

## Refusal of Service Policy

### Introduction

This Refusal of Service policy relates to a property at 32 Front Street, Wickham NE16 4DT, and is for its proposed use as a micropub. The property fronts on to a pavement adjoining Front Street to the front of the premises, which is a busy retail area of the town. Adjacent to the building are 2 retail units, 1 sharing a party wall, 1 separated by an alley used as a fire escape route. Both of these units have retail/office space on their first floors. To the rear of the property is a retaining wall separating a number of residential properties at first floor level.

The venue is committed to develop and maintain good relations with local residents, neighbours and local authority. The objective of this policy is to minimise disturbance to local residents due to anti-social behaviour and to ensure that any licensing objectives or other controls at the venue are being upheld. This policy sets out the measures which have been considered and will be adopted.

1. This policy is to set out the process of refusal of service to any persons on the premises or refusal of entry to the premises.

2. Possible reasons for refusal are (but not limited to):

- Intoxication
- Under the legal age limit for alcohol consumption
- Under the influence of drugs
- Suspected supply of drugs
- Drunken or disorderly behaviour
- Violent or potentially violent behaviour
- Public disorder
- Failure to pay
- Abusive to staff/patrons

3. Dealing with a refusal

Refusing service to a patron can often be an awkward situation and employing the following strategies can be of assistance. The law supports staff making the decision to refuse service. The onus of proof that a person wasn't intoxicated lies with the person charged with the offence. Refusal of service can sometimes be offensive, be careful to use tact and avoid conflictive or embarrassing situations.

This can include:

- Speaking to a patron courteously and firmly.



5. Review

An annual review of this policy will take place to ensure that the policy is still relevant and that it covers all of the requirements, It will also ensure that any changes in legislation are tracked and dealt with

6. Training

All staff who work on the premises employed in the sale of alcohol will be trained in this policy so that they are familiar with the requirements. A signed record of this training will be held and be presented to the relevant authorities on request

I, the undersigned, agree that I have read and understood the contents of this policy. I agree to uphold all of the points raised and do everything within my control to ensure the measures are effective. I will immediately raise any issues with my manager:

Name	Signed	Date
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