

1. The premises operate predominantly as a café / bar / restaurant with ancillary function space. There will be no change to the operating style of the premises without prior written notice to the Licensing Authority, which shall advise within 21 days whether a formal application for variation or a new licence is required and the licence holder shall comply with that direction.
2. The Licensee shall ensure that on each day that door supervisors are engaged for duty at the premises, their details (names and licence numbers) are recorded in an appropriate book kept at the premises. In conjunction with this record book, the licensee shall also keep an incident book. This record book and incident book must be available for inspection by the Police or Authorised Officer at all times when the premises are open.
3. All members of staff at the premises including Door Supervisors shall seek “credible photographic proof of age evidence” from any person who appears to be under the age of 25 years and who is seeking access to the premises or is seeking to purchase or consume alcohol on the premises. Such credible evidence, which shall include a photograph of the customer, will either be a passport, photographic driving licence, or Proof of Age card carrying a “PASS” logo.
4. A suitably worded sign of sufficient size and clarity shall be displayed at the point of entry to the premises and in a suitable location at any points of sale, advising customers that they may be asked to produce evidence of their age.
5. A CCTV system shall be designed, installed and maintained in proper working order, to the satisfaction of the Licensing Authority and in consultation with Northumbria Police. Such a system shall:
 - Ensure coverage of all entrances and exits to the Licensed Premises internally and externally as well as the till area;
 - All external drinking areas shall be covered by the CCTV and displayed on a monitor visible by staff;
 - Ensure coverage of such other areas as may be required by the Licensing Authority and Northumbria Police; and
 - Provide continuous recording facilities for each camera to a good standard of clarity. Such recordings shall be retained (on tape or otherwise) for a period of 28 days and shall be supplied to the Licensing Authority or a Police Officer on request;
 - Be in operation at all times the premises are in use.
6. A record of staff training will be maintained and produced to police or relevant responsible authority officer on request. All staff involved in sale of alcohol will be trained in respect of the licensing law. The training shall include an induction training programme which must be completed and documented prior to the sale of alcohol by any member of staff. The induction programme will cover subjects including, but not limited to:

- detecting and preventing underage sales & supplies of alcohol;
- the prevention of crime and disorder; preservation of crime scene and evidence; zero tolerance to drugs policy;
- consequences of an alcohol sale to a person who is drunk

Training manuals and records will be kept on site at all times.

7. Staff are to be made aware of 'proxy sales' and shall refuse sales of alcohol to adults who they suspect are buying alcohol on behalf of children.
8. Staff shall refuse to sell age restricted products to any adult who they suspect to be passing age restricted products to underage children (i.e. proxy sales). Details of these refusals should also be kept in the ledger.
9. A refusals ledger shall be maintained, and made available to Local Authority enforcement officers on request. Refusals to be supported by the CCTV cameras.
10. No person carrying open or sealed glass bottles shall be admitted to the premises at any time that the premises are open for any licensable activity.
11. The operator and designated premises supervisor shall conduct a full risk assessment covering all four licensing objectives in case of individual functions held at the premises with capacity of 100+ people including staff. This risk assessment shall consider the use of SIA registered staff. An appropriate number of SIA registered staff shall be employed for each event. The operator and designated premises supervisor shall comply with all steps minimising identified risks.
12. An incident book shall be kept and maintained at the premises to record incidents of crime and disorder occurring at the premises and incidents in the vicinity brought to the attention of the management. This book will be kept on site and be available to the Police and the Licensing Authority on request.
13. With respect of hire – alcohol shall be sold or supplied only to persons attending functions duly arranged and held upon the premises by previous arrangement between the hirer & the premises licence holder at 490 Durham Road. All events and functions where premises have been hired must be pre-booked and no events are to be held where payment can be made on entry.
14. The Designated Premises Supervisor or a responsible person over the age of 18 years nominated by the DPS in writing shall be in charge and present in the licensed premises at all times when open to the public. The person in charge shall not engage in any duty which will prevent him/her from exercising a general supervision.

15. The licence shall ensure that there are sufficient, competent, and appropriately trained staff are on duty at all times when licensable activity is taking place (to fulfil the terms of the licence and to contribute to preventing crime and disorder).
16. Glass bottles will not be left in the possession of patrons after service, and will be removed from customers once the contents are served. Glass wine bottles will only be allowed at the tables of diners and will be removed as soon as they are empty. No persons will be allowed onto the premises with sealed glass bottles. All glasses used for the same of alcohol will be tempered glassware (strengthened) apart from fine wine and champagne glasses.
17. No glassware will be allowed off the premises.
18. The staff will be trained to know how many customers will be in the premises at any given time as part of service and safety procedures. The maximum occupancy of the premises will be clearly displayed on a sign clearly visibly or near or on the front door and by the main bar.
19. Licenced times of operation will be clearly marked on a sign outside the premises, along with restrictions for children.
20. The premises licence holder shall comply with any reasonable measures required to prevent the sale of alcohol to children including a challenge 25 policy. Staff will also be made aware of proxy sales in order to ensure that sales to adults are not then passed on to children. Staff will refuse to sell products to any adult that is suspected of passing restricted products to children. Details of any refusals will be logged in the register.
21. Staff will be provided with an un obstructed view of the area immediately outside of the premises entrance.
22. Persons under the age of 18 will not be allowed in the premises after 21:00 hours each day.
23. No person shall be allowed into the premises carrying glass bottles at any time.
24. Notices the actions to be taken in the event of fire or other emergency including how to summon the fire brigade shall be prominently displayed and protected from damage or deterioration.
25. Temporary wiring and distribution systems shall not be provided without notification to the licencing authority at least 10 days before commencement of the work and prior inspection by a suitably qualified electrician. Premises shall not be opened to the public until the work is deemed satisfactory by the above parties.

26. Where it is not possible to provide 10 days notice to the licencing authority then the work shall be undertaken by competent / qualified persons. All temporary electrical wiring distribution systems shall be inspected and certified by a competent person before they are put to use.
27. Windows, doors and fire escapes shall remain closed during regulated entertainment events within the premises (where such events can be safely held with covid-19, or any other pandemic scenario, in mind).
28. Noise generated by amplified music shall be controlled by a noise limiting device set at a level determined by the local authority environmental health officer, such level being confirmed in writing by the licensee.
29. Noise limiting devices, once set, cannot be reset or adjusted without consultation with the local authority environmental health officer
30. External doors shall be kept closes except for access and egress (unless they need to be kept open as part of covid-19 / pandemic management).Door staff shall supervise this to ensure that the doors are maintained closed as far as possible when regulated entertainment is taking place.
31. Clear and legible notices shall be displayed at exits and other circulatory areas requesting patrons to leave the premises having regard to the needs of local residents. In particular, the need to refrain from shouting, slamming car doors and sounding car horns.
32. The premises licence holder, designated premise supervisor and door supervisor shall monitor the activity of persons leaving the premises and remind them of their public responsibilities where needed (incidents can be logged and backed up with cctv where needed).
33. Noise and vibration from regulated entertainment shall not be audible at the nearest noise sensitive premises.
34. There shall be provided as sufficient intervals throughout the premises and grounds, litter bins which shall be emptied and waste removed on a frequent basis, and staff and attendants shall as far as reasonably possible ensure that the public and guests do not litter. The front of the bar would be kept clean and tidy as part of operations to enhance the venue.
35. Children under the age of 18 years old will not be allowed into the premises after 21:00 hours.
36. Children that are unaccompanied by an adult parent or guardian will not be allowed into the premises at any time.

37. The premises manager and licence holder will ensure that all attendants (including volunteers and staff) who are to supervise children have been properly vetted (by an enhanced DBS check) and have no convictions that would make them unsuitable to supervise children. There will be child protection policies agreed with the licencing authority and they will be actioned accordingly.

