

ENOTECA ZERO

OPERATING SCHEDULE /PROPOSED CONDITIONS

1. A digital closed circuit television (CCTV) system to be installed internally ensuring the following:-
 - a. All entry and exit points must be covered to enable frontal identification of every person entering the premises in any light condition
 - b. The CCTV system shall continually record whilst the premises is open for licensable activities and during times when customers remain on the premises.
 - c. All recordings shall be stored for a minimum period of 31 days with date and time stamping. Recordings shall be made available immediately upon the request of Police or authorised officer throughout the preceding 31 day period.
 - d. A staff member from the premises who is knowledgeable with the operation of the CCTV system shall be on the premises on Friday and Saturday nights and nights leading into a Bank Holiday, when premises are open to the public. At all other times, a member of staff will be on duty within each 24 hour period. This staff member must be able to show and supply if requested a Police or authorised office recent data or footage with the absolute minimum of delay when requested.

2. A written drugs and search policy, approved by a Police Licensing Officer, to be in place and a copy available at the premises. The policy must cover as a minimum, the measures taken to minimise the possibility of drug use or supply within the premises. The Policy must be followed at all times.

3. A written dispersal policy, approved by a Police Licensing Officer, will be in place and a copy available at the premises. As a minimum, the policy must cover actions to be taken to reduce the impact on the local community when customers are leaving the premises. The policy must be operated and adhered to by the staff at the premises.

4. A written record of all refused sales shall be kept on the premises. It must include details of the member of staff who refused service, time and date it occurred and the reason for refusal. The record shall be made available to Police and/or local authority immediately upon request and shall be kept for a least one year from the date of last entry.

5. An incident book shall be maintained to record any activity related to drugs or of a violent, criminal or serious anti-social nature and be available for inspection at all times (when the premises is open) by an authorised officer of relevant responsible authority, it should record the following details:-
 - a) Time and date and nature of the incident,
 - b) People involved
 - c) Action taken
 - d) Details of the person responsible for the management of the premises at the time of the incident.

6. The Premises Licence Holder or Designated Premises Supervisor to ensure that all management and staff are fully trained and briefed on the four licensing objectives, Challenge 25, the conditions on this licence, policies referred to in this licence. Also, any other Police initiatives, such as CSE. Every 6 (six) months these staff are to be given refresher training and this is to be documented in such a way that it can be given to an authorised officer on request. Staff should also sign documentation confirming the training has taken place and the date.

7. The age verification policy operated at the premises shall be "Challenge 25". This means that whilst alcohol may be sold to persons aged 18 years or over, any person who appears under 25 years of age shall be required to provide proof of age using an acceptable form of ID. Notices advertising that the premises operate a "Challenge 25" scheme shall be displayed in a clear and prominent position at the premises entrance(s)/and inside at the premises bar serving area. The only forms of ID that may be accepted shall be
 - a) Proof of age card bearing the PASS hologram logo
 - b) Passport; or
 - c) UK photo driving licence

8. On Friday and Saturday nights and nights leading into a Bank Holiday, there will be from 21:00 hours until 30 minutes after the end of the opening hours listed on the licence, three (3) SIA registered door supervisors, one of which is to be female.

9. Where SIA registered door supervisors are used at the premises:
- a) A record must be kept of their SIA registration numbers and the dates and times when they are on duty.
 - b) They must wear high visibility arm bands or jackets when engaged outside the entrance to the premises.
10. On Friday and Saturday nights and nights leading into a Bank Holiday, from 21:00 hours a suitable system to control entry to the premises will be used to count the number of persons entering and leaving the premises to ensure that the maximum specified occupancy is not exceeded at any one time. The number of persons present within the premises will be supplied to any Police Officer who requests the information.
11. No entry or re-entry of customers shall be permitted to the premises after 23:00 hours on Sunday – Thursday and 00:00 hours on Friday – Saturday. This Condition excludes:
- a) Customers re-entering, having visited the smoking area outside
 - b) Customers where there are medical or safeguarding concerns or where customers are re-entering specifically to wait for onward travel.

This is to be managed and enforced by SIA's and the Premises Manager.

12. In addition to the dispersal policy, the Premise Licence holder will ensure that a soft closure procedure is followed at the end of the evening, 30 minutes before the time the premises are due to close. This must include lowering any music, informing people of the approaching closing time, not selling excessive amounts of drinks to people within this time period, encourage sensible drinking and ensuring people have time to finish the drinks they have prior to closure.
13. Staff to actively seek to prevent customers from exiting the premise onto West Street with drink glasses or glass bottles whether they contain alcohol or not or any other vessel that contains alcohol. This condition does not apply to off sales.
14. The Premise Licence Holder or Designated Premises Supervisor to ensure groups of people will not be allowed to gather / loiter outside the premises.

15. No children aged under 18 years to be on the premises, unless accompanied by an adult who is 21 years or older.
16. No children aged under 18 years to be on the premises after 18:00 hours, unless attending a pre-booked function.
17. The Licence Holder shall actively participate in the Pubwatch Scheme, including attending the meetings, participating in radio link, and supporting the Pubwatch banning systems including keeping records and sharing information with the police.
18. The Licence Holder shall erect and maintain in a prominent position at every exit and within the smoking area a clear and conspicuous notice requesting patrons to avoid causing noise, nuisance or disturbance to local residents and to use the area quietly
19. The following conditions apply to the use of the outside area at the front of the premises, after 23:00 hours:
 - a) No open vessels to be permitted in this area.
 - b) Furniture to be removed and the area used as a designated smoking area only.
 - c) There are to be no more than 12 (twelve) people using the designated smoking area at any one time.
20. The outside area at the side rear of the premises not to be used after 23:00 hours or before 10:00.
21. All events held at the premises must be risk assessed in order to identify areas of concern and establish actions to reduce risk and on occasions following consultation with the Police.
22. The licence holder shall make available a contact number for local residents to contact the premises to discuss any specific incidents or concerns either during or after events. The number will be manned at all times during operating hours and any action taken as a result of the complaint should be recorded and kept.

23. The provision of background music shall be permitted at any time the premises is open to the public, by definition this music or other audio played whose main function is to create an atmosphere suitable to a specific occasion rather than to be listened to and is incidental to speech, conversation and the other main activities performed at the premises.
24. Where amplified music is planned to form part of any event it will be demonstrated that levels will be barely audible at the nearest residential receptors.
25. No music shall be permitted outside beyond the permitted hours.
26. Routine monitoring will be regularly conducted around the perimeter of the premises during opening hours. Details of checks, observations and any actions taken as a result of such shall be recorded. A noise logbook must be kept on the premises and maintained by management and be available for inspection by Local Authority upon request.
27. The movement of bins and rubbish outside the premises will be kept to a minimum after 21:00hrs. Bottle dumping to external areas shall not be permitted between the hours of 21:00-08:00. Staff must be instructed to minimise noise associated with the use of bins. Refuse collections will only be permitted outside the hours of 08:00-21:00.
28. Deliveries of goods necessary for the operation of the business will be carried out at such a time or in such a manner as to avoid causing disturbances to nearby residents. Deliveries shall not be permitted outside the hours of 08:00-21:00.
29. In the event that the licence holder decided to play anything other than background level music as per the 'Noise management policy' provided with the application then the premises shall install and maintain a sound limiting device in order to properly control noise levels within the premises to ensure nuisance shall not be caused to nearby sensitive premises. Sound limiting device must be approved by the Local Authority Environmental Health department.
30. The licence holder must adhere to all aspects of the 'Noise management policy' provided with the application. Changes to this policy must be approved by the Local Authority Environmental Health department.

The following Conditions are to apply to those sales made where alcohol is delivered to the customer:

31. Prior to accepting the order the customer is asked to provide the name of the person accepting the delivery and is informed that on delivery an acceptable form of photographic ID proving that they are 18 years of age or over will be required. The only forms of ID that may be accepted at the time of delivery shall be proof of age bearing the PASS hologram logo; a passport; U.K. photo driving licence;
32. At the time the order is placed, a declaration will be required from the person placing the order confirming that they are 18 years and older. Service will be declined to any person who does not complete the declaration.

The following Conditions are to apply to those sales made where alcohol is delivered to the customer:

33. DPS / PLH will ensure that the details of those persons that have been refused sale / delivery will be recorded in a refusals book, which will include date, time, name of persons if known, delivery address and reason for refusal. The refusals book will be made available for inspection upon request within 24 hours for Police and Local Authority Licensing Officers.
34. DPS / PLH will ensure that any delivery driver adopts the following procedures:
 - a) The delivery will be refused if the delivery driver believes the recipient to be under the age of 18 or the alcohol is being purchased on behalf of another person aged under 18 years.
 - b) The delivery will be refused if the delivery driver believes the recipient to be under the influence of either drugs or alcohol.
 - c) All delivery drivers must be 18 years or older.
 - d) Deliveries will not be made to public places such as parks, roadsides or landmarks. Deliveries can only be made to a home or business address given at the time of the order.

The following Conditions apply to the Click and Collect Service

35. At the time the order is placed, a declaration will be required from the person placing the order confirming that they are 18 years and older. Service will be declined to any person who does not complete the declaration.
36. The Click and Collect service will only be available to be collected from the premises between 10:00 and 17:00 hours.
37. The age verification policy operated at the premises shall be "Challenge 25". This means that whilst alcohol may be sold to persons aged 18 years or over, any person who appears under 25 years of age shall be required to provide proof of age using an acceptable form of ID. Notices advertising that the premises operate a "Challenge 25" scheme shall be displayed in a clear and prominent position at the premises entrance(s)/and at the collection area. The only forms of ID that may be accepted shall be
- a) Proof of age card bearing the PASS hologram logo
 - b) Passport; or
 - c) UK photo driving licence
38. DPS / PLH will ensure that the details of those persons that have been refused sale under the Click and Collect service will be recorded in a refusals book, which will include date, time, name of persons if known, delivery address and reason for refusal. The refusals book will be made available for inspection upon request within 24 hours for Police and Local Authority Licensing Officers.

The following Condition only applies to Off Sales:

39. There will be no off sales after 21:00 hours. Any orders placed after this time will be ready for collection the following business day.