



Direction to comply with Zoo Licence Conditions

Reference No 24/00913/AN_10

Zoo Licensing Act 1981, Section 16A(2)

Direction to comply with a Condition or Conditions attached to a Licence to operate a Zoo

To:- [REDACTED]

At:- The Animal Experience, [REDACTED]
[REDACTED]

Take notice that **East Cambridgeshire District Council**, having given you the opportunity to be heard, is not satisfied that in relation to [REDACTED], **The Animal Experience**, [REDACTED] a number of conditions attached to your Licence dated **6th April 2021 to 5th April 2025** which required **Mandatory (Zoo Licensing Act 1981 Section 1A Conservation Measures) and other Additional Conditions** to be met, have been met. The details of the non-compliance and the Specific Conditions to which they relate are given below.

1. The Conditions that are not satisfied as having been met required you to:-

Mandatory Condition 1A (f)(i & ii) of the ZLA and Licence Condition (Part 3 No 10) – requires the keeping of up-to-date records of the Zoo's collection to include the numbers of different animal, all acquisitions, births, deaths, disposals in a multi-column format and be forwarded to the local authority no later than 1st April of the following year

The reason(s) the Licence Condition is not satisfied:-

- a:- the Stock lists do not show the beginning and ending numbers of the animals within the collection within any 12 months period.
- b:- the stock lists do not record full details of any acquisitions, births, deaths, or disposals

This Direction relates to the Whole Zoo

The **East Cambridgeshire District Council** hereby requires you to take the following steps to ensure that the Licence condition is met within **1 (one) year** from the date of this Direction:-

Direction 1 – The Zoo must, in accordance with Section 9.1, 9.3 and 9.6 of the SSSMZP, maintain and keep up to date accurate annual written stock record, in the correct multi-column format for all individually recognisable animals to include the total in the collection

at 1st January; the number of arrivals into the collection from all outside sources during the year; the number of births or hatchings within the collection during the year; the number that died including culls during the year; the number that departed the collection, including sales, breeding loans etc during the year; the total remaining in the collection at 31st December. The sex of each animal, where known, must be recorded (eg 1.2.3 indicates one male, two females and three unsexed) and submit annually to the Local Authority no later than 1st April of the year following.

The Zoo or specified section of the Zoo above need not be closed to the public during the period specified for your compliance with the Direction

2. The Conditions that are not satisfied as having been met required you to:-

Mandatory Condition 1A (d) of the ZLA and the Licence Standard Zoo Licence Conditions – preventing the escape of animals and putting in place measures to be taken in the event of any escapes or unauthorized release of animals.

The reason(s) the Licence Condition is not satisfied:-

- a:- there had been a Harris Hawk escapes outside of the zoo enclosure following a flying display
- b:- There was a failure of the telemetry system to allow recapture after 3 days
- c:- the Harris Hawk (or the body) was never recovered.

This Direction relates to a section of the Zoo, Being the flying display field

The **East Cambridgeshire District Council** hereby requires you to take the following steps to ensure that the Licence condition is met within **6 (six) months** from the date of this Direction:-

Direction 2 – The Zoo must, in accordance with Appendix 8 (8.7.4) of the SSSMZP Review and prepare a policy to ensure that the risk of free-flown birds being lost is reduced by good training and ensuring all birds being flown wear telemetry for radiotracking. The telemetry units must be regularly checked and charged with this being recorded, to ensure there is not failure in the recovery process.

The Zoo or specified section of the Zoo above need not be closed to the public during the period specified for your compliance with the Direction

3. The Conditions that are not satisfied as having been met required you to:-

Mandatory Condition 1A (d)of the ZLA– preventing the escape of animals and putting in place measures to be taken in the event of any escape or unathorised release of animals

The reason(s) the Licence Condition is not satisfied:-

- a:- the zoo had not been able to demonstrate that they had undertaken the required escape (emergency) drills at least four times a year

- b:-** No escape drill had included a Category 1 animal (eg the Bubo bubo when breeding on site)
- c:-** the escape drills recorded did not contain all information that is expected or that the written escape policy was updated from the experiences gained

This Direction relates to The Whole Zoo

The **East Cambridgeshire District Council** hereby requires you to take the following steps to ensure that the Licence condition is met within **1 (one) year** from the date of this Direction:-

Direction 3 – The Zoo must, in accordance with Section 8.38 of the SSSMZP ensure that at least 4 (four) escape drills per year are undertaken with at least 2 (two) involving the escape of a Category 1 species (if or when present on site) and they are fully recorded and regularly reviewed with time clarifications, details of the staff involved, the escape scenario, details of recapture, with a summary and action plan with any failings noted and addressed in the written escape policy.

The Zoo or specified section of the Zoo above need not be closed to the public during the period specified for your compliance with the Direction

4. The Conditions that are not satisfied as having been met required you to:-

Mandatory Condition 1A (c)(i)– Accommodate their animals under conditions which aim to satisfy biological requirements of the species to which they belong in particular provide each animal with an environment well-adapted to meet the physical, psychological and social needs

The reason(s) the Licence Condition is not satisfied:-

- a:-** The sulcata tortoises in with the Meerkats did not have maximum/ minimum temperature measurements recorded
- b:-** A thermal gun is being used to measure temperatures for reptiles and amphibians but only once day and dose not pick up maximum/ minimum temperatures at different times of the day.
- c:-** Not all reptiles or amphibians had temperatures displayed in the vivaria/ terrariums

This Direction relates to a section of the Zoo, Being all reptile and amphibian enclosures.

The **East Cambridgeshire District Council** hereby requires you to take the following steps to ensure that the Licence condition is met within **6 (six) months** from the date of this Direction:-

Direction 4 – The Zoo must, in accordance with Section 2 and Appendix 8 (2.5) of the SSSMZP, provide all herptile enclosures with a demonstratable suitable environments, including temperature gradients and provision of adequate UVB light where appropriate. This must include a process of displaying the temperatures within the enclosure; daily monitoring and recording of temperatures (maximum/ Minimum), humidity and other necessary environmental factors (eg UVB light).

The Zoo or specified section of the Zoo above need not be closed to the public during the period specified for your compliance with the Direction

5. The Conditions that are not satisfied as having been met required you to:-

Mandatory Condition 1A (c)(i)– Accommodate their animals under conditions which aim to satisfy biological requirements of the species to which they belong in particular provide each animal with an environment well-adapted to meet the physical, psychological and social needs

The reason(s) the Licence Condition is not satisfied:-

- a:- The bathing area for the Indian Star tortoises was too small.
- b:- 4 Royal Pythons were in an enclosure that was too small for them to fully stretch out and the small water tray would only allow one to bathe at a time and not fully submerge

This Direction relates to a section of the Zoo, Being all reptiles enclosures.

The **East Cambridgeshire District Council** hereby requires you to take the following steps to ensure that the Licence condition is met within **6 (six) months** from the date of this Direction:-

Direction 5 – The Zoo must, in accordance with Section 3.4 and 4.3 of the SSSMZP provide all snakes with a vivaria of an adequate size and design to allow them to exhibit natural behaviour and not to be so small as to prevent the ability to freely stretch out and all water bowls/ baths must be sufficiently large to allow submersion and bathing of all the snakes in the vivaria.

The Zoo or specified section of the Zoo above need not be closed to the public during the period specified for your compliance with the Direction

6. The Conditions that are not satisfied as having been met required you to:-

Mandatory Condition 1A (c)(ii) of the ZLA – Providing a high standard of animal husbandry with a developed programme of nutrition

The reason(s) the Licence Condition is not satisfied:-

- a:- The Kitchen does not allow for the preparation of food under hygienic conditions
- b:- The floor was dirty and had areas of missing vinyl that prevented adequate cleaning
- c:- There was damage behind the single sink that was covered with duct tape
- d:- There was no dedicated staff hand-washing facilities
- e:- There was inadequate cleaning of the kitchen with cobwebs on the ceiling
- f:- The kitchen was being used for staff storing of cups and preparations of drinks.

This Direction relates to a section of the Zoo, being the kitchen.

The **East Cambridgeshire District Council** hereby requires you to take the following steps to ensure that the Licence condition is met within 24 **(twenty-four) months** from the date of this Direction:-

Direction 6 – The Zoo must, in accordance with Section 1.3 of the SSSMZP provide to the local authority within 6 months documented evidence of a development plan that includes either the refit or redesign of the animal kitchen area, with subsequent completion of the proposed kitchen project within a further 18 months to ensure the food preparation areas can be maintained in an appropriate, hygienic fashion. Human drink storage and preparation must be undertaken elsewhere.

The Zoo or specified section of the Zoo above need not be closed to the public during the period specified for your compliance with the Direction

7. The Conditions that are not satisfied as having been met required you to:-

Mandatory Condition 1A (c)(ii) of the ZLA – Providing a high standard of animal husbandry with a developed programme of nutrition

The reason(s) the Licence Condition is not satisfied:-

- a:- The three Chopping Boards are worn and badly damaged and were not clean
- b:- The chopping boards have not been replaced

This Direction relates to a section of the Zoo, Being the kitchen.

The **East Cambridgeshire District Council** hereby requires you to take the following steps to ensure that the Licence condition is met within 1 **(one) month** from the date of this Direction:-

Direction 7 – The Zoo must, in accordance with Section 1.3(a) of the SSSMZP implement a policy for the ongoing regular replacement of any and all food preparation chopping boards that are damaged through repeated use to ensure that surfaces can be cleaned and maintained in a hygienic fashion.

The Zoo or specified section of the Zoo above need not be closed to the public during the period specified for your compliance with the Direction

8. The Conditions that are not satisfied as having been met required you to:-

Mandatory Condition 1A (c)(ii)– Providing a high standard of animal husbandry with a developed programme of preventative and curative veterinary care ensuring the safe storage of all animal pharmaceuticals as set out in the Secretary of State’s Standards of Modern Zoo Practice

The reason(s) the Licence Condition is not satisfied:-

- a:- Veterinary medicines (eg Frontline) were being stored where temperatures were not being monitored

b:- Vitamin supplements (eg Nutrobal) were being stored where temperatures were not being monitored

This Direction relates to a section of the Zoo, Being where drugs or vitamin supplements are stored.

The East Cambridgeshire District Council hereby requires you to take the following steps to ensure that the Licence condition is met within 2 (two) month from the date of this Direction:-

Direction 8 – *The Zoo must, in accordance with Appendix 5 (5.13 and 5.14) of the SSSMZP undertake regular temperature monitoring and recording of all areas used for storing pharmaceutical or Vitamin supplements with either a temperature data logger or daily recorded maximum/ minimum thermometer to meet current Veterinary pharmaceutical storage legislation and ensure the nutritional value of vitamin supplements is maintained and appropriate for the species being fed.*

The Zoo or specified section of the Zoo above need not be closed to the public during the period specified for your compliance with the Direction

Failure to comply with the Direction(s) may (if appropriate) lead either to the closure of the Zoo by a Zoo Closure Direction (under Section 16B), or to alteration of your Licence under Section 16 (1B) so as to require that a section of it is closed permanently to the public.

Your attention is drawn to the notes below which include details about appeal against the Directions. This Direction **shall not have effect** during the period within which you are entitled to appeal against it nor, where you have appealed, during the subsequent period before the appeal is either determined or abandoned.

Signed:  dated: 2nd May 2025

Name and Office Held: Stewart Broome, Licensing Manager

Address of Local Authority: East Cambridgeshire District Council
The Grange
Nutholt Lane
Ely
CB7 4EE

Tel: 01353 616287

Email: stewart.broome@eastcambs.gov.uk

Notes

Direction under Section 16A(2) of the Zoo Licensing Act 1981 to meet a licence condition

1. This Direction is made under Section 16A(2) of the Zoo Licensing ACT 1981.
2. The Local Authority may, after giving the Licence holder an opportunity to be heard, make a Direction varying this Direction (Section 16A(4)).
3. A variation to a Direction may increase the period specified to carry out the work required provided this does not exceed 2 years from the date of the original Direction (Section 16A(5)).
4. A Direction to comply with a Licence condition may be revoked by a further Direction of the Local Authority (Section 16A(6)).
5. You may appeal against the Direction or any varied Direction to a Magistrates' Court within **28 days** of receipt of the Direction or any varied Direction. The Court may confirm, vary or reverse the Local Authority's Direction and Generally give such Directions as it thinks proper, having regard to the provisions of the Act (Section 18).

Where this Direction either requires the holder of the Licence to close the Zoo, or a section of it, or to carry out work he would not otherwise be required to carry out, (or both), then that Direction shall not have effect during the period within which the Licence holder is entitled to appeal against it, nor, where such an appeal is brought within the period, during the subsequent period before the appeal is determined or abandoned (Section 18(8) and (9)).

The address of the local Magistrates' Court is:

Cambridge Magistrate Court, St Andrew's Street, Cambridge, CB2 3BJ

6. If the Local Authority is satisfied that the Licence holder has failed to comply with this Direction to meet a Licence condition which requires any conservation measure referred to in Section 1A of the Act to be implemented at the Zoo, the Local Authority **shall** either (as appropriate), after giving the Licence holder an opportunity to be heard, and after the period of compliance has expired, make a Zoo Closure Direction (Section 16B(1)) or, after the period for compliance has expired, make such alterations to the Licence as it considers to be necessary or desirable to ensure that the Section of the Zoo in relation to which it is satisfied that the condition is not met is closed permanently to the public (Section 16(1B)).
7. If the Local Authority is satisfied that the Licence holder has failed to comply with this Direction to meet a Licence condition, other than one which requires any conservation measure referred to in Section 1A of the Act to be implemented at the Zoo, the Local Authority **may**, after giving the Licence holder an opportunity to be heard, and after the period of compliance has expired, make a Zoo Closure Direction (Section 16B(4)).
8. Section 19 of the Act sets out offences and penalties. Section 19(3B) describes an offence by a holder of a Licence of failing, without reasonable excuse, to comply with a requirement in a Direction under Section 16A(2)(d) to close the Zoo or Section of it to the public in accordance with the Direction, for which the penalty on summary conviction is a fine not exceeding level 4 on the standard scale (Section 19(4)). It is in any event an offence for an operator of a Zoo to fail, without reasonable excuse, to comply with any condition for the time being attached to this Licence for the Zoo under the Act Section 19(2)).