

## **Mount Farm Vineyards - Part M**

### **Conditions for the online side of the business**

#### **Operations**

No person under the age of 18 shall be employed by the premises licence holder to act as the driver of a vehicle to be involved in the operation of the licensed business nor shall any person under the age of 18 have any responsibility for the delivery of alcoholic products from the licensed premises.

Staff members will be properly authorised and trained including:

- A notice of authority record for all staff who sell or supply alcohol
- Suitable and sufficient training and refresher training at least once every 12 months for staff and records kept for inspection
- Contact details of the Designated Premises Supervisor available to staff and responsible authorities
- Deliveries of alcohol only to pre-arranged addresses
- The carrying and maintenance of records of orders on-board delivery vehicles
- Strict terms and conditions over purchase, ordering and delivery emphasising the right to and the duty to refuse alcohol sales or supplies where there are concerns over age, drunkenness, location or the vulnerability of customers

The premises licence holder shall ensure that management and staff take appropriate steps to ensure that the business remains free from crime and disorder and neither creates nor contributes towards crime and disorder.

The premises licence holder shall operate a policy of:

- Maintaining staffing numbers at an appropriate level so as to ensure adequate security of the premises and within the delivery vehicles of the couriers and alcohol supplies
- No cash handling by delivery drivers
- Observing the duty to be a responsible alcohol retailer and always refuse to supply alcohol where there is a likelihood that such a sale might contribute towards crime and disorder

There shall be no deliveries to and from the licensed premises outside of the following operating times; Monday to Friday between the hours of 17:00 hrs to 09:00hrs.

#### **Public Safety**

The premises licence holder shall ensure that management and staff have an effective policy to promote public safety. The DPS shall liaise with responsible authorities to ensure that public safety is promoted.

- any risk to safety shall be assessed before the premises are opened to the public and throughout the hours of operation
- delivery vehicles being maintained, secured and operated safely
- no sales or supplies of alcohol being undertaken where it is reasonably considered that this might negatively affect public safety

- the entrance and any walkways within the premises shall be kept free from obstruction or hazard
- public safety and fire risk assessments shall be undertaken periodically and acted upon in accordance with current recommendations and requirements.
- effective lighting shall be maintained and operated to ensure the safety of the public and staff

## **Public Nuisance**

The premises licence holder shall ensure that the DPS and staff are mindful of the need to reduce the impact of nuisance caused by the operation of the business, whether by noise, odour, vibration, light or other cause, and shall constantly assess the risk of public nuisance and take immediate steps to eliminate the problem. Staff will ensure that:

- Deliveries shall be conducted in a responsible and considerate manner, ensuring no disturbance to local residents or businesses
- No sales or supplies of alcohol shall be undertaken where it is reasonably considered that this might negatively affect the public nuisance licensing objective
- The premises and public areas nearby shall be kept free from waste or litter associated with the operation of the business
- Any noise, light pollution, vibration and any other potential nuisance shall be monitored and kept to an acceptable level
- Waste removal shall be undertaken at a time that does not cause disturbance.

## **Children**

The premises licence holder shall ensure that the business is operated in such a way that reflects a commitment to be a responsible retailer. To protect children from harm there shall be a policy of:

- Strict terms and conditions stressing that the purchaser and those receiving a delivery of alcohol must be at least 18 years of age.
- The business and courier shall refuse a sale or delivery of alcohol when it is reasonably considered that such a sale or delivery might directly or indirectly undermine the child protection objective
- Staff training shall occur before a staff member is authorised to sell or deliver alcohol for the business
- The age verification policy shall be one of Challenge 25. This shall be specified in promotional material, terms and conditions, within the premises and emphasised through staff training. Anyone not looking 25 at the point of delivery or sampling will be required to prove that they have turned 18, otherwise the delivery or sampling will be refused and recorded. Acceptable ID will be a photo driving licence, passport, PASS accredited proof of age card or other photo ID that is recommended for acceptance by the police or other authorities.

## **Website**

Where the premises licence holder maintains a website for the business or any forms of advertising/promotional material which is only supplied to customers of home deliveries or leaflet dropped to home or business addresses these shall contain:

- The name of the delivery service, valid telephone numbers, e-mail address, the premises licence number which authorises the sale/supply of alcohol and the relevant licensing authority which issued the premises licence;
- The ordering by, sale/supply of any alcohol product to anybody under the age of 18, or delivery of any alcohol products to anybody under the of age 18 is strictly forbidden; and
- On delivery when asked to do so, refusal or failure to provide only valid and accredited proof of age cards/documents will result in the delivery of an alcohol order being REFUSED OUTRIGHT.

## **Delivery**

The premises licence holder shall take all reasonable anti-fraud and underage sales precautions to ensure that no online/telephone sales of alcohol are made or delivered to persons under the age of 18. On delivery when asked to do so, refusal or failure to provide only valid and accredited proof of age cards/documents will result in the delivery of an alcohol order being REFUSED OUTRIGHT.

The premises licence holder shall take all reasonable precautions to ensure that delivery staff or contractors shall only deposit the order of alcoholic products with an adult and that the order is signed for.

The sale of alcohol shall be for consumption off the premises with a delivery to a home or bona fide business address only. For the avoidance of any doubt there shall be no deliveries of alcohol to open air outdoor locations under any circumstances.

The premises licence holder shall ensure that all refusals are promptly recorded in a legible format and shall be produced to an authorised officer of the Police or Local Authority upon request.

## **Mount Farm Vineyards - Part M** **Conditions relating all parts of the business' activities**

### **General**

The premises licence is only for the area as delineated in the site plan attached to the licence.

The premises licence holders shall ensure that relevant members of staff receive and complete suitable and sufficient training to include licensing law, offences in relation to prohibited sales and good practice in relation to promotion of the licensing objectives, with written records retained of training undertaken and made available for inspection by the Police or an authorised officer of the Licensing Authority upon reasonable request. An appropriate training manual shall be operated and retained at the licensed premises. Refresher training shall be undertaken at least once every 12 months, with any new member of staff to be trained within six weeks of taking their position and prior to undertaking any direct duties. For the avoidance of doubt this training may be administered in-house/on-line in accordance with the relevant criteria.

## **Alcohol sales**

No supply of alcohol for consumption OFF the licensed premises shall be in an opened bottle or glass.

No alcohol bought from the licensed premises can be consumed on any part of the premise that is NOT outlined in the site plan.

The premises licence holder or designated responsible person on the premises shall not permit customers to enter the licensed premises with open containers of alcohol.

The premises licence holder shall adopt a 'Challenge 25' proof of age scheme. The premises licence holder shall operate a requirement for the production of a passport, driving licence or other bona fide form of identity carrying a photographic image, where the individual requesting the supply of alcohol appears to be under the age of 25.

## **Children on the premises**

Children shall not be permitted to attend the licensed premises for the duration of tasting events at the premises.

There shall be no adult entertainment or services, activities, other entertainment or matters ancillary to the use of the premises that may give rise to concern in respect of children. Children shall only be permitted on the licensed premises during licensed activities or events where accompanied and/or under the supervision of an adult.

## **Public safety**

The premises licence holder shall ensure that suitable and satisfactory public safety risk assessments are undertaken with outcomes to be legibly recorded in a log-book maintained for that purpose.

Adequate provision of first aid materials shall be available at the premises during licensable activities, and in accordance with the premises licence holders risk assessment.

No illegal drugs shall be permitted on the premises, and all hirers/users made aware of a zero tolerance to drugs on the premises.

An incident book(s)/refusals register shall be kept and maintained on the premises at all times. The book(s) shall detail all incidents of injury/ejection/refusals/drug misuse/seizure/age challenge. Such matters shall be timed, dated and signed by the author and produced to police or an authorised officer of the licensing authority on demand.

The premises licence holder shall ensure that notices detailing emergency evacuation procedures shall be prominently displayed and maintained on the licensed premises. Adequate arrangements shall be in place to ensure the safe evacuation of any disabled persons on the premises.

Lighting shall be installed and maintained so as to ensure that good levels of visibility are maintained whilst the premises are being used for licensable activities and the public are on the premises. External lighting should be of such specification and positioning so as to meet this objective without causing any public nuisance by light pollution.

## **Public nuisance**

Waste from the licensed premises shall be removed in a timely manner (outside of the hours between 11pm and 7am) to an appropriate waste disposal facility, so as to minimise the risk of public nuisance.

Notices shall be prominently displayed and maintained on the premises requesting that attendees/users of the licensed premises leave the premises and the vicinity quietly and with respect to the needs of neighbouring properties.

Attendees acting in a drunk, disorderly or anti-social manner shall be ejected from the site and afforded assistance by the event staff to ensure safe departure (for example via taxi) or handover from the site. Serious matters/incidents shall be reported to the Police immediately.