

**LICENSING ACT 2003 – APPLICATION FOR THE GRANT OF A PREMISES LICENCE**

**DHABA BALDWINS CUSTOM HOUSE**

1. All staff engaged in licensable activity at the premises will receive training and information in relation to the following.
  - i. The Challenge 25 scheme in operation at the premises, including the forms of identification that are acceptable.
  - ii. The hours and activities permitted by the premise's 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 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 2 years.

2. 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. 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, 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.

3. Customers will not be permitted to remove from the premises any drinks supplied by the premises (alcoholic or otherwise) in open containers.
4. The premises shall install operate and maintain a comprehensive digital colour CCTV system to the satisfaction of the Police and Local Authority.
5. No litter shall be left outside the premise.

6. Clear and legible notices shall be prominently displayed at the exit requesting patrons to respect the needs of residents and businesses and to leave the vicinity as quickly and quietly as possible.
7. When issues are identified approaches will be made to patrons, who will be asked not to stand around talking in the street outside the premises and asked to leave the vicinity as quickly and quietly as possible.
8. Risk Assessments will be completed annually.
9. Fire Safety procedures will be implemented, maintained, and updated yearly. Fire Extinguishers, Fire Blanket, Smoke detectors and illuminated Fire Exit signs will be provided.
10. All appliances will be inspected annually.
11. All exits will always be kept clear.
12. In the absence of adequate daylight, artificial lighting in any area accessible to the public shall be fully operational whilst the public are present.
13. There will be in place a written age verification policy in relation to the sale or supply of, 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
  - HM Forces Form 90 (ID Card)
  - EU Forces card with Photograph and Date of Birth

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.

14. 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 the refusal.