

Guidelines for Pet Owners/Members of the Public

What to do if your pet strays

Is your pet microchipped?

Yes

- Ensure you have your pet's microchip number to hand if possible. If this is not available please call anyway as your pet's record may be retrieved using other search information. Contact **0870 606 6751** immediately and select the 'Lost' option.
- Please note that you can contact Petlog anytime – the lost and found service is available 24 hours a day, 7 days a week.
- When your call is answered Petlog will request the microchip number for your pet. You will be asked a few security questions to validate that you are the registered owner/keeper of the pet or are at least calling on their behalf.
- Petlog will check to see if any 'Found' calls have been received from an authorised agent. If your pet has already been picked up Petlog will give you details of who currently has your pet.
- If your pet has not yet been found:
- Petlog will check your address and contact details are all up to date.
- Petlog will put a missing marker against your pet's record and take some details about where/how your pet went missing.

- Petlog recommends that you contact your local animal warden, police station, rescue/rehoming centres and veterinary practices with details of your missing pet and how to contact you. Please note that if your pet is a dog you are obliged to contact your local animal warden and police station with your details.

If your pet is covered by Petlog Plus, Petlog will:

- Send out a Lost Pet Alert email to all the registered authorised agents within a 30 mile radius of where your pet went missing. This will ensure that these registered authorised agents are alerted to the fact that an animal matching your pet's description has gone missing, and they can keep a look out immediately.
- Post a description of your pet on the Petlog Lost Pet website.
- Petlog recommends that you contact your local animal warden, police station, rescue/rehoming centres and veterinary practices with details of your missing pet and how to contact you. Please note if your pet is a dog you are obliged to contact your local animal warden and police with your details. It is also advisable to contact your local highways agency and the street cleaning department of your local council in order to find out whether there have been any canine fatalities on the roads and walkways in your area.
- Petlog has details on its website www.petlog.org.uk on how to download 'Lost Pet Posters' which you can use to put up around your area and use as flyers.
- When an authorised user contacts Petlog to say that your pet has been found, Petlog will provide them with all your contact details so that they can contact you to arrange to reunite you with your pet.



Telephone 0870 606 6751 or log onto www.petlog.org.uk

Guidelines for Pet Owners/Members of the Public

What to do if your pet has been stolen

Is your pet microchipped?

Yes

- Ensure you have your pet's microchip number to hand if possible and that you are the registered owner/keeper of this pet on the Petlog database. If this is not available please call anyway as your pet's record may be retrieved using other search information.
- Contact **0870 606 6751** immediately and select the 'Lost' option.
- Please note that you can contact Petlog anytime – the lost and found service is available 24 hours a day, 7 days a week.
- When your call is answered Petlog will request the microchip number for your pet. You will be asked a few security questions to validate that you are the registered owner/keeper of the pet.
- Petlog will check to see if any 'Found' calls have been received from an authorised agent. If your pet has already been picked up Petlog will give you details of who currently has your pet.
- If your pet has not yet been found:
 - Petlog will check your address and contact details are all up to date.
 - Petlog will put a missing marker against your pet's record and take some details about where/how your pet went missing.
 - Petlog will ask you for the police crime reference number, the police station dealing with this crime, the station's telephone number and the PC assigned to this report.
 - Petlog will enter these details against your pet's record and, as an extra security measure, will request a password from you, which you will be asked to quote in future communication.
 - Petlog will ask you to confirm all the details in writing to them within 7 days of your call. This letter must be signed by you as the registered owner/keeper of the animal and sent to Petlog.
- Petlog recommends that you contact the police to log that a crime has been committed. You should also contact your local animal warden, rescue/rehoming centres and veterinary practices with details of your missing pet and how you can be contacted. Please note that if your pet is a dog you are obliged to contact your local animal warden and police station with your details.



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Guidelines for Pet Owners/Members of the Public

What to do if you find a stray pet

- Regarding lost dogs: The Environment Protection Act 1990 requires the finder of a stray dog to return the dog to its owner, or contact the local authority (animal warden service) to report it and have it collected, or to take the dog to the police station nearest to where the dog was found.
- If possible call any telephone numbers displayed on the collar tag the animal is wearing – you may be able to reach the owner and arrange for a successful reunification.
- If unable to contact the registered owner/keeper –
- Contact your local authority and ask to speak to the animal warden – give them the details of where they can collect the animal.
- If it is out of office hours, contact the police station nearest to where the animal has been found. They may be able to arrange for collection of the animal.
- Alternatively, your local veterinary centre or rescue/rehoming centre may be able to assist with taking the animal in and tracing its owner.
- The animal may have a collar tag saying 'Please Scan Me' which indicates that it is microchipped. By calling the animal warden or police station they will be able to scan the animal and access the Petlog database to retrieve the owner's contact details. They can then contact the owner to arrange for them to be reunited with their pet.



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