

Proposed conditions

Conditions taken from the applicant's operating schedule

Staff Training

1. Staff will receive full training on health and safety procedures, emergency protocols, and safeguarding responsibilities.
2. Staff will be trained to respond effectively in emergency situations and to carry out their duties in line with health and safety best practice. This includes training in the licensing objectives and the implementation of a challenge 25 policy to help prevent the sale of alcohol to underage persons.

Noise

3. A considered approach to noise management will be adopted. The venue is designed to encourage conversation and social interaction; as such, music will be played at background levels that complement the atmosphere without competing with speech. Staff will monitor sound levels regularly to ensure they remain appropriate throughout opening hours.
4. A clear policy on customer conduct will be implemented and enforced to prevent nuisance outside the premises.
5. At closing time, staff will assist with the orderly exit and dispersal of customers from the premises, including any outdoor areas, to minimise disruption to neighbouring properties and the local community.
6. Windows and doors will be kept closed where necessary to limit noise escaping from the premises, and prominent, clear notices will be displayed at exit points asking customers to leave quietly and to respect neighbouring residents.
7. Staff will monitor outside activity to prevent excessive noise, obstruction, or littering. Signage will remind customers to be respectful of neighbours and the public while outside the premises.
8. Deliveries will be made at socially acceptable times, coordinated with any highways plan and in accordance with local parking restrictions.
9. Clear signage will be displayed indicating the hours during which licensable activities may take place under the terms of the premises licence.
10. Staff will be trained to identify intoxication and handle such situations safely and professionally.
11. No personal solicitation or active touting of customers will occur outside or in the vicinity of the premises.

12. Staff will remain vigilant in identifying and discouraging any use or supply of illegal drugs on the premises. Any suspicious activity will be reported promptly and dealt with in line with appropriate procedures.
13. Customers will not be permitted to enter the premises outside of opening hours.
14. Refuse will be stored in enclosed, secure bins on the premises. Collection will be arranged via a licensed commercial waste contractor, with collection times scheduled to avoid early mornings, late evenings, or weekends where possible. Waste will only be presented shortly before the agreed collection time to avoid street clutter, pests, or odour.

Challenge 25

15. A challenge 25 policy will be in operation at all times. This retailing strategy encourages anyone who is over 18 but looks under 25 to provide acceptable identification before being served alcohol. Acceptable forms of id will include a card bearing the pass hologram, a photographic driving licence, or a valid passport.
16. Clear and prominent signage supporting the challenge 25 policy will be displayed at points of sale to inform customers of this requirement.
17. All staff authorised to sell alcohol will receive training on the law relating to alcohol sales, the premises' policy on challenge 25, how to recognise acceptable forms of id, and the steps to take when refusing service. This training will be documented in a training record book, which will be kept on the premises and made available for inspection by authorised officers.
18. A refusals logbook will also be maintained to record occasions where service has been refused due to age concerns or insufficient identification. This will be regularly monitored by management as part of our commitment to responsible retailing.
19. Staff will be trained in safeguarding and the legal obligations around the sale of alcohol to minors.
20. All staff training will include procedures for identifying and appropriately responding to situations involving children and vulnerable persons.

Conditions Agreed with the Police

CCTV:

-CCTV will be provided in the form of a recordable system, capable of providing pictures of evidential quality in all lighting conditions particularly facial recognition.

- Cameras shall encompass all ingress and egress to the premises, fire exits and all areas where the sale and supply of alcohol occurs.
- Equipment must be maintained in good working order, be correctly time and date stamped, recordings MUST be kept on the hard drive and kept for a period of 31 days and handed to Police upon reasonable request.
- The premises licence holder must ensure at all times a DPS or appointed member of staff is on the premises and capable of a competent download of CCTV footage in a recordable format to the Police and Local Authority upon reasonable request.
- In the event of technical failure of the CCTV equipment the premises licence holder or DPS must report the failure to the Police Licensing Officer within 24 hours unless the CCTV will be repaired before that time (licensing.north.division@kent.police.uk)

Training:

- All persons who sell or supply alcohol to customers must receive licensing training.
- Training should take place within six weeks of employment and any new employees will be supervised until the training has taken place.
- Refresher training should be repeated annually or earlier if required due to changes of legislation.
- Training records must be kept on the premises and shall contain the nature, content and frequency of all training.
- Records must be made available for inspection by Police and authorised officers from the Local Authority upon request either electronically or hard copy.

Incident log:

An incident log shall be kept at the premises, and made available on request to a police officer, police licensing officer or Council authorised licensing officer. It must be completed within 24 hours of the incident and will record the following:

1. All crimes reported to the venue.
2. All ejections of patrons.
3. Any complaints received concerning crime and disorder.
4. Any incidents of disorder.
5. All seizures of drugs or offensive weapons.
6. Any faults in the CCTV system, searching equipment or scanning equipment.
7. Any refusal of the sale of alcohol.
8. Any visit by a relevant authority or emergency service.

Security assessment:

For any special events, including the Hop Festival, a risk assessment is to be documented regarding the need for SIA registered security staff. If security is deemed necessary a minimum of two SIA registered staff members to be employed for the duration of the event.