date and preferably during your busy period.

It is important that we are able to observe any customer interaction that might follow, i.e. booking in pets or releasing them to their owners, exercising pets, feeding regime, etc. We would expect that your facility operates as usual, with the housekeeping jobs in progress, as is the norm. This should be viewed in a positive light as customers will have visibility that your facility is being audited to high standards. Customers are your first priority, so be assured, we will not expect your undivided attention at this time, but would ask that the auditor be given permission to look around your facility until you are available.

In the event that a facility has been AsureQuality Approved for a reasonable length of time, without any major non-conformances or any complaints that have been validated, you may be moved to either an 18 monthly audit or a biennial audit programme.

The AsureQuality Codes of Practice for Kennels and Catteries needs to be adhered to in every respect during the Approval period and regarded as the Code of Ethics to which you subscribe.

## **8. CODE OF ETHICS**

- You are required to continue to maintain the establishment to the highest standard, and no less than that contained in the Codes of Practice for as long as your establishment remains an AsureQuality Approved establishment.
- It is your responsibility to advise AsureQuality as soon as is practical of any intended changes that may affect compliance with the Codes of Practice for Kennels and Catteries.
- Uphold the reputation of this programme and not use your "Approval status" in any way that, in the view of AsureQuality, brings disrepute upon AsureQuality.
- Do not use the certification in any misleading manner.
- If approval is cancelled, suspended or has lapsed, you will be required to remove all signage, advertising material, stationary or documents containing or referring to the AsureQuality Approved status. AsureQuality is aware that it may not be possible to remove advertising material from sources such as the Yellow Pages, but would expect this not to reappear in any subsequent editions. All costs relating to the above point will be for the relevant pet boarding facility's account.
- Agree to be responsible for the health and safety of AsureQuality auditors while on your premises.
- Maintain a record of customer complaints and subsequent related activities.

## **9. CONDITIONS OF APPROVAL**

Approval may be cancelled or suspended by AsureQuality at its discretion in any of the following instances:

- AsureQuality is of the reasonable view that the standard for the Codes of Practice has not or is not being maintained.
- If there are any complaints of mistreatment to animals that have been reported to AsureQuality or the animal protection unit, and these claims are validated by the enforcement officer.
- If AsureQuality Limited is of the view that the pet boarding facility's negligence or lack of judgement has resulted in the programme's credibility being damaged or diminished.

## 10. RE-AUDIT REQUIRED

- If an establishment has carried out any major alterations, such as the construction of a new building or major building alteration to the existing establishment, then AsureQuality must be notified of such changes.
- It is recommended that a site plan of the new area be sent with photos in jpg format, 1024 x 724 and at 72dpi (resolution). It can then be determined if an additional audit on this area is required. The costs incurred for undertaking this additional audit will be for the Owner/Proprietor's account and based on a time and km basis. A quote should be sought before this audit is carried out. The reaudit could be substituted for the annual/18 monthly/biennial audit.
- In the event the AsureQuality Approved Facility has been sold, the new owner will revert to a status of Provisional Approval for a period of 6 months. This is to allow for continuity of the certification and it must be stressed that Approval is against the owner of the facility and not the property. This continuity of Approval is to allow the new owner/s sufficient time to fully understand the management and daily operational aspects of this facility.

## 11. APPEALS, COMPLAINTS AND DISPUTES

It is AsureQuality's objective to develop a partnership with clients to the mutual benefit of both organisations; recognising client's achievements and assisting them in rectifying any deficiencies. However, in the event that a client does not agree with any findings, non-conformances, reports or has any complaint or dispute, AsureQuality has established procedures for dealing with this.

Should these procedures be needed, facility owners may obtain these from the Pet Boarding Operations Manager.

## 12. COST

Type of Facility/owner status	Cattery audit	Kennel & Cattery Audit less than 10 dogs and 10 cats	Kennel & Cattery audit over 10 dogs and 10 cats
Application to this programme is free	Nil	Nil	Nil
Initial Audit: Facility owners new to the pet boarding industry and who have been operational <b>less</b> than 18 months. (The additional cost is to allow for a follow up visit within the year as specified above)	\$320	\$380	\$400
Cattery initial or annual audit Audit	\$220		
Kennel & Cattery initial or annual audit		\$280	
Kennel & Cattery initial or annual audit			\$370

## 13. IMPARTIALITY

AsureQuality has many years of experience in various areas of animal husbandry and provides a number of services in these specific areas. However, AsureQuality Limited has no ties to the pet boarding industry in this capacity and as such can remain impartial during the auditing process.

All information will be regarded in the strictest confidence.