

Introduction	2
General – All Licensing Objectives	2
For large-scale events.....	2
Conditions Relating to the Prevention of Crime and Disorder	2
Door Supervisors.....	2
Illegal Drugs and Offensive Weapons	3
Glass and Containers of Alcohol	3
CCTV	4
Access, and Dispersal	4
Staffing and Right to Work.....	5
Alcohol Sales	5
Incident Log	6
Conditions Relating to Public Safety	6
Capacity	6
Means of Escape	7
Disabled access.....	7
Safeguarding.....	7
Emergency Procedures	7
Pyrotechnics, fireworks, etc	8
Seating	8
Indoor Sports Events	8
Conditions Relating to the Prevention of Public Nuisance	9
Noise and Vibration	9
Use of outside areas.....	11
Monitoring.....	11
Outdoor events	12

Introduction

Within an application for a new premises licence or club premises certificate, the applicant must submit an 'operating schedule' which should contain details of the steps they intend to take to promote the four licensing objectives. This section includes model conditions which could be used by applicants within their operating schedule.

The applicant should carefully consider what they include in this section as the steps may become a condition of the licence/certificate, and a breach of condition is an offence under the Licensing Act 2003. Conditions will not be attached where this would duplicate matters addressed within other legislation.

In addition to any mandatory conditions required by law, the Licensing Authority will only attach conditions that are consistent with the operating schedule and any other conditions imposed as a result of a Licensing Sub-Committee hearing to determine the application.

Each application for a licence will be considered on its own merit. It is recognised that proposed conditions will differ due to the individual circumstances of the premises and will depend on a range of factors, including the nature and style of the premises, its location, the activities taking place there and anticipated clientele.

General – All Licensing Objectives

1. The licence holder or their nominated representative shall engage with any appropriate local scheme for information sharing with other local businesses and police (e.g. Pubwatch where active).

For large-scale events

2. a written Event Management Plan shall be submitted to the Council which shall set out how the event will be managed and the precautions which have been taken to cater for all reasonably foreseeable contingencies and which will demonstrate the procedures, roles and specific responsibilities of the management team, security and associated personnel. The draft version of the plan shall be submitted at least two months prior to the commencement of the event, and the final version of the plan must be submitted at least 14 days prior to the commencement of the event.

Conditions Relating to the Prevention of Crime and Disorder

Door Supervisors

3. A written record shall be kept in respect of all door supervisors working at the premises containing the following information:
 - a. Name

- b. SIA registration number;
- c. Dates and times at which door supervisor commenced and finished duty
- d. Details of any incident involving crime and disorder or public safety in which the door supervisor is involved, including calls to police and any action taken.
- e. All refusals

This record must be kept at the premises for a period of not less than six months and be available for inspection on request by any authorised officer of the Council or Surrey Police.

- 4. The requirement for door supervisors to be engaged on duty shall be risk assessed. A written risk assessment shall be carried out by the licence holder, DPS or a nominated representative and produced upon request to authorised officers of the Council and Surrey Police.
- 5. Any door supervisors working at the premises shall be clearly identifiable and wear high-visibility armbands to display their SIA badge.
- 6. There shall be a minimum of [number] door supervisors on duty at the premises at all times during opening hours / licensable activities / when under-18s are present on the premises (delete as appropriate).
- 7. There shall be a minimum of one female door supervisor on duty at the premises at all times during opening hours.

Illegal Drugs and Offensive Weapons

- 8. The management of the premises shall devise, implement and maintain a written policy relating to the prevention of illegal drugs, offensive weapons and any other illegal products or contraband goods. This policy shall include, but not be limited to staff training, searching, confiscation, storage and disposal of seized items. The policy shall be made available upon request to an authorised officer of the Council and Surrey Police.
- 9. Staff shall make checks of the toilets every half hour and a log kept, and the log shall be made available to Police and Local Authority Officers on demand.

Glass and Containers of Alcohol

- 10. No glassware, whether open or sealed, shall be given to customers on the premises whether at the bar or by staff service away from the bar.
- 11. No customers carrying open containers of alcohol or sealed bottles shall be admitted to the premises at any time when the premises are open to the public.
- 12. Customers shall be prevented from taking any glasses or open bottles from the premises. Signage shall be displayed at all exits to inform customers of this requirement.

13. During [the hours/periods of X - dependent upon the nature, location and style of the premises and any concerns surrounding the event] drinking vessels shall be made of toughened glass or plastic and shall be of a design not to have a sharp edge when broken.
14. The management of the premises shall ensure that glassware is collected every 30 minutes so as to ensure said glassware is not used as projectiles or weapons.

CCTV

15. A digital CCTV system shall be installed and maintained in accordance with current Home Office Guidelines relating to UK Police Requirements for Digital CCTV Systems. The system shall ensure all licensed areas of the premises (except toilet facilities) are monitored, including all entry and exit points and external areas, and should ensure frontal identification of every person entering and in any light condition. All cameras shall continually record whilst the premises are open to the public and the recordings shall be kept and available for a minimum of 31 days with accurate time and date stamping. Any breakdown or system failure will be notified to Surrey Police immediately and remedied as soon as practicable. A member of staff trained in data retrieval and viewing from the CCTV system shall be available at all times when the premises is open to the public. Recordings shall be made available to an authorised officer of Surrey Police or of the Council together with facilities for viewing. The recordings for the preceding two days shall be made available immediately on request. Recordings outside this period shall be made available within 48 hours. Any request from Surrey Police, Buckinghamshire & Surrey Trading Standards or the Council for a copy of the CCTV recording to be made for evidential purposes must be carried out within 48 hours.
16. Signs shall be placed in prominent positions on the premises notifying customers that CCTV is in operation.

Access, and Dispersal

17. The last permitted entry time to the premises on any given night shall be [insert time] prior to the venue's closing time, with the exception of re-entry.
18. Notices setting out the last admittance times will be displayed at the premises.
19. The management of the premises shall devise and implement a written policy to control the access and exit of persons to and from the premises. The policy shall include, but not be limited to ejections and dispersal. The policy shall be made available upon request to an authorised officer of the Council and Surrey Police.
20. During the last 20 minutes of trading the DJ shall be instructed to play shower/wind down music and reduce the volume of the music played and the lighting levels shall be raised to encourage dispersal.
21. The supply of alcohol shall cease (insert) minutes prior to the closure of the premises and a winding down period with quieter music shall be implemented.

22. Provision will be made for customers leaving the premises to have access to local transport providers and information.
23. Door staff shall be in the area of the main exit to oversee the end of the night departure period.
24. DJ announcements shall be used to remind customers to leave the premises quietly.

Staffing and Right to Work

25. The management of the premises shall devise, implement and maintain a written policy for the provision of appropriately qualified and trained staff at the premises, which shall be made available upon request to an authorised officer of the Council and Surrey Police.
26. The premises licence holder or nominated representative shall keep and maintain all right to work documents for all staff members at the premises and these be shall made available upon request to an authorised officer of the Council and Surrey Police.

Alcohol Sales

27. When Staff Members who are not Personal Licence holders to be authorised to sell alcohol, that authorisation shall be made in writing and made available to Surrey Police or Local Authority Officers on demand.
28. No cans of beer, lager and cider above 6% ABV shall be sold on the premises at any time except for products identified as premium craft beers or ciders.
29. The management of the premises shall have available on the premises originals or legible copies of invoices, receipts or other records of transactions for all alcohol products purchased in the preceding three months, which shall be made available upon request to an authorised officer of the Council, Buckinghamshire & Surrey Trading Standards or Surrey Police.
30. All staff employed in the sale of alcohol shall be trained in respect of identifying signs of intoxication, conflict management, identifying signs of drugs use and safeguarding vulnerable persons who attend the premises. Such training sessions are to be documented and refreshed every six months. Records of training shall be kept for a minimum of one year and shall be made available upon request to an authorised officer of the Council and Surrey Police.
31. In the absence of the designated premises supervisor, a personal licence holder shall be on the premises at all times when alcohol is available for sale.
32. There shall be at least two members of staff on duty at the premises at all times, one of whom must be a personal licence holder.
33. All staff responsible for alcohol sales shall be able to converse with members of the public and relevant agencies in English.

34. Any special promotions and events should be risk assessed including reference to the potential to cause crime and disorder. A written risk assessment shall be carried out by the licence holder, DPS or a nominated representative and produced upon request to authorised officers of the Council and Surrey Police.

Incident Log

35. Any incident at the premises which impacts any of the four licensing objectives shall be recorded in a register kept at the premises and shall contain the following information:

- a. time and date
- b. exact location
- c. nature of incident
- d. name of staff members or door supervisors involved
- e. name of any offender (where known)
- f. action taken as a result of the incident
- g. name of member of staff recording the incident

This record must be retained at the premises for a period of not less than six months and be available on request by any authorised officer of the Council or Surrey Police. The record should be signed off by the DPS or a nominated representative at least once a week.

36. A refusal register (written or electronic) shall be maintained at the premises to record;
- a. details of refusals made of persons identified as under 18,
 - b. of persons refused sale for failing to produce identification,
 - c. and those refused sale where it is suspected the purchase was on behalf of children under 18.

The register is to be made available upon request by Surrey Police, Buckinghamshire & Surrey Trading Standards Officers and Licensing Officers. The register should include details of

- a. the time, date,
- b. member of staff refusing the sale,
- c. reason for refusal (for example intoxication or underage) and
- d. a brief description of the person refused.

Major Sporting Events

37. On days where England World Cup Finals matches or European Championship Finals football matches are screened live at the premises, SIA Door Staff shall be employed one hour prior to kick off until one hour after the games has finished.
38. The premises shall carry out a risk assessment to establish whether SIA door staff is required for any sporting events and as are requested by the Police.

Conditions Relating to Public Safety

Capacity

39. The capacity of [please insert areas] shall be restricted to [please insert numbers].

40. The total number of patrons permitted on the premises shall be risk assessed. The risk assessment shall be produced to authorised officers of the Council, Surrey Police or Surrey Fire and Rescue upon request.
41. A suitable method of determining the number of persons on the premises at any one time shall be employed to ensure that the maximum permitted capacity is not exceeded.
42. A notice shall be displayed prominently at the entrance to the premises indicating the maximum number of persons permitted on the premises (or any particular part of the premises) at any one time.

Means of Escape

43. All exit doors shall be available for use at all times when the premises is open to the public without the use of a key, code, card or similar. Exit doors shall be regularly checked to ensure they function satisfactorily.
44. Safety checks shall be carried out before the admission of the public, and these should be recorded in a log book available on request to an authorised officer of the Council.

Disabled access

45. The licensee shall ensure that whenever disabled persons are present, adequate arrangements are made to enable their safe evacuation in the event of an emergency.

Safeguarding

46. The management of the premises shall ensure that all staff - including door supervisors - are trained to recognise vulnerable people who may be impaired in some way and may need assistance. The premises shall provide a safe space for such individuals.
47. The management of the premises shall ensure that all staff, including door supervisors, are trained to provide reasonable assistance to persons who are leaving the premises, such as contacting taxi companies or making Street Pastors (where available) aware of any potential concerns.
48. There shall be no external advertising of the availability of alcohol on the premises, such as window displays.

Emergency Procedures

49. Staff with specific responsibilities in the event of fire or other emergency shall receive training and written instruction appropriate to their role and documented records of such training and instruction shall be kept.
50. A dedicated staff member trained in first aid shall be in attendance at the premises at all times. An appropriate number of first aid kits shall be maintained and available at all times.
51. Access routes for emergency vehicles shall be kept clear and free from obstruction.

Pyrotechnics, fireworks, etc

52. Any event involving pyrotechnics, fireworks, lasers, firearms, real flame, explosives or any other flammable material, shall be risk assessed. The risk assessment shall be in written format and provided at least 28 days before any proposed event to authorised officers of the Council, Surrey Police and any other relevant agency (for example the Fire Service).
53. Pyrotechnics, explosives or other highly flammable substances shall only be stored in areas approved by the Council and subject to the provisions set out below:
- a. Firearms and replica firearms, including blank ammunition, shall be stored in a secure area to the satisfaction of the Council and Surrey police. They shall be under the control of a responsible person, who shall be responsible for the removal and return of all firearms. Firearms shall only be removed from the store (with the amount of ammunition required for the scene) immediately prior to use and returned to the store immediately after use. All discharged cartridges etc. must also be accounted for.
 - b. Storage areas and containers used shall be indicated by the explosive/inflammable symbol on the door or lid.
54. Cylinders for the storage of compressed air, oxygen, or other gases or liquids under pressure shall not be used except with the consent of the Council. At least 14 days' notice shall be given to the Council of any proposal to use such apparatus.
55. Signs shall be prominently displayed at the entrance to the premises where appropriate to advise the public of details of any special effects to be used during performances.
56. At least 14 days' notice shall be given to the council and Fire Service of any proposal to allow the use of flammable materials on the premises.
57. At least 14 days' notice shall be given to the Council in respect of any entertainment which involves any live animal, bird or fish in a performance on the premises.

Seating

58. In no circumstances shall anyone be permitted to:
- a. sit in the gangway;
 - b. stand or sit in front of the any exit; or stand or sit on any staircase including any landings.
 - c. Any drinks to be consumed by a closely-seated audience shall be supplied in plastic/paper containers.

Indoor Sports Events

59. If tiered seating is provided, the back of the highest level and the ends of the rows shall be provided with an effective safety barrier to the satisfaction of the Council.
60. The licensee shall ensure that an appropriate number of qualified medical practitioners are on the premises for the duration of any event involving boxing, wrestling, judo, karate, mixed martial arts or entertainment of a similar nature.

61. For boxing and wrestling entertainment, or entertainment of a similar nature, any ring shall be constructed and inspected by a competent person, and no member of the public shall occupy a seat within 2.5 metres of the ring.
62. For water sports events, staff appropriately trained in safety and rescue shall be on the premises for the duration of the event.

Conditions Relating to the Prevention of Public Nuisance

Noise and Vibration

63. The management of these premises shall ensure that no noise shall emanate from the premises nor vibration be transmitted through the structure of the premises which gives rise to undue disturbance, amounting to a nuisance, to local residents or businesses.
64. [in low risk/low impact situations or those of an infrequent nature]

Within 1 month of the license being granted the management of these premises shall devise and implement a written noise management policy, which shall be made available upon request to an authorised officer of the Council and Surrey Police. The plan shall include but not be limited to;

- a. The frequency and nature of live and amplified music
- b. The hours that live and amplified music shall be played
- c. The measures to be used to limit the break out of noise and vibration from the premises and the means by which these shall be installed and validated.*
- d. The contact details and role of nominated person to monitor and manage complaints
- e. The means by which these details will be made available to the public.
- f. Details of how complaints and any corrective action taken shall be recorded.

[Alternative wording for high risk environments such as nightclubs or bars with extended hours for the playing of loud or amplified music]

Within 1 month of the licence being approved a scheme of control of amplified and live music shall be submitted to and approved in writing by the licensing authority. The scheme shall be written by a suitably qualified person and shall specify but not be limited to;

- a. Frequency and noise level with which live and amplified music shall be played
- b. Technical details of the amplifier and noise limiter, including where necessary digital signal processing and frequency management capabilities
- c. The arrangement mounting and power output of the speakers
- d. Suitable supporting schematic diagrams of all elements of the music system including amplifiers and speakers
- e. The management control measures that will be used and
- f. Details of the complaint recording and management plan.

65. A double door lobby shall be installed, with doors closed from xx hours, except for egress and access to the premises.
66. After (time), all external doors (including lobby doors) and windows to the premises shall remain closed, other than for access and egress.
67. Any sound amplification equipment shall be routed through a noise limiter device. The device must be of a type, in a location and set at a level [specify if known] [approved in writing by the appropriate officer of the Council]. The unit must be secured to prevent tampering and the limiter shall not be altered without prior agreement of the Council.
68. Prominent, clear and legible notices are to be displayed and maintained at all exits requesting customers to respect the needs of local residents and to leave the premises and area quietly.
69. All reasonable steps shall be taken to ensure that people entering or leaving the premises do so in an orderly manner and do not in any way cause annoyance to residents and people passing by the premises.
70. No customers shall be permitted to remain on the premises between (time) and (time).
71. Staff shall actively discourage and disperse persons who congregate outside the premises so as to minimise disturbance to local residents.
72. During operating hours, the DPS or a nominated representative shall be available to receive and respond to nuisance-related complaints. A contact number shall be readily available to residents upon request.
73. No regulated entertainment will take place externally in any part of the premises.

Goods deliveries

74. Vehicles being used for deliveries under the control of the premises shall turn off the vehicle whilst not in use.
75. The Premises Licence Holder shall manage delivery drivers to ensure their conduct at the premises does not cause a public nuisance to the occupiers of any residential properties surrounding the premises address.
76. No deliveries to take place between the hours of xx and xx the following day.

Use of outside areas

77. All outside areas shall be closed to customers after (time) with the exception of the external smoking area [as identified on the plan]. This area shall be monitored by the DPS or nominated staff to ensure noise is kept to a minimum so as not to cause nuisance to residents.
78. There shall be no consumption of food or drink in the outside areas of the premises after (time).
79. All external tables and chairs shall be removed by (time) each night.
80. No speakers or amplification equipment shall be provided in external areas of the premises.
81. Regulated entertainment shall not be permitted to take place between the hours of [specify] within the area of the garden.
82. Children in the garden must be kept under supervision at all times by a responsible adult.
83. The use of the outside designated smoking area will be monitored during licensing hours, and no liquid refreshment to be taken into this area.
84. The outdoor seating area shall not be used after at [time], other than by customers using it as a smoking area. All furniture in this area shall be removed or stored/secured by [time].
85. After [time] a maximum of 5 people shall be permitted in the smoking area.

Monitoring

86. The external areas of the premises shall be monitored by the DPS or a nominated person every 30 minutes from the start of any regulated entertainment and for a further 30 minutes after the permitted closing time of the premises, to ensure there is no noise which is likely to cause a nuisance to local residents. The monitoring log must set out as a minimum: time and date of observation, observer, observation, action taken to resolve situation, and a note of the noise level: 0 = satisfactory level of noise, unlikely to cause disturbance, up to 5 = severe disturbance. The log shall be kept at the premises and made available upon request by authorised officers of the Council or the Police.

Outdoor events

87. The licensee shall have full control over the sound amplification equipment to the main stage. The volume and tone shall be adjusted accordingly to the requirements of an authorised officer of the Council.
88. The specification, location and orientation of all permanently fixed speakers shall be agreed with an authorised officer of the Council.
89. Noise emanating from regulated entertainment at any outdoor event shall not exceed [insert noise limits] as measured as measured 1 metre from the façade of the nearest noise sensitive premises. The noise level shall be measured as an LAeq,15minutes.
90. During all outdoor events the received music noise level (MNL) (LAeq 15mins) measured 1m from the façade of the nearest noise sensitive premises shall not exceed the background noise level (L90) by more than 15dB(A).
91. Music Sound Pressure Levels (SPL) measured at the sound mixing desk(s) shall not exceed [insert limit].
92. At least 14 days' notice shall be given to the Council in respect of any entertainment involving the use of explosives, pyrotechnics, fireworks or other things of a similar nature which could cause disturbance in surrounding areas.

Light Pollution and Odour

93. Flashing or bright lights which cause a nuisance to nearby properties shall not be permitted.
94. All external lighting shall be positioned in such a way so as not to disturb or intrude upon local residents or businesses. Lighting shall be switched off at (insert hours).
95. Noxious smells shall not be permitted to emanate from the premises so as to cause a nuisance to nearby properties.

Leaflets and Fly Posting

96. No soliciting for custom, including the distribution of leaflets, shall take place from the premises, immediately outside the premises, or within [insert distance] of the premises.
97. The premises licence holder shall ensure that advertising or promotional material for licensable activities at the premises is not placed on any street furniture or structure on the public highway not belonging to the premises licence holder.
98. No poster, advertisement, or similar which is unsuitable for general exhibition to children shall be displayed in a public place. If the licensee is notified by the Council in writing that it objects under this rule to a poster, advertisement or similar it shall not be displayed, sold or supplied.

Waste and Cleansing

99. The immediate vicinity outside of the premises and any external areas associated with the premises shall be kept clear of litter from patrons.
100. Notices shall be exhibited in prominent positions to ask patrons to dispose of their rubbish in the bins provided.
101. An adequate number of waste receptacles for use by patrons shall be provided and emptied at appropriate intervals.
102. All refuse and bottles shall be disposed of in bins quietly so as not to disturb local residents. There shall be no disposal of glass bottles outside between 21:00 hours and 07:00 hours.
103. All packaging and utensils for use by customers shall be made of biodegradable or recyclable materials.

Conditions Relating to the Protection of Children from Harm

Access for Children to Licensed Premises

It should be noted that it is unlawful under the 2003 Act to permit unaccompanied children under the age of 16 to be present on premises exclusively or primarily used for the supply of alcohol for consumption on those premises under the authorisation of a premises licence, club premises certificate or temporary event notice, when open for the purposes of being used for the supply of alcohol for consumption there. It is an offence to permit the presence of children under 16 who are not accompanied by an adult between midnight and 5 am at all premises supplying alcohol for consumption on those premises under the authorisation of any premises licence, club premises certificate or temporary event notice.

Age Restrictions

104. Persons under the age of 18 shall not be admitted to the premises at any time / between the hours of (time) and (time)/unless attending a function.
105. Persons under the age of 18 shall only be admitted to the premises if they are accompanied and supervised by an adult whilst on the premises.
106. Persons under the age of 18 shall not be admitted to the premises when adult entertainment is taking place.
107. Persons under the age of 18 shall only be permitted in the premises when accompanied by an adult and whilst consuming a meal.

Films

108. Where a programme includes a film recommended by the Council as falling into an age restrictive category, no person appearing to be under the age specified shall be admitted to any part of the programme.

Where a programme includes a film recommended by the Council as falling into a category requiring any persons under a specified age to be accompanied by an adult, no person appearing to be under the age specified shall be admitted to any part of the programme unaccompanied by an adult, and the licence holder shall display in a conspicuous position a notice clearly stating the relevant age restrictions and requirements.

Where films of different categories form part of the same programme, the notice shall refer to the oldest age restriction. This condition does not apply to members of staff under the relevant age while on duty provided the written consent of the person's parent or legal guardian has first been obtained.

Performances for or involving children

109. During entertainment presented especially for under-18s, a member of staff shall be stationed in each area occupied by children, and in the vicinity of each exit, so that on each level occupied by children the minimum number of responsible adult members of staff on duty shall be one for every 50 children or part thereof.
110. During entertainment aimed specifically at under-18s, there shall be a minimum of two door supervisors on duty at all times including at least one door supervisor of each sex.
111. Any supervisors and chaperones at performances for children shall be appropriately checked by the Disclosure and Barring Service or any equivalent body. Records of these checks shall be retained at the premises for a period of not less than six months and be available on request by any authorised officer of the Council or Surrey Police
112. Children shall be kept under adult supervision at all times, including their transfer between stage and dressing room and anywhere else on the premises.
113. Measures shall be put in place to ensure that the children can be accounted for at all times in case of an evacuation or emergency.

Age Verification Policy

114. The licensee shall devise, implement and maintain a Challenge 25 policy as part of their policy relating to alcohol sales. Clear signage relating to the policy shall be displayed at the premises. Only a valid driver's licence showing a photograph of the person, a valid passport, national identity card or proof of age card showing the "PASS" hologram are to be accepted as identification.

115. Clear notices shall be prominently displayed at the premises confirming the challenge 25 policy and requirement for identification to be provided with respect to the sale of alcohol.

116. All staff employed (whether paid or unpaid) in the sale of alcohol shall be trained in respect of the law relating to the sale of alcohol, proxy purchases, identification checking, the company's proof of age policy and the procedure on handling and recording refusals. Refresher training shall be carried out every six months. Such training sessions are to be documented and records shall be kept for a minimum of one year and be made available upon request to an authorised officer of the Council, Buckinghamshire & Surrey Trading Standards and Surrey Police.

Refusals Log

117. A refusal register (written or electronic) shall be maintained at the premises to record;-
- a. details of refusals made of persons identified as under 18,
 - b. of persons refused sale for failing to produce identification,
 - c. and those refused sale where it is suspected the purchase was on behalf of children under 18.

The register is to be made available upon request by Surrey Police, Buckinghamshire & Surrey Trading Standards Officers and Licensing Officers. The register should include details of

- e. the time, date,
- f. member of staff refusing the sale,
- g. reason for refusal (for example intoxication or underage) and
- h. a brief description of the person refused.

Provision of Alcohol

118. Alcohol shall be kept behind the kiosk/counter with no public access to this area.

119. All alcoholic products shall be labelled to identify the premises from which it was sold.

120. The premises shall at all times operate as a restaurant, with waiter and waitress service to tables, serving substantial food where alcohol is only sold ancillary to said food order. There shall be no vertical drinking permitted at the premises.

Safeguarding and Child Sexual Exploitation

121. All cash transactions for hotel bookings shall require photographic identification from the person making the booking. Only a valid British drivers' licence showing a photograph of the person, a valid passport, proof of age card showing the 'Pass' hologram or military identity cards are to be accepted as identification for the purposes of this condition.

122. The management of the premises shall ensure that all staff complete training in safeguarding and child sexual exploitation that is of a standard agreed with Surrey Police and the Council within 28 days of employment. Refresher training shall take place every six months. Signed records of all training shall be maintained for at least two years, and be made available upon request to an authorised officer of the Council and Surrey Police.
123. Displaying the in prominent positions to remind staff of the signs and symptoms and how to refer concerns about Child Sexual Exploitation.

Alcohol Delivery Services

124. Deliveries of alcohol shall only be made to residential dwellings or a place of work with a recognisable postcode. The delivery shall only take place if the person receiving the alcohol is inside the property, or inside a communal doorway, and able to prove to the person delivering the alcohol they are a resident or employee at the premises. Alcohol shall not be delivered to a person who is in a public place e.g. in a street, a park etc. and no sales will take place directly from the delivery vehicle.
125. Alcohol must only be sold when it is part of a substantial food order.
126. Delivery drivers will not carry surplus stock of alcohol in the delivery vehicle.
127. All delivery refusals will be recorded and available to be presented to police or authorised person on request.
128. No Off-Sales of alcohol are to be collected and removed at the premises.
129. There shall be a Challenge 25 policy in place, this will be displayed on any website used by the premises and on site, and any other promotional material.
130. No alcohol is to be sold in open containers.
131. All deliveries of alcohol must not be left with anyone under the age of 18 years. Acceptable documentation to prove age will be either a driving licence, passport or PASS Card.
132. Alcohol shall not be delivered other than by adult (18+) delivery drivers. The company shall record the name of the delivery driver and date of birth who makes each delivery of alcohol. These records will be produced to police or any authorised person on request.
133. All payments for alcohol to be delivered shall be made by card only. Alcohol shall only be delivered after full payment has first been received. Upon receipt of an order including alcohol to be delivered, the customer shall be clearly advised that the delivery will only be made to the person named on the credit card and that if they appear to be under the age of 25 they shall be required to produce an approved form of

identification, the name of which corresponds with the name on the credit card. Failure to provide the requested identification and or credit card shall result in non-delivery of the alcohol and a refund in respect of that part of the order which relates to the alcohol only.

134. For every delivery a customer will sign a delivery note which shall contain:

- a) Date & time
- b) Name of person making order
- c) Address of delivery
- d) Details of ID provided if Challenge 25 policy applies
- e) Items delivered
- f) Member of staff making delivery

Delivery notes shall be kept and made available for inspection by Surrey Police or authorised officer of the Council for 6 months from the date of delivery.