

## **OPERATING SCHEDULE – BOKA BY PALMS HOTEL**

### **Description of Premises:**

The Premises is a restaurant located within Palms hotel with an outdoor area dedicated to smoking. An event center stands between the hall and outdoor area and is not the subject of this application. The Licensable activities for both areas are as defined below:

### **LICENSABLE ACTIVITIES & PROPOSED HOURS**

#### **OPENING HOURS FOR PREMISES (RESTAURANT (INDOORS) & OUTDOOR AREA)**

Sunday to Thursday: 10:00 to 01:00

Friday and Saturday: 10:00 to 02:00

#### **LICENSABLE ACTIVITIES**

##### **INDOOR AREA (RESTAURANT)**

##### **Supply of Alcohol, Film, Live Music and recorded music:**

Sunday to Thursday: 10:00 to 01:00

Friday and Saturday: 10:00 to 02:00

##### **Late night refreshment**

Monday- Thursday: 23:00 to 01:00

Friday & Saturday: 23:00 to 02:00

##### **OUTDOOR AREA:**

##### **Supply of Alcohol**

Sunday to Thursday: 10:00 to 01:00

Friday and Saturday: 10:00 to 02:00

### **GENERAL CONDITIONS APPLICABLE TO RESTAURANT**

1. The premises shall install and maintain a comprehensive digital colour CCTV system. All public areas of the licensed premises, including all public entry and exit points and the street environment, will be covered, enabling facial identification of every person entering in any light condition. The CCTV cameras shall continually record whilst the premises are open to the public, and recordings shall be kept available for a minimum of 31 days with date and time stamping. A staff member who is conversant with the operation of the CCTV system shall be

present on the premises at all times when they are open to the public. This staff member shall be able to show the Police or the licensing authority recordings of the previous two days immediately when requested.

2. Promoted events\* shall take place on the premises subject to the following conditions:

- a) A risk assessment shall be conducted for each promoted event and made available to the authorities upon request;
- b) All promoted events must comply with the premises' noise management policy;
- c) A minimum of two SIA licensed door supervisors shall be present during a promoted event, with additional supervisors deployed based on the event risk assessment;
- d) All external promoters must sign and comply with the venue's Promoter Agreement.
- e) The DPS or a designated manager shall monitor a promoted event;
- f) At least 10 working days prior written notice of any promoted event shall be given to the Police

(\*for clarity, a promoted event is an event involving music and dancing where the musical entertainment is provided at any time between 23.00 and 07.00 by a DJ(s) who are not employees of the premises licence holder and the event is promoted to the general public by way of ticket sales and where an external party seeks to profit from such an event). The premises reserves the right to cancel any promoted event if there are reasonable grounds to believe it may compromise 1 or more of the licensing objectives

3. An incident log shall be kept at the premises and made available on request to the Police or other authorised officers. The log will record the following details:

- All crimes reported to the venue
- All ejections of customers
- Any incidents of disorder (defined as disturbance caused by either one person or a group of people). (there is no requirement to record incidents where they do not relate to a licensable activity).
- Seizures of drugs or offensive weapons
- Any faults in the CCTV system or searching equipment or scanning equipment and the actions taken to remedy such faults

4. All drinking vessels used in the premises shall be either toughened glass or made of polycarbonate material, except for wine and champagne glasses served at tables which may be standard glassware.

5. No drinks of any sort are to be supplied to customers in glass bottles, save for champagne or wine served at or to a table.
6. A written dispersal Policy shall be in place and implemented at the premises to move customers from the premises and the immediate vicinity in such a way as to cause minimum disturbance or nuisance to the neighbours.
7. Prominent signage shall be displayed at all exits from the premises requesting that customers leave quietly.
8. Customers permitted to temporarily leave and then re-enter premises e.g., to smoke, shall not be permitted to take drinks or glass containers with them.
9. There shall be no sale of alcohol in unsealed containers for consumption off the premises.
10. A log shall be kept at the premises and record all refused sales of alcohol. The log shall record the date and time of the refusal, the reason for refusal and the name of the member of staff who refused the sale. The log will be made available on request by the Police or an authorised officer.
11. A 'Challenge 25' Scheme shall operate to ensure that any person attempting to purchase alcohol who appears to be under the age of 25 shall provide documented proof that he/she is over 18 years of age. Proof of age shall only comprise a passport, a photo card driving licence, an EU/EEA national ID card or similar document, or an industry approved proof of identity card.
12. Persons under the age of 18 years shall not be allowed on the premises after 21:00 hours where licensable activities are taking place unless accompanied by an adult
13. The Licence holder shall keep a written record of all staff authorised to sell alcohol. This record shall include the full name, home address, and date of birth of each authorised person. The staff record to be kept on the licensed premises and made available for inspection by the Police and other authorised officers.
14. All staff engaged/involved in the provision of licensable activities, including the sale of alcohol, shall receive appropriate training. The training shall include topics such as the responsible sale of alcohol, drug awareness, conflict management, safeguarding of children and vulnerable persons, and the general operation and/or management of a licensed premises.
15. Staff training records shall be kept on the premises for a minimum of 1 year and be made available for inspection by Police and other authorised officers upon reasonable request/notice. Refresher training shall be undertaken at intervals of no more than 6 months.
16. The Licence holder 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.

17. The Licence holder shall ensure that each member of staff authorised to sell alcohol is sufficiently capable and confident to confront and challenge persons under 18 years of age attempting to purchase alcohol.
18. Prominent, clear notices shall be displayed at the premises about the supply of alcohol to minors and the relevant offences involved
19. All Door Supervisors working outside the premises or whilst engaged in the dispersal of patrons at the close of business shall wear 'High Visibility Clothing'.
20. A register of SIA licensed door supervisors shall be maintained at the premises and shall include: full name, SIA badge number, time they began their duty, and time they completed their duty. If the door supervisor was supplied by an Agency, the name and address of that agency must also be recorded. The register to be made available for inspection by the Police and other authorised officers.
21. SIA licensed door supervisors will receive clear written instructions as to their role which will include matters such as;
- (a) Ensuring that no alcoholic drinks leave the licensed premises;
  - (b) Conducting age verification checks (as appropriate) using acceptable forms of ID (passport, driving licence, or other approved photo ID)
  - (c) Refusing entry to any person who appears to be intoxicated;
  - (d) Conducting searches of customers as considered necessary;
  - (e) Monitoring and controlling maximum occupancy levels; and
  - (f) Ensuring compliance with any specific conditions attached to the premises licence.
22. A minimum of two SIA licensed door supervisors shall be on duty at the premises during all times when licensable activities are being carried out from 23:00 hours until the conclusion of licensable activities. The use of additional door supervisors shall be considered on a risk basis. The requirement for SIA door supervisors to be on duty shall not apply when the only licensable activity is the sale of alcohol to customers in the restaurant.
23. The premises licence holder shall implement a written drugs policy. This shall detail the strategies to minimise the use and supply of illegal drugs within the premises. The drugs policy shall include a structured training programme covering the issues relevant to the misuse of drugs in relation to licensed premises which will be delivered to all staff.
24. Alcohol shall only be sold ancillary to a meal. There shall be no vertical drinking at the premises, all consumption of alcohol on site shall be whilst seated.
25. Alcohol shall be sold to customers by waiter/waitress service only.

## **CONDITIONS RELATING TO THE PREVENTION OF PUBLIC NUISANCE (RESTAURANT)**

1. An appropriate automatic noise control device must be used for any amplified sound. The device should be set so that the volume of any amplified sound emanating from the premises does not cause a public nuisance.  
The device shall be connected to all external doors and windows that are not normally entry or exit, including those leading to the outside garden area.
2. The setting of the noise control device, and other noise control measures shall be incorporated within a written Public Nuisance Policy (PNP). The PNP is to be submitted to and agreed between the Premises Licence Holder (PLH) and the Local Licencing Authority (LLA) within 60 days of the Premises Licence being granted. The agreed Policy, or any variations thereto that may be agreed between the PLH or LLA, will be adhered to at all times. If the Public Nuisance Policy is unable to be agreed, is not complied with, or is withdrawn at any time, licensable activities at the premises shall not be permitted after 23.00 hours.
3. Doors and windows to the premises shall remain closed (save for entrance and egress) at all times when regulated entertainment is occurring.
4. The Premises Supervisor (or representative) shall monitor the volume of music emanating from the premises and adjust the volume to ensure that any amplified sound or other music from the licensed premises does not cause a public nuisance.
5. No regulated entertainment shall occur in the outside areas, unless governed by a noise control device, set in agreement with the Local Licensing Authority as part of the Public Nuisance Policy.

## **GENERAL CONDITIONS RELATING TO OUTDOOR AREA**

1. Prominent signage shall be displayed at all exits from the premises requesting that customers leave quietly
2. Alcohol shall be sold to customers by waiter/waitress service only

3. All staff involved in licensable activities shall receive training on responsible alcohol sales, drug awareness, conflict management, safeguarding, and general premises operation.
4. Alcohol shall not be sold in unsealed containers for consumption off the premises.
5. A log shall be kept at the premises and record all refused sales of alcohol. The log shall record the date and time of the refusal, the reason for refusal and the name of the member of staff who refused the sale. The log will be made available on request by the Police or an authorised officer.
6. A 'Challenge 25' Scheme shall operate to ensure that any person attempting to purchase alcohol who appears to be under the age of 25 shall provide documented proof that he/she is over 18 years of age. Proof of age shall only comprise a passport, a photo card driving licence, an EU/EEA national ID card or similar document, or an industry approved proof of identity card
7. The premises shall install and maintain a comprehensive digital colour CCTV system. All public areas of the licensed premises, including all public entry and exit points and the street environment, will be covered, enabling facial identification of every person entering in any light condition. The CCTV cameras shall continually record whilst the premises are open to the public, and recordings shall be kept available for a minimum of 31 days with date and time stamping. A staff member who is conversant with the operation of the CCTV system shall be present on the premises at all times when they are open to the public. This staff member shall be able to show the Police or the licensing authority recordings of the previous two days immediately when requested.