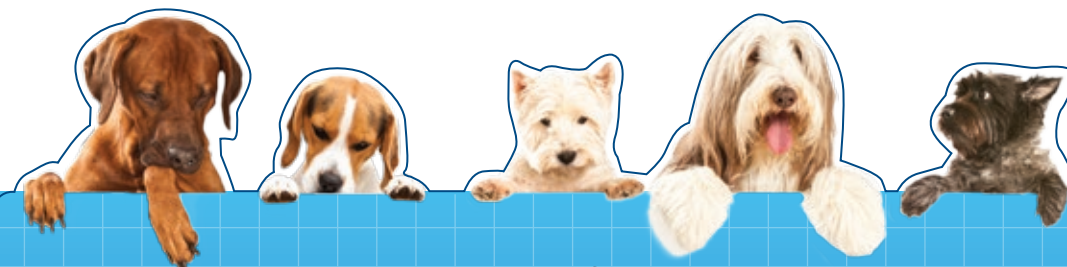


# How to

## choose a suitable boarding kennel

If you need to find a suitable boarding kennel (commonly known as pet hotel) for your pet, you should choose one that has obtained a Boarding Establishment Licence (BEL) issued by the Agriculture, Fisheries and Conservation Department (AFCD).



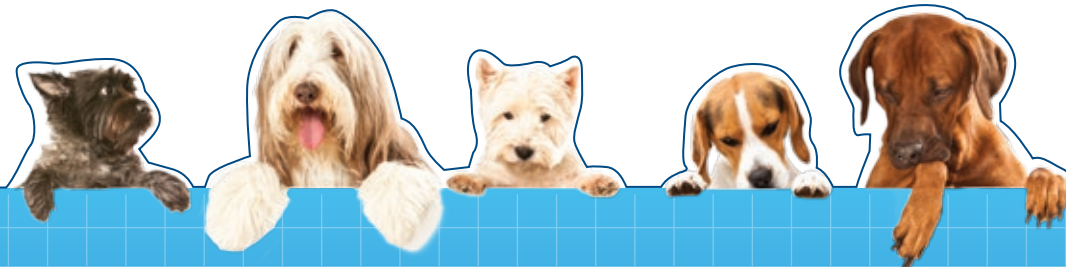
Points to note before boarding a pet

You should visit the boarding kennel to find out about its facilities and services before boarding your pet to ensure that your pet can live in a comfortable environment and receive proper care. You should check the following:



- ◆ Whether the boarding kennel possesses a BEL that is issued by AFCD and is still valid.
- ◆ Whether the licence is displayed in a conspicuous place within the licensed premises.
- ◆ Whether animals have easy access to adequate food and clean, drinkable water.
- ◆ Whether animals have enough room to eat, exercise, toilet, move around freely and sleep.
- ◆ Whether the animals are accommodated in a dry, clean environment with suitable bedding.
- ◆ Whether the animals are securely contained to prevent their escape.
- ◆ Whether sufficient shade and adequate shelter are available to protect animals from direct sunlight and unpleasant weather.
- ◆ Whether adequate temperature and good ventilation are being maintained at all times.
- ◆ Whether excreta is being removed at least once daily.





Other additional factors you may need to consider

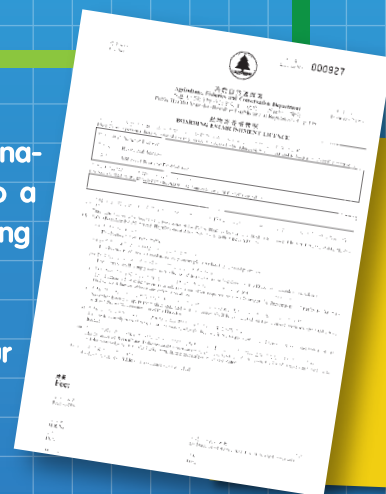
- 01 Will your pet be kept individually or together with other animals?
- 02 How do staff interact with the animals? Do they know how to handle and take care of animals?
- 03 How often do staff check on the animals?
- 04 What procedure does the boarding kennel have if an animal becomes ill or is injured while boarding at the boarding kennel?



**Remember:**

If the boarding kennel staff refuses to show you a valid BEL issued by AFCD or if you have any doubts about the standards of facilities or services of the boarding kennel, **YOU HAVE THE RIGHT TO REFUSE TO BOARD YOUR PET AT THE BOARDING KENNEL!**

- You must make sure that your pet has received vaccinations against common diseases before taking it to a boarding kennel in order to protect it from contracting any common infectious diseases.
- To safeguard your consumer rights, please board your pet at a licensed boarding kennel.
- If you come across unfair trade practices and the trader fails to address your concern, you are welcome to seek advice directly from the Consumer Council by phone (Tel: 2929 2222).



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