Policy and Procedure for Friary Licensed Premises

There are four licensing objectives that underpin the framework of the licensing legislation and in order to uphold these our premises have the following policies and procedures in place to safeguard everyone's well being and safety whilst on our premises.

Under Age Drinking

We do not permit the purchase or consumption of alcohol or the use of gaming machines by under-18s on our premises. We have adopted the Challenge 25 policy. If a member of staff believes that you look under 25 years, you will be asked to prove that you are aged over 18 years.

We do not accept customers under 18 years of age without adult supervision and they may also be asked to confirm their age.

Acceptable documents to prove your age are a valid passport, a UK or Ireland photo card driving licence, a UK military ID or any PASS-accredited proof-of-age card. All ID must have a photograph of you, include your date of birth and outline the validity period of the document.

Our staff may accept other identification documents which meet all of the ID requirements; however, this is at their sole discretion – if they are unsure about the document's authenticity/validity or are unfamiliar with its features, they may feel unable to accept them.

If you are asked to provide a valid ID to show that you are aged over 18 years and our staff feel that they are unable to accept it, for whatever reason, then we will not allow you to purchase or consume alcohol or use gaming machines.

Right to Refuse

We have the right to refuse service and/or entry to the premises without providing a reason and we have a legal obligation to refuse to supply alcohol to anyone who is drunk or underage, or to any person who is buying alcohol for someone who is drunk or under age.

In respect of the above, any refusal shall be added to our Refusals/Incidents Register and then reviewed by a Manager with a view to implementing any additional measures. This shall also be made available to Police on request.

We have also joined the local “Pubwatch/Nightwatch” scheme to allow us to trade and share information.

Drugs Policy

We will operate a “Zero Tolerance” policy in respect to drugs. We will refuse entry to any known or suspected drug dealers. Although not a legal requirement, we would like to demonstrate that we are taking a proactive approach to safeguarding both our customers and staff. In order to police this we regularly carry out toilet checks and maintain a record. Any items seized should be recorded and placed in an envelope or drugs bag detailing what the item is, the date it was found/seized and by whom. Place any items in a safe or drugs box and contact the Police. Review needs to happen every six months.

Security

We are using CCTV that is in operation 24 hours a day and seven days a week. We will keep footage for a minimum of 31 days that can be made available to the Police or Licensing Authority upon request. The focus of the CCTV is made on the front of the property and at the point of sale area. We also have an alarm system to protect the premises when it is closed or empty. There are notices advising “CCTV in operation” to act as a deterrent, along with outside lighting.

Prevention of Public Nuisance

We are in a town centre location with residents in flats above. We would implement the following controls:

Music

Have staff listen to the volume of music from outside and beyond the premises, and turn the volume down as necessary. Keep doors and windows closed as much as possible, consider where in the premises the music is being played and if it could be moved to another area of the premises to decrease the amount of noise emitted.

Controlling of Patrons and Staff

People arriving and departing from the premises will not create any kind of disturbance but sometimes disturbances do occur. This problem and rowdy behaviour can often occur at the end of the evening, as closing time approaches, or the end of an event. The following measures

will be employed: Making sure patrons are given access and seated as soon as possible to prevent noise outside, display a poster provided with this pack to ask customers to leave the premises quietly. If music has been playing during the evening reduce the level of noise and play slower songs to try and quieten people down before they leave the premises. Male arrangements with local taxi firms to provide methods of transport for patrons. Staff on the premises often leave later than patrons so it should be staff policy to leave the premises quickly and quietly causing minimum disturbance.

Use of Outside Areas

During the day and early evening we plan to use the outside pavement. The outside part of the premises will be used sensibly, and only when the premises is open. Outside areas should not be used by patrons after dark. In this way, noise levels can be kept at a minimum. Any use of the outside area could have an adverse effect on nearby properties. If the outside area is going to host small live music events such as a live band. then the surrounding community will be informed and the noise levels will be kept to an acceptable level.

Litter and Waste

We will have regular collections of waste.nsure there are adequate storage facilities for waste. Packaging will be kept to a minimum. We will also carry out regular litter patrols.

Public Safety on Premises

We will not carry out any irresponsible drinks promotions at or from our premises that encourage people to drink more than they would ordinarily do or faster than they would ordinarily do and will maintain a documented accident record at your premises, detailing the date, time and nature of any accident on our incidents/refusals register.

The capacity of the bar area is 50 and the only areas that the public have access to is the bar and marked our area at the front of the property. In the case of emergency and in the event of an evacuation all staff and members of the public will congregate in the car park outside the building across the car park from us.

Protection of Children from Harm

Everyone involved in the licensing process has a duty to protect children from moral, psychological and physical harm. We provide training for staff in relation to age related products and age/alcohol related offences to prevent any sales of alcohol to persons under the age of 18 taking place at your premises.

Challenge any person who appears to be under 25 years of age and refuse to serve alcohol to them unless proof of age bearing the person's photograph, date of birth and a holographic mark is produced. Use only a passport, driving licence or accredited “PASS” card as proof of age.

We do not actively encourage children on our premises but realise that if they are we have a duty not only to protect children from the obvious harms associated with alcohol but also to protect them from wider harms associated with adult entertainment.

Smoke Free

This is a no smoking policy site. The only areas available for anyone to smoke are outside.

Vulnerable People

The premises dictates that our clientele will be fairly small, so we should be able to identify who may be vulnerable. For example a lone female woman or someone who may appear too intoxicated. We have a duty of care to ensure that they are getting home safely so we will allow them to wait on the property until transport home has been secured or arranged by a member of staff. Unless, their behaviour suggests that the staff member may be at risk.