

**REGENT PLACE NEWMARKET**

1. A written notice of authority record will be kept for all staff who sell alcohol.
2. The contact details of the Designated Premise supervisor shall be available to staff and authorised officers.
3. Alcohol will be primarily sold to complement the provision of food, which will be available to customers throughout the hours that alcohol is sold.
4. Seating will be available for all customers, except in front of the bar area shown on the plan.
5. Staffing levels will be maintained appropriately to ensure adequate security.
6. High value items will be stored securely.
7. A policy of zero tolerance to drugs and weapons will be in place.
8. A CCTV system will be installed in accordance with the recommendations of Suffolk Police and the Licensing Authority. This system shall be in operation at all times when licensable activities are taking place.
9. CCTV recordings will be available for a minimum period of 28 days and handed to the police or duly authorised officers of the council upon request. The CCTV system shall be secure and under the control of the premises licence holder or other named individual.
10. SIA trained door-staff will be used at a time, level and number appropriate to the level of risk identified by the management of the business in consultation with the police and other authorities.
11. Staff will be trained on all security issues including how to identify and refuse service to customers that are drunk or appear to be drunk.
12. Alcohol will not be allowed to be taken from the premises in open bottles or containers.
13. Management will have an effective Safety policy for staff and customers. Risks to safety will be assessed daily before and during opening hours.
14. The entrance and walkways within the premises will be kept free from obstruction.
15. Appropriate fire-fighting equipment will be installed and maintained in good working order, and staff will be trained in its use.
16. Fire risk assessments will be undertaken and acted upon in accordance with current recommendations and requirements.
17. Effective lighting will be maintained and operated to ensure the safety of the public and staff.
18. No light on or from the property shall be provided where that light causes a nuisance to nearby residents or businesses.
19. The premises and public areas nearby will be kept free from litter associated with the operation of the business.
20. Arrangements will be put in place to supervise an orderly dispersal of customers when leaving the property to ensure the minimum of noise and disturbance to local residents and businesses.
21. Notices will be displayed, in a place where they can be easily read, asking customers to leave the premises and the area quietly and to dispose of waste responsibly.
22. Deliveries to and waste removal from the site will be undertaken at a time and in a manner that does not cause disturbance.

23. Live or recorded music from regulated entertainment shall not be audible at the nearest noise sensitive property, so as to cause a disturbance to local residents or businesses.
24. Live music will not be played before 09.00 or after 23.00.
25. Recorded music will be played as background music only throughout the premises during licensable hours. No amplified music will be played in the bar area as marked on the plan.
26. The premises licence holder or their representative shall conduct regular assessments of the noise coming from the premises on each occasion they are used for regulated entertainment. Appropriate steps shall be taken to reduce the level of noise where it is found to be heard at the façade of the nearest residential property.
27. Any complaints received about noise shall be logged and appropriate remedial action taken as a matter of urgency.
28. The premises will be promoted as family friendly and suitable for all ages. There will be no inappropriate entertainment, promotions, activities or behaviour tolerated at the premises that might put children at risk.
29. The premises will operate a Challenge 25 policy for age-restricted products. Notices relating to this policy will be displayed clearly on the premises. The notices will indicate that any customers not appearing to have reached the age of 25 will be required to produce appropriate identification proving that they have turned 18 before being sold alcohol.
30. Appropriate ID will be a valid passport, photo driving licence, PASS accredited proof of age card or other reliable photo-ID that is recommended and approved for acceptance by the police or other authorities.
31. Staff shall be trained in aspects of responsible alcohol retailing and in particular the Protection of Children, including the Challenge 25 policy.
32. Training will be given before a staff member is authorised to sell alcohol within the premises.
33. Staff training records will be available for inspection by the police or other responsible authority upon request.
34. There will be a controlled smoking area to the rear of the premises. There will be no access to or from this area to the New Cut except as a means of escape in an emergency.
35. There will be no admission to customers under the age of 21 years without the booking of a table meal on a Friday and Saturday night.
36. No new customers will be allowed admission after 24.00 hours.

**Non Standard timings**

On no more than 35 times per calendar year, opening times extended to 02.30 and all other activities extended to 0200 for bona-fide pre-booked private functions that are recorded in a diary and available for inspection by the responsible authorities. The capacity limit for these private events is 50 people. All other customers would have to vacate the premises in line with standard operating times.