

STAFF TRAINING

All staff engaged in licensable activity at the premises will receive training and information in relation to the following:

- The Challenge 25 scheme in operation at the premises, including the forms of identification that are acceptable.
- The hours and activities permitted by the premises licence issued under the Licensing Act 2003 and conditions attached to the licence.
- How to complete and maintain the refusal register in operation at the premises (in relation to the sale of alcohol).
- Recognising the signs of drunkenness.
- The operating procedures for refusing service to any person who is drunk, under-age or appears to be under-age, or appears to be making a proxy purchase.
- Action to be taken in the event of an emergency, including reporting an incident to the emergency services.
- Training shall be recorded in documentary form and shall be regularly refreshed at no greater than 12 month intervals.
- Training records shall be made available for inspection and copying at reasonable times upon request of an authorised officer of a responsible authority.
- Training records will be retained for at least 12 months.

INCIDENT LOG

An incident log shall be kept and maintained at the premises which will include a log of the following, including pertinent details:

- Any incidents of disorder or of a violent or anti-social nature
- All crimes reported to the venue, or by the venue to the police
- All ejections of patrons
- Any complaints received
- Seizures of drugs or offensive weapons
- Any visits by a responsible authority (under the Licensing Act 2003) or emergency service.

Records must be completed within 24 hours of any incident, and will contain the time and date, the nature of the incident, the people involved, the action taken and details of the person responsible for the management of the premises at the time of the incident.

The logs shall be kept for at least 12 months following the date of entry and be made available for inspection and copying upon request of an authorised officer of a responsible authority.

CHALLENGE 25

There will be in place a written age verification policy in relation to the sale or supply of alcohol, which will specify a Challenge 25 proof of age requirement. This means

that staff working at the premises must ask individuals who appear to be under 25 years of age, attempting to purchase alcohol, to produce identification. The only acceptable identification documents will be:

- A photo driving licence
- A passport
- An identification card carrying the PASS hologram

Unless such identification is produced the sale of alcohol must be refused.

This policy will include documented steps taken to prevent adults from purchasing alcohol for or on behalf of children under 18.

REFUSALS REGISTER

An alcohol sales refusal register shall be kept at the premises and be maintained to include details of all alcohol sales refused. The register will include:

- the date and time of refusal
- the reason for refusal
- details of the person refusing the sale
- description of the customer
- any other relevant observations.

The refusals register will be made available for inspection and copying on request of an authorised officer of a responsible authority. All entries must be made within 24 hours of the refusal.

OTHER

All alcohol to be stored in locked fridges/store rooms outside of authorised hours of sale.

All alcohol to be locked securely or on display within constant view of staff.

Alcohol measures will be restricted on spirits in excess of 30% ABV to 70ml per drink.

A written drugs policy shall be in place and operated and clearly displayed at the premises detailing zero tolerance and immediate ejection from the premises. A record will be kept of any evidence of drug use detected.

Seating will be provided for no less than 20 people at all times the premises is in operation.

Toilets will be regularly checked, cleaned daily and are fully available for the patrons usage.

All premises will be well lit as required.

Internal temperature will be maintained at a comfortable temperature for both staff and patrons.

All drinks will be served in toughened glass.

Clear notices will be in place at the exit of the property requesting they respect local residents and disperse promptly.

Clear notices will be displayed at the entrance of the property advising that any patrons causing disturbance or disorder will be refused admission.

Taxi details will be clearly available should they be required.

Doors and windows will be closed whilst music is playing (other than people entering/exiting premises).

The bulk handling of empty bottles and kegs will be restricted to between 12:00-20:00 to avoid disturbance.

Contact details for the licence holder/designated premises supervisor will be made available at all times for easy communication should any questions or concerns arise. All calls to this number will be recorded in a call log.

Smoking will not be allowed on site.

All waste generated on site will be kept securely until it's time of collection by an authorised agent.

Drinks to be consumed in the venues outside area are not to be taken outside of this area.

Children only allowed on site when accompanied by an adult.