

Appendix 2 – Conditions agreed by Whitehall Garden Centre

GENERAL

- An Event Management Plan or Risk Assessment will be completed for every event that sells alcohol, including the Ice Rink.

PROTECTION OF CHILDREN FROM HARM

- A Challenge 25 policy shall be operated at the Premises. Any person who appears to be under the age of 25 who attempts to buy alcohol shall be challenged to provide age verification in the form of a passport, photo driving licence or PASS accredited card. Where proper verification is not provided the sale shall be refused. A record of the refusal shall be kept in a refusals book, identifying the member of staff who refused the sale. No member of staff shall be permitted to sell alcohol until trained in the operation of the Challenge 25 policy and this shall be recorded in training records and kept on the premises. Notices of the scheme shall be prominently displayed in all areas where alcohol is sold.

PREVENTION OF CRIME AND DISORDER

- Sufficient SIA to be contracted, as appropriate, for all events as determined by Risk Assessment. The Risk assessment will be made available on request. A record of the Company used and Badge Numbers will be recorded and be made available upon request.
- SIA staff and stewards will be fully briefed on all Emergency/Evacuation Procedures.
- An Incident/Refusals log book shall be kept and staff made aware of its existence. Entries shall be made of any incidents; the details recorded will include time and date, the location of incident/refusal, the name of the member of staff dealing with the incident/refusal, a brief description of the incident/refusal, and action taken. The book shall be kept on the premises and shall be produced to any Police Officer or Wiltshire Council Officer, on request.
- Staff training - Instruction, training and supervision on the Licensing Act 2003, and related best practice will be provided to all staff on induction and refresher training undertaken every 6 months. Records of which will be maintained and made available to police or authorised local authority officers, on request.
- A CCTV system will be installed and fully maintained at the Premises covering all permanent trading areas, entrances and exits when the premises is open to the Public. The CCTV will be of sufficient quality so as to produce images which will enable identification. External camera images will be stored for 30 days; internal camera images will be stored for 14 days. CCTV images will be produced to any Police Officer or Wiltshire Council Officer, on request.

PREVENTION OF PUBLIC NUISANCE

- Notices shall be prominently displayed at all exits requesting patrons to respect the needs of local residents and businesses and leave the area quietly.

PUBLIC SAFETY

- Staff to monitor public areas regularly during events and when the ice rink bar is open, any issues relating to alcohol to be reported to the management team and appropriate action taken immediately.
- The use of plastic or toughened glass will be risk assessed for each event and the appropriate measures will be put into place. Glass glasses are used in Lavender Lodge as this is a table service restaurant.