

**THE PALMS HOTEL
SOUTHEND ARTERIAL ROAD
HORNCHURCH RM11 3UJ**

MINOR VARIATION APPLICATION

This application proposes to update and strengthen the existing licence conditions. A new improved, up to date and comprehensive set of conditions are proposed – see below. The new conditions are considered appropriate to ensure the promotion of the licensing objectives.

The new conditions would replace the majority of the current conditions attached to the licence. A number of the current conditions are considered either out of date, badly worded, or are covered under other legislation. The conditions to be removed are also shown below.

The application will not adversely affect the licensing objectives. The new conditions are much stronger, clearer, and more up to date than the current set of conditions, and therefore will promote the licensing objectives

PROPOSED NEW CONDITIONS

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. Loudspeakers shall not be located in the entrance lobby or outside the premises, except for background music speakers in the designated outdoor seating area.

7. 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.

8. Prominent signage shall be displayed at all exits from the premises requesting that customers leave quietly.

9. Customers permitted to temporarily leave and then re-enter premises eg, to smoke, shall not be permitted to take drinks or glass containers with them.

10. There shall be no sale of alcohol in unsealed containers for consumption off the premises.

11. 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.

12. 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.

13. 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

14. 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.

15. 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.

16. 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.

17. 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.

18. 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.

19. Prominent, clear notices shall be displayed at the premises about the supply of alcohol to minors and the relevant offences involved

20. 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'.

21. 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.

22. 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.

23. 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.

25. At any times when licensable activities take place, customers may bring their own alcohol for consumption on the premises subject to the following conditions:

- a) Such arrangements must be pre-approved by management;

b) A corkage fee will be charged at the premises' discretion according to its published rate card

c) All external alcohol must be declared upon entry;

d) Staff shall monitor events when customers have been allowed to bring their own alcohol into the premises – in accordance with the premises' alcohol management policy;

e) The premises reserves the right to refuse entry of any external alcohol that raises safety or authenticity concerns.

26. 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.

27. Bookings (involving licensed activities) where less than 14 days notice are provided by customers will be risk assessed by either a senior member of the Management Team or the DPS prior to confirming the booking. Matters that will be considered include the nature of the event, the expected attendance, security arrangements, noise management measures, and details of the event organiser.

CURRENT CONDITIONS TO BE REMOVED FROM THE LICENCE;

As part of this application, it is proposed to remove the following conditions;

Annex 2;

Conditions 1(a) and 1(b)

Condition numbers 4 to 30.

Annex 3;

Condition numbers 1 to 5