

1. No supply of alcohol for consumption OFF the licensed premises shall be in an opened bottle or glass. Customers shall not be permitted to consume any alcohol, purchased in the premises, in the immediate vicinity of the licensed premises.
2. The premises licence holder shall take all reasonable anti-fraud and underage sales precautions to ensure that no on-line/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.
3. 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.
4. 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.
5. Alcohol shall be stored in the area known as food storage/preparation area and shall be kept out of sight of customers attending the premises.
6. 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:
  - a) 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;
  - b) 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 18 is strictly forbidden; and
  - c) 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.

7. 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.
8. 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.
9. 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.
10. Alcohol sales shall be limited to beer, wine or cider only and there shall be no sales of beer or cider with an alcohol content of 5.5% ABV (alcohol by volume) or greater.
11. Orders of alcohol shall be limited to not more than 2 litres or four cans or bottles in total (whichever is the greater volume) per order.
12. 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.
13. 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 6 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

14. 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

15. 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.

The policy shall include:

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

16. 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 under taken at a time that does not cause disturbance.
17. 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 21. This shall be specified in promotional material, terms and conditions, within the premises and emphasised through staff training. Anyone not looking 21 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.
18. No supply of alcohol for consumption OFF the licensed premises shall be in an opened bottle or glass. Customers shall not be permitted to consume any alcohol, purchased in the premises, in the immediate vicinity of the licensed premises.
19. There shall be no deliveries to and from the licensed premises outside of the following operating times; Monday to Saturday between the hours of 09:00Hrs to 17:00Hrs.
20. CCTV is in operation inside the building, with 24 HR recording. Recordings shall be accurately timed and dated and shall be retained for a minimum period of 31 days. Recordings shall be made available to an authorised officer of the Police or Licensing Authority upon request, and a member of staff competent at downloading/accessing images shall be on duty at the premises whilst it is open to the public. Notices specifying CCTV surveillance is operating shall be displayed prominently at the premises. It should be noted that any retention, use or disclosure of personal information caught on CCTV

must be carried out in line with the data protection principles which shall override any conflicting element of this condition.

21. All alcohol will be kept out of sight and locked away at all times, unless being collected or delivered as part of an order.
22. 24hr hour sales to be facilitated between the hours 09:00Hrs and 17:00Hrs.