

## PROPOSED CONDITIONS

### THE OLD CREAM SHOP, CROYDE

1. From 15 May to 30 September each year the supply of alcohol hours shall be Monday to Sunday from 18:00 hours to 22:00 hours.
2. All staff engaged in licensable activity at the premises will receive training and information in relation to the following:
  - (i) The challenge 21 scheme in operation at the premises, including the forms of identification that are acceptable.
  - (ii) The hours and activities permitted by the premises licence issued under the Licensing Act 2003 and conditions attached to the licence.
  - (iii) How to complete and maintain the refusal register in operation at the premises (in relation to the sale of alcohol).
  - (iv) Recognising the signs of drunkenness.
  - (v) 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
  - (vi) 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 6 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.

3. An incident log shall be kept and maintained at the premises which will include a log of the following, including pertinent details:
  - (i) Any incidents of disorder, or of a violent or anti social nature.
  - (ii) All crimes reported to the venue, or by the venue to the police;
  - (iii) All ejections of patrons.
  - (iv) Any complaints received.
  - (v) Seizures of drugs or offensive weapons.
  - (vi) Any faults in the CCTV system.
  - (vii) 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 or responsible authority.

4. There will be in place a written age verification policy in relation to the sale or supply of alcohol, which will specify a Challenge 21 proof of age requirement. This means that staff working at the premises must ask individuals who appear to be under 21 years of age, attempting to purchase alcohol, to produce identification. The only acceptable identification documents will be:
  - (i) A photo driving licence
  - (ii) A passport
  - (iii) An identification card carrying the PASS hologram

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

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

5. The premises shall display prominent signage indicating at any point of sale that a Challenge 21 scheme is in operation.
6. 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:
  - (i) The date and time of refusal
  - (ii) The reason for refusal
  - (iii) Details of the person refusing the sale
  - (iv) Description of the customer
  - (v) 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 refusal.

7. Large groups of persons will not be permitted entry to the premises.
8. A bar based dash camera will be installed to record all activities on the premises.
9. Reduce the number of customers allowed in the premises from 60 (as is currently allowed under the fire risk assessment) to 50.
10. Signage shall be displayed in prominent locations within the premises and outside reminding customers of the need to avoid any anti-social

behaviour (including excessive noise) which could have a detrimental effect on neighbours.

11. Have at least 2 members of staff available outside, who will enforce this as part of their role and implement a policy to warn people once before then asking them to leave if their behaviours continues.
12. The only music to be displayed will be recorded music at a background level from midday to 22:00 hours and no live music will be played.
13. The speaker and BBQ will be situated in a location which is not on the boundary of neighbouring premises.