

The Prevention of Crime and Disorder

1. An incident log shall be maintained on the premises, which will provide a record of the following:
 - i) Any incidents of disorder, violence or anti-social behaviour.
 - ii) Any crimes reported to the venue, or by the venue to the Police.
 - iii) All ejections of patrons.
 - iv) Any complaints receive.
 - v) Seizures of drugs or offensive weapons.
 - vi) Any refusals to serve alcohol, for any reason.
 - vii) Any visits by a responsible authority or emergency service.
2. With the exception of residents and their bona fide guests, no alcohol shall be consumed more than 30 minutes after the permitted terminal hour for the supply of alcohol.
3. With the exception of residents and their bona fide guests, customers shall not be allowed to remove any drinks from the premises in open containers. Residents and their bona fide guests may take drinks in open containers to their individual guest accommodation, but not beyond the grounds of Cleave Farm.
4. Training. All staff involved in licensable activities shall receive training and information in relation to:
 - i) The Challenge 21 scheme in operation at the premises, including the forms of identification that are acceptable (ref Challenge 21 SOP).
 - ii) The hours and activities permitted by the premises' licence and the conditions attached to the licence (ref Premises' Licence).
 - iii) The operating procedure for refusing service for any reason (ref Refusal SOP), including how to complete the refusal register (ref Incident Log).
 - iv) Action to be taken in the event of an emergency (ref Emergency SOP).

Training shall be documented and refreshed annually at a minimum. Training records shall be maintained for a minimum of 12 months and be made available for inspection and copying by an authorised officer upon request.
5. Outside the hours of operation, alcohol shall be stored away under lock and key to prevent unauthorised access by public, staff and guests.
6. There shall be no self-service of alcohol on the premises.
7. A written drugs' policy will be maintained at the premises. This is embedded in the Refusal SOP.

Public Safety

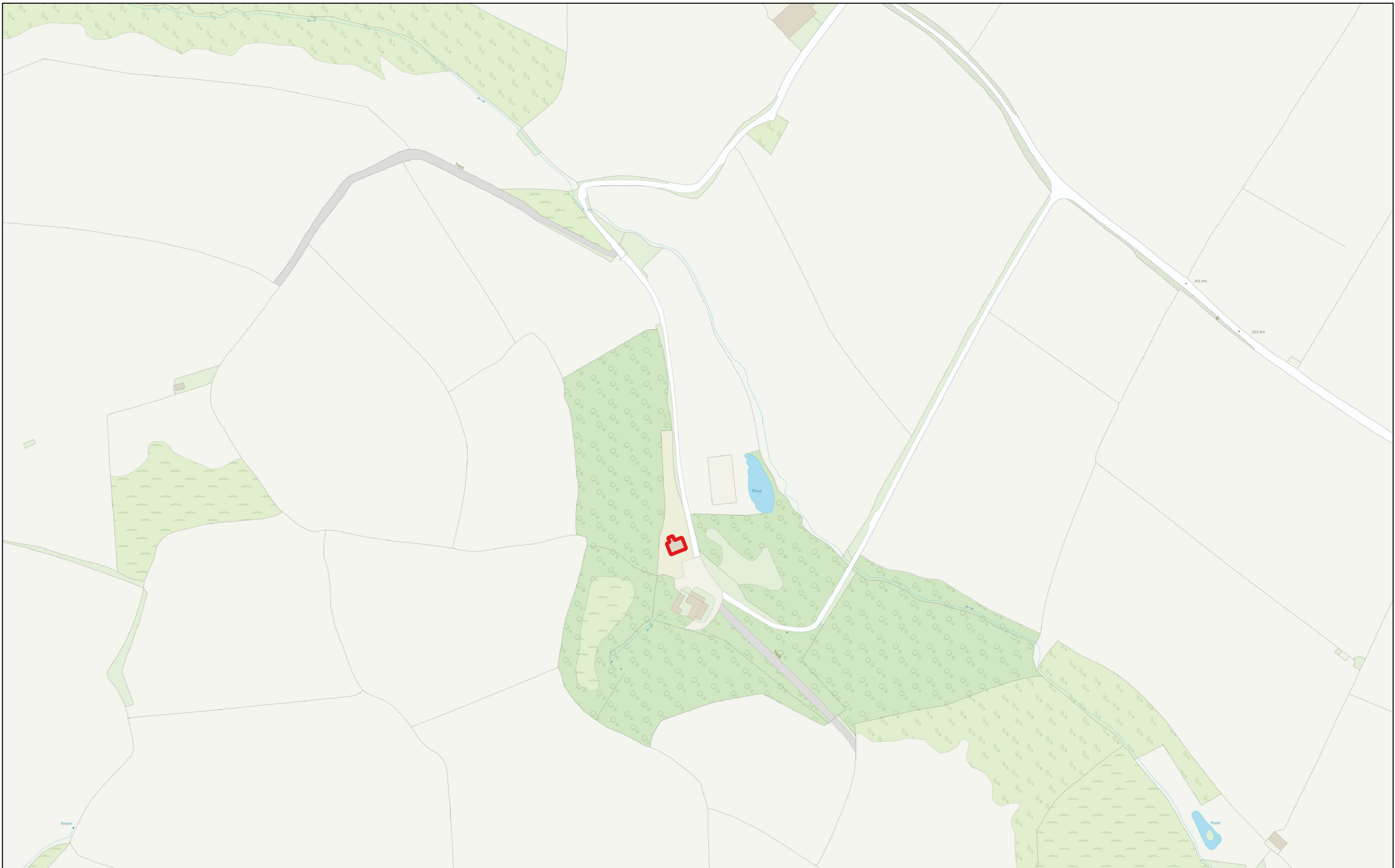
8. The Premises' Licence Holder and/or DPS, shall inspect the sanitary facilities regularly whilst customers are at the premises and ensure that these are kept clean, safe and usable.
9. In the absence of adequate daylight, artificial lighting shall be provided in and around the café and event space, as well as the path leading to, from and within the parking area. This artificial lighting will be extinguished once the premises has closed and all customers have left.
10. No drinking vessel, glass or bottle shall be taken from the premises.
11. With the exception of our guests, customers shall not be permitted to bring alcoholic drinks into the premises, at any time.
12. The collection of glasses and bottles shall be undertaken at regular intervals to ensure there is no build-up of empties in and around the premises.

The Prevention of Public Nuisance

13. The performance of live entertainment will be limited to the hours of operation specified in the licence conditions and further limited to a maximum of 3 evenings per week.
14. The Premises' Licence Holder and/or DPS shall control the sound levels of all live music, shall be available at all times during the provision of live music and shall be responsible for co-operating with any responsible authority. If the Premises' Licence Holder is not present at the premises whilst live music is being performed, he or she shall delegate this responsibility to a member of staff and provide clear instructions regarding noise level control.
15. Noise levels in outside areas will be monitored and controlled to minimise the impact to local residents. Customers will be advised of the need to respect local residents, where appropriate. Any customers causing excessive noise will be asked to leave the premises.
16. With the exception of guests that have booked accommodation at Harte Retreat, customers shall not be allowed access to any Harte Retreat grounds or facilities beyond the curtilage of the café and events' area.

The Protection of Children from Harm

17. The Premises' Licence Holder and DPS shall be trained in the legality and procedure of alcohol sales via the TSSW (formerly SWERCOT) online toolkit and shall maintain an annual subscription to this service.
18. The Premises' Licence Holder shall establish and maintain a documented policy and procedure, describing how minimum age requirements are met. Any staff serving alcohol at the premises shall be trained in this policy and procedure. Training shall be documented in accordance with (4) above.
19. With the exception of the site owner's family and their guests, unaccompanied children (under 16), shall not be allowed on the premises at any time.
20. Any children attending a film screening with a designated minimum age requirement, shall be asked to prove that they meet that requirement AND the child's parents must provide their permission for the child to view the film.



Cleave Farm, East Down, Barnstaple, EX31 4NX



Lynton House, Commercial Road,
Barnstaple, EX31 1DG