

Appendix 3 – Conditions consistent with the Operating Schedule

Staff will receive appropriate training regarding their responsibilities under the Licensing Act 2003, including responsible alcohol sales, age verification, recognising drunkenness, preventing disorder, safeguarding children and responding to emergencies. Training will be recorded and refreshed when necessary.

A suitable CCTV system will be maintained in working order and will cover the main entrances, exits, customer areas and other appropriate parts of the premises. Images will be clear, correctly dated and timed, and retained for at least 31 days. Recordings will be made available to the police or authorised officers upon reasonable request, subject to data-protection requirements. A member of staff who is able to operate the CCTV system and provide recordings will be available within a reasonable period.

An incident log will be maintained at the premises and used to record significant incidents of crime, disorder, aggression, ejections, accidents and visits by responsible authorities.

A refusals register will also be maintained for refused alcohol sales.

Customers who appear intoxicated will not be served alcohol, and staff will take reasonable steps to prevent drunken, violent, threatening or disorderly behaviour.

Sufficient staff will be on duty for the nature and expected attendance of each event, and suitably licensed door supervisors will be considered where a particular event or risk assessment indicates that they are necessary.

The premises will be maintained in a safe condition and operated in accordance with relevant health and safety, fire safety and occupancy requirements. Fire exits, escape routes and emergency access points will be kept clear and clearly identified whenever the premises are open to the public. Emergency lighting, fire-detection equipment and firefighting equipment will be inspected and maintained as required.

The number of people admitted to the premises will be monitored where necessary to prevent overcrowding and allow safe evacuation.

Suitable first-aid equipment will be readily available, and an adequate number of staff will be familiar with emergency procedures.

Spillages, broken glass and other hazards will be dealt with promptly.

Glassware and outside areas will be regularly monitored, particularly during busy periods.

Risk assessments will be reviewed when appropriate, including before larger events or activities that differ from the premises' normal operation.

Music and amplified sound will be maintained at a reasonable level and monitored by management to ensure that it does not cause an unreasonable disturbance outside the premises.

During live music, entertainment or other potentially noisy events, staff will carry out periodic checks outside the premises and reduce sound levels where necessary.

Doors and windows will be managed appropriately during amplified entertainment, having regard to ventilation and customer safety.

Customers leaving the premises will be encouraged to leave quietly and respect nearby residents.

Staff will monitor entrances and outside areas and will discourage shouting, loitering and unnecessary noise.

Notices asking customers to leave quietly will be displayed near the exits.

Deliveries, waste disposal and the movement of bottles will be arranged at reasonable times wherever practicable.

Any complaints concerning noise or disturbance will be recorded, investigated and addressed promptly.

A Challenge 25 age-verification policy will operate for all alcohol sales. Any person who appears to be under the age of 25 will be required to produce acceptable photographic identification before being supplied with alcohol. Acceptable identification will include a passport, photocard driving licence or proof-of-age card bearing the PASS hologram. Posters explaining the Challenge 25 policy will be displayed at appropriate locations.

Alcohol will not be sold to any person who is under 18 or to an adult where staff reasonably believe the alcohol is being purchased on behalf of a person under 18.

Children permitted on the premises will be appropriately supervised by a responsible adult, having regard to the nature and time of the event.

Children will not be permitted to remain in areas or attend events that management considers unsuitable because of adult entertainment, excessive alcohol consumption or another identified safeguarding risk.

Staff will remain alert to the welfare of children and vulnerable persons and will report safeguarding concerns to management or the appropriate authorities.