

## OAK'S WINE MART – UPDATED OPERATING SCHEDULE

NEW SET OF CONDITIONS HAVE BEEN PROPOSED TO ADDRESS THE CONCERNS RAISED BY RESIDENTS AND TO ADDRESS ANY FURTHER STEPS TO PROMOTE THE LICENSING OBJECTIVES

THIS WILL REPLACE ANY EXISTING CONDITIONS OFFERED IN THE APPLICATION.

### 1. CCTV:

- a) The CCTV system at the premises shall be maintained in working condition and shall record 24 hours every day. Recordings shall be retained for a minimum of 31 days and shall be made available to Police or Local Authority officers on request and shall be capable of identification and of evidential quality in any light conditions.
- b) The equipment MUST have a suitable export method i.e. CD/DVD/USB facility so that the Police and officers of the Council can make an evidential copy of the data they require. This data should be in the native file format to ensure that no image quality is lost when making the copy. If this format is non-standard (i.e. manufacturers proprietary), then the licence holder shall within 14 days of being requested supply the replay software to ensure that the video on the CD can be replayed by the Police and officers of the Council on a standard computer. Copies shall be made available to the police and officers of the Council on request, or within 24 hours.
- c) Staff working at the premises shall be trained in the use of the equipment and a log will be kept to verify this. At least one member of staff, so trained, shall be present at the premises at all times when it is open for licensable activities.
- d) Cameras on the entrances must capture full frame shots of the heads and shoulders of ALL people entering the premises, i.e. capable of identification and of evidential quality in any light conditions.
- e) There shall be signs displayed in the customer area to advise that CCTV is in operation.
- f) Should the CCTV become non-functional this shall be reported immediately to the Licensing Authority and the problem rectified as soon as practicable.
- g) CCTV cameras shall monitor all areas of the premises that are accessible to members of the public including the area immediately outside the premises to monitor numbers and prevent crime and disorder.

### 2. "Challenge 25":

- a) The Licensee shall adopt a "Challenge 25" policy, where all customers who appear to be under the age of 25 and attempt to purchase alcohol or other age-restricted products, shall be asked for proof of their age.
- b) The Licensee shall prominently display notices advising customers of the "Challenge 25" policy.
- c) The following proofs of age are the only ones to be accepted:

- Proof of age cards bearing the "Pass" hologram symbol
- UK Photo Driving licence
- Passport
- Military ID

### 3. Staff Competence and Training:

b) The Licensee shall ensure that each member of staff authorised to sell alcohol has received appropriate training on the law with regard to age-restricted products, proxy sales, and the licensable hours and conditions attached to the licence, including refresher training every six months, and that this is properly documented and training records kept. The training record (either written or electronic) shall be kept on the licensed premises and made available for inspection by the Licensing Officer, Trading Standards or the Police, on request.

c) The Licensee shall ensure that each member of staff authorised to sell alcohol is fully aware of his /her responsibilities in relation to verifying a customer's age and is able to effectively question purchasers and check evidence of proof of age.

d) The Licensee shall ensure that each member of staff authorised to sell alcohol is sufficiently capable and confident to confront and challenge under 25's attempting to purchase alcohol.

### 4. Refusals Book:

a) The licensee shall keep a register of refused sales of all age-restricted products.

b) The refusals book shall contain details of time and date, description of the attempting purchaser, description of the age-restricted products they attempted to purchase, reason why the sale was refused and the name/signature of the sales person refusing the sale.

c) The Refusals Book shall be kept on the licensed premises and made available for inspection by the Licensing Officer, Trading Standards or the Police, on request.

### 5. Incident Book:

a) The Premises Licence Holder shall ensure that an "Incident report register" is kept in a bound book or electronic format, in which full details of all incidents are recorded.

b) This shall be completed as soon as possible and in any case no later than the close of business on the day of the incident. The time and date when the report was completed, and by whom, is to form part of the entry. The register shall be kept on the premises at all times and shall be produced to an authorised officer of the Licensing Authority or the Police on request.

### 6. Deliveries:

a) The Premises Licence holder shall carry out due diligence checks to ensure, as far as practicable, that a person ordering alcohol to be delivered to their registered address, or collecting pre-ordered alcohol from the premises, is over 18 years of age. A record of each order and the checks carried out by the staff at the premises shall be kept either in a book or electronically and made available to Police, Local Authority Licensing and Trading Standards officers on request.

b) Internet sales / deliveries shall only be permitted to a registered address, not parks, open spaces or vehicles. If the sale contains alcohol, Challenge 25, Proof of age Photo ID must be validated by the person delivering the alcohol prior to it being handed to the customer.

c) If the premises has a website there must be a clear warning advertised that no sales of alcohol shall be made to persons under 18 years of age.

d) Alcohol deliveries by staff from the premises shall only be carried out by persons who have undergone appropriate Challenge 25 training.

e) If deliveries are carried out by an external contractor a contract shall be in place ensuring that they train their delivery staff in line with current legislation relating to underage / drunkenness.

## 7. Management

a) Staff will proactively discourage customers from loitering outside the premises, politely asking any that do to leave the frontage and vicinity quietly.

b) No deliveries will be received, or removal of rubbish will take place between 19:00 and 08:00 daily

c) Staff shall monitor the area outside the shop and dispose of any rubbish generated by customers.

d) All waste shall be properly presented and placed out for collection no earlier than 30 minutes before the scheduled collection.

e) No noise generated on the premises, or by its associated plant or equipment, shall emanate from the premises nor vibration be transmitted through the structure of the premises which gives rise to a nuisance.

f) No unaccompanied children under 16 shall be on the premises after 21:00.

g) There shall be minimum of 2 member of staff during the Sevenoaks event days between 17.00 to 23.00 Hours. Customers shall not be allowed to congregate outside the premises.