



Pool of Model Conditions

When deciding to grant or vary a premises licence under the Licensing Act 2003, we must do so subject to conditions which we consider are appropriate for the promotion of the licensing objectives.

In carrying out our licensing functions we must have regard to Guidance issued under the Act by the Secretary of State. Current Guidance frequently references types of conditions which relate to the four licensing objectives, and which may be considered appropriate in particular circumstances but does not provide an exhaustive list. The Guidance states however, that it is important that conditions should not be applied universally and treated as standard conditions irrespective of circumstances. Under no circumstances should we regard this pool of conditions as standard conditions to be automatically imposed in all cases.

Conditions which are appropriate to promote the licensing objectives should emerge initially from the prospective licence holders risk assessment and be translated to form part of the operating schedule for the premises. This pool of model conditions has been produced to assist prospective licence holders where they consider that they would promote the licensing objectives in the circumstances of their application.

Once an application has been made, the Police, Environmental Health, other responsible authorities, and other parties are encouraged to engage with the applicant if they are considering making a representation to the application. This pool of model conditions will also assist these parties in identifying possible measures that could be suggested to mitigate their concerns.

The conditions contained within this document should not be considered an exhaustive list of conditions which may be included on a licence or certificate. It does not restrict any applicant, responsible authority, or interested party from proposing any alternative conditions, nor would it restrict a Licensing Sub-Committee from imposing any reasonable condition on a licence it considers appropriate for the promotion of the licensing objectives.

Where appropriate, conditions should specify who is responsible for its implementation and should state, for example, "The premises licence holder shall..." or "The designated premises supervisor will...".

For ease, the conditions have been split into themes, as follows:

1. Provision of CCTV

2. Staffing
3. Glassware
4. Door Supervisors
5. Admission, queuing and identification systems
6. Entertainment and noise
7. Sale and supply of alcohol
8. Outside areas and seating
9. Rubbish and litter
10. Policies, procedures and record keeping
11. Construction and use of the premises
12. Under 18s
13. Deliveries
14. Advertising
15. Town centre taxi marshals
16. Festivals and music events
17. For premises that are delivery only operating late at night

The conditions will be updated as required and the current version (dated 15th October 2024) published at www.stevenage.gov.uk Comments on the content and use of the model conditions are welcomed. Please contact the licensing team on 01438 242724 or email licensing@stevenage.gov.uk .

Key: The second column in the table that follows indicates the types of premises to which the condition in the third column might be of most relevance.

A	Restaurants
B	Public house, wine bar, Café-bar or other drinking establishment
C	Café
D	Hotel bars
E	Night-clubs (including SEV)
F	Off-licences
G	Pavement licences
H	Qualifying clubs
I	Take-aways (Food)
J	Other entertainment venues
K	Public house, wine bar, Café-bar or other drinking establishment within a Town Centre
L	Alcohol delivery service / Online distributors of alcohol
M	Festivals and Other outdoor events
O	Moveable vessel and structure

1. Provision of CCTV

Number	Applicable to premises	Condition
1.1	B, D, E, F J and K	The premises shall install and maintain a CCTV system. All entry, exit and point of sale areas will be covered by the cameras, and the images shall enable frontal identification of every person entering in any light condition. The system shall continually record whilst the premises is open for licensable activities and during all times when staff and customers remain on the premises. All recordings shall be stored for a minimum period of 31 days with date and time stamping. Recordings shall be made available to a Police officer or an authorised officer of the licensing authority upon request throughout the preceding 31 day period, providing that such requests are in connection with the prevention or detection of crime.
1.2	B, D, E, F J and K	A staff member from the premises who is conversant with the operation of the CCTV system shall be on the premises at all times when the premises are open to the public. This staff member shall be able to show a Police officer or an authorised officer of the licensing authority data or footage upon request.
1.3	B, D, E, F J and K	The premises shall keep a suitable store of necessary recording media (such as DVD's, SD cards, cloud-based systems or similar) to enable footage to be recorded from the CCTV system and provided to an authorised officer of the licensing authority or Police officer upon demand.
1.4	ALL	All faults/defects in the CCTV system must be reported to Hertfordshire Constabulary within one day of the fault being discovered. The notification must be made to the Hertfordshire Constabulary non-emergency telephone number of 101 and a log number obtained from the Police and recorded in the premises' incident book. The Police Licensing Unit must also be notified as soon as reasonably practicable.
1.5	ALL	All faults with the CCTV system shall be repaired as soon as possible and in any case within two working days after which time, if the system is still inoperative no licensable activities shall take place without the agreement of the Police Licensing Unit and the licensing authority until the fault is rectified.
1.6	ALL	A monitor on which CCTV pictures can be displayed will be installed in the reception area.

2. Staffing

Number	Applicable to premises	Condition
2.1	A,B,C,D,E F, J, K and M	There shall be a personal licence holder on duty on the premises at all times when the premises are authorised to sell alcohol.
2.2	B, E & J	A direct telephone number for the manager at the premises shall be publicly available at all times the premises is open. This telephone number is to be made available to residents in the vicinity.
2.3	E	An attendant shall be on duty in the cloakroom during the whole time that it is in use.
2.4	K	A Pubwatch radio must be made available for use by staff trained in its use at all times the premises are open to the public. The radio will be kept in good working order, monitored by a responsible member of staff, and used to report incidents of crime and disorder to the CCTV control room or to the Police. The radio must be carried by the person responsible for its use.
2.5	ALL except I & J	The designated premises supervisor shall attend and pass a formal training course on avoiding underage sales and provide evidence of attendance if requested.
2.6	F	The premises licence holder shall ensure that all tills in operation at the premises automatically provide age-related prompts to staff to check the age of the buyer when alcoholic products are passed through the till, or entered onto the till, for sale.
2.7	F and L	In addition to any other training, the premises licence holder shall ensure all staff are trained to prevent underage sales, to maintain the refusals book, enter sales correct on the tills so the prompts show when appropriate, and monitor staff to ensure their training is put into practice.
2.8	B, J, K and M	The premises licence holder shall ensure that at all times when the public are present on the licensed premises there is at least one competent person able to administer First Aid, also that an adequate and appropriate supply of First Aid equipment and materials is available on the premises. A record of the provision of any First Aid treatment shall be taken and maintained at the premises. This record must include:

2. Staffing

		<ul style="list-style-type: none"> • the name of any person who was treated, or a description of the person if they are unable to communicate • the date and time of the treatment • the person providing the treatment • a description of the injury or ailment which requires treatment • details of the treatment provided, and • whether any emergency services were called to provide assistance
2.9	B & E	At least one First Aider trained to deal with problems associated with alcohol and drugs will be on duty when the premises are open for licensable activities.
2.10	K	<p>1) The Designated Premises Supervisor must be employed at the premises and be responsible for its day-to-day management. When the DPS is away from the Premises – for example on holiday – a nominated deputy who holds a personal licence and whose details have been provided in writing to the Police Licensing Unit in advance shall fulfil this role.</p> <p>(2) The designated premises supervisor (or nominated deputy as defined above) is to be responsible for the bookings of all “significant events” at the Premises (as defined in condition 6.9)</p>
2.11	B, C, D, E, F, H, K	The premises licence holder shall ensure that all staff and licensed door supervisors receive training on checking customer identification, and in not serving those under the influence of alcohol and drugs. Records of such training shall be maintained at the premises and made available to a Police officer or an authorised officer of the licensing authority upon request.
2.12	E & K	All customers, promoters, performers, artists and DJ’s must be searched prior to entry to a “significant event” (as defined in condition 6.9). The search must include (but is not limited to) the use of a metal search arch or use of a metal detecting wand, the searching of bags, and a full pat down search of each person with removal of jackets or coats.

3. Glassware		
Number	Applicable to premises	Condition
3.1	B, E and K	No drinks shall be served in glass containers at any time.
3.2	B, C, D, E and K	Alcohol is to be served in polycarbonate, plastic or shatter-proof glasses [on specified days or events] [when notified in writing at least 28 days in advance by the Police Licensing Unit].
3.3	B, E and K	The designated premises supervisor shall ensure that tables are cleared of all bottles and glasses [on a regular basis] [at least once every 60 minutes] during trading hours to avoid an accumulation of glassware.
3.4	B, E and K	A number of bottle bins shall be provided in designated places as agreed in writing with the Police Licensing Unit and/or an authorised officer of the licensing authority
3.5	K	No glass drinking vessels or containers (including bottles) of any sort may be provided to, or used by, customers on the premises unless agreed in writing with the Police Licensing Unit and the licensing authority.

4. Door supervisors		
Number	Applicable to premises	Condition
4.1	B, D, E, I, J and K	A minimum of (X) SIA licensed door supervisors shall be on duty at the premises at all times whilst it is open for business.
4.2	B, D, E, I, J and K	At least (X) SIA licensed door supervisors shall be on duty at the entrance of the premises at all times whilst it is open for business.
4.3	B, E, J and K	All licensed door supervisors and staff engaged outside the entrance to the premises, or supervising or controlling queues, shall wear high visibility jackets or vests of a type which is compliant with the requirements of the current British Standard (BS EN 471).
4.4	B, D, E, J and K	Other than searches of pockets, bags and outer clothing, no door supervisor may search a customer of the opposite sex.
4.5	B, C, D, E and K	The Designated Premises Supervisor shall ensure there is a ratio of at least 1 door supervisor licensed by the Security Industry Authority for every 75 customers on duty at the premises at all

4. Door supervisors

		times licensable activities are taking place (unless authorised by Police Licensing Unit otherwise in writing for a particular event).
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5. Admission, queuing and identification systems

Number	Applicable to premises	Condition
5.1	E	No patrons shall be admitted or re-admitted to the premises after (insert time) unless they have passed through a metal detecting search arch and, if the search arch is activated or at the discretion of staff, then physically searched in accordance with a procedure agreed with the Police Licensing Unit, which will include a 'pat down search' and a full bag search.
5.2	B & E	All persons entering or re-entering the premises shall be searched by an SIA trained member of staff.
5.3	B, E & J	The designated queuing area shall be enclosed within appropriate barriers to ensure that the footway is kept clear.
5.4	B & E	There shall be no admittance or re-admittance to the premises after (insert time) hours.
5.5	B & E	Patrons permitted to temporarily leave and then re-enter the premises shall be limited to (XX) persons at any one time.
5.6	B, E, I & J	The premises licence holder or designated premises supervisor shall ensure that any queue to enter the premises which forms outside the premises is orderly and supervised by licensed door supervisors so as to ensure that there is no public nuisance or obstruction to the public highway.
5.7	B, E, I & J	The number of persons permitted in the premises at any one time (including staff) shall not exceed (X) persons, and such number shall be prominently displayed by each entrance to the premises. The premises licence holder or designated premises supervisor shall ensure a suitable method of calculating the number of people present during licensable activities is in place and the results are securely recorded in a logbook for a period of at least 12 months.
5.8	E	There shall be no payment made by or on behalf of the licence holder to any person for bringing customers to the premises.
5.9	D	In relation to the <i>specified function room</i> there shall be no

5. Admission, queuing and identification systems

		admission after midnight other than to (1) residents of the hotel and their bona fide guests, or (2) persons attending the pre-booked function.
5.10	B, D & E	All functions in the <i>specified function room</i> shall be pre-booked or ticketed events.
5.11	B & E	No person who is subject of a court banning order or who is restricted access through a Pubwatch scheme will be allowed in the premises providing that the details of the person have been provided to the premises by the licensing authority or Hertfordshire Constabulary.
5.12	B & E	Any customer who behaves inappropriately will be barred from the premises and their details passed to Pubwatch.
5.13	E & H	The rules of admission to the premises shall be clearly and prominently displayed at each entrance to the Premises.
5.14	E	A clearly visible notice shall be placed at each entrance to the premises advising those attending that it is a condition of entry that customers agree to being searched and that the Police will be informed if anyone is found in possession of controlled substances or weapons.
5.15	B & E	An identification recognition system will be installed and used whilst the premises are open and fully maintained, and records made by the system retained for 31 days in a format to be made available to a Police officer on request
5.16	K	<p>(1) The Premises must employ the Scannet electronic identification system (or an alternative electronic identification system if agreed in writing with the Police Licensing Unit in advance). All customers must have their identity verified using the system before entry, except at times agreed in advance in writing by the Police Licensing Unit.</p> <p>(2) Any faults with the electronic identification system shall be repaired as soon as possible and in any case within two working days after which time, if the system is still inoperative no licensable activities shall take place until the fault is rectified, or an alternative system agreed with the Police Licensing Unit.</p> <p>(3) The premises licence holder must ensure that all data recorded on the Scannet (or alternative electronic identification)</p>

5. Admission, queuing and identification systems

		<p>system is kept for at least 31 days and not deleted during that period.</p> <p>(4) Data recorded by the Scannet (or alternative electronic identification) system shall be made immediately available upon request by a Police officer providing that such request is in connection with the prevention or detection of crime.</p>
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6. Entertainment and noise

Number	Applicable to premises	Condition
6.1	B, E, H & J	<p>. (a) A suitable environmental noise control device shall be installed in the premises, calibrated and set to the satisfaction of the Council's Environmental Health Officer. The device must be set at an appropriate time in the presence of the aforementioned Officer. No amplified live or recorded music constituting regulated entertainment shall take place in the XX room until this device has been installed and set in accordance with this condition.</p> <p>(b) Once the environmental noise control device has been installed, calibrated and set to the satisfaction of the Council's Environmental Health Officer it must not be removed, adjusted or replaced:</p> <ul style="list-style-type: none"> i) without twenty-eight (28) days prior notification to the Council's Environmental Health Officer and; ii) without the written consent that the removal, adjustment or replacement of the device is permitted and that documentation stating this is received from the Council's Environmental Health Officer. <p>c) Following the receipt of the documentation stated above, all the requirements of the Council's Environmental Health Officer must be carried out. Use of all noise equipment for amplified live or recorded music constituting regulated entertainment taking place in the XX room is not permitted until such a time that the premises licence holder has received confirmation from the Council's Environmental Health Officer that it is permitted.</p> <p>d) In the event of a malfunction of the environmental noise control device, the Council's Environmental Health Officer shall be notified within two (2) working days of the problem and the remedial action proposed. No amplified live or recorded music constituting regulated</p>

		<p>entertainment shall take place in the XX room until the environmental noise control device is properly functioning and, if appropriate, has been reset, calibrated and set to the satisfaction of the Council's Environmental Health Officer and/or the Council's Environmental Health Team has received and approved the necessary documentation confirming this.</p> <p>e) The environmental noise control device shall be secured in a manner approved by the Council's Environmental Health Officer so as to prevent unauthorised access to and tampering with the controls.</p> <p>f) All noise equipment used for amplified live and recorded music constituting regulated entertainment in the XX room must be routed through the environmental noise control device and this device must be operational during such licensable activities</p>
6.2	ALL	Live and/or recorded music constituting regulated entertainment shall only take place on XX days per week and on no more than XX consecutive days.
6.3	ALL	Live and/or recorded music constituting regulated entertainment shall not be permitted at (<i>location and times within the premises to be specified</i>).
6.4	B, E, H & J	All windows and external doors shall be kept closed between XXXX hours and XXXX hours, or at any time when regulated entertainment takes place, except for the immediate access and egress of persons.
6.5	B, E, H & J	A noise assessment shall be carried out by a suitably qualified and experienced noise consultant who is a member of the Institute of Acoustics and/or the Association of Noise Consultants. A noise mitigation scheme designed to minimise the impact of the noise shall be submitted to the Council's Environmental Health Officer. Following receipt of the noise mitigation scheme the Council's Environmental Health Officer will consider the measures proposed by the consultant and will advise which measures shall be carried out, including any additional measures identified. Use of all noise equipment for amplified live or recorded music constituting regulated entertainment taking place in the XX room is not permitted until such a time that the premises licence holder has received confirmation from the Council's Environmental Health Officer that it is permitted. This will not be granted until all the measures required by the Council's Environmental Health Officer have been undertaken and are fully implemented.

6.6	B, E, H & J	The noise mitigation measures undertaken in the previous condition shall be maintained in accordance with the approved details thereafter
6.7	A, B, C, D,	Notices shall be prominently displayed at all exits requesting

6. Entertainment and noise		
	H, I & J	patrons to respect the needs of local residents and leave the area quietly.
6.6	B, E & J	<p>Any special effects or mechanical installations shall be arranged and stored so as to minimise any risk to the safety of those using the premises. The following special effects will only be used on 10 days prior notice being given to the licensing authority where consent has not previously been given.</p> <ul style="list-style-type: none"> • dry ice and cryogenic fog • smoke machines and fog generators • pyrotechnics including fire works • firearms • lasers • explosives and highly flammable substances. • real flame. • strobe lighting.
6.7	E	The XX area shall be designated as a “chill-out” area whilst music and dancing are permitted on the premises which shall include adequate ventilation or fresh air; ready access to free drinking water; suitable seating accommodation; and access to First Aid facilities.
6.8	B, F and K	28 days’ notice shall be given to the Police Licensing Unit of any events held which are organised by an outside promoter, including full details of the nature of the event and of the promoter, artists, DJs and MCs.

6.9	K	<p>(1) At least 14 days before any “significant event” is held at the Premises, the premises licence holder or Designated Premises Supervisor must serve on the Police Licensing Unit a Hertfordshire Constabulary approved Risk Assessment Form.</p> <p>(2) A “significant event” is an event that is:</p> <p>(a) promoted / advertised to the public at any time before the event, and</p> <p>(b) predominantly features “DJs” or “MCs” performing to a recorded backing track, and</p> <p>(c) is provided between the hours of 10pm and 4am.</p>
6.10	A, B, C, D, I and K	On Monday to Saturday, the provision of late-night refreshment which is available to take-away from the premises shall only be permitted between 23:00 and XXXX . On Sunday, the provision of late night refreshment which is available to take-away from the

6. Entertainment and noise

		<p>premises shall only be permitted between 23:00 and XXXX. Customers who have purchased late night refreshment to take-away must vacate the premises 15 minutes after the end of take-away service hours as permitted by this condition.</p>
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7. Sale and supply of alcohol

Number	Applicable to premises	Condition
7.1	F	All sales of alcohol for consumption off the premises shall be in sealed containers only, and shall not be consumed on the premises.
7.2	F	Outside of the hours authorised for the sale of alcohol, all alcohol within the trading area is to be secured behind locked grills/screens or secured behind locked cabinet doors to the satisfaction of the Police Licensing Unit or the licensing authority.
7.3	F	No super-strength beer, lagers or ciders of 5.5% ABV (alcohol by volume) or above shall be sold at the premises.
7.4	F	No single cans or bottles of beer or cider shall be sold at the premises.
7.5	F	No sales of miniature or quarter bottles of spirits of any kind shall be permitted.

7.6	F	No more than (XX) % of the sales area to be used at any one time for the sale, exposure for sale, or display of alcohol.
7.7	F	There shall be no self-service of spirits on the premises.
7.8	F	Prominent signage indicating the permitted hours for the sale of alcohol shall be displayed so as to be visible before entering the premises, where alcohol is on public display, and at the point of sale.
7.9	A & I	Sales of alcohol for consumption off the premises shall only be supplied with, and ancillary to, a substantial take-away meal.
7.10	A & C	The supply of alcohol at the premises shall only be to a person seated taking a table meal there and for consumption by such a person as ancillary to their meal.
7.11	A, B & C	The sale of alcohol shall only be by waiter service to seated customers, and there shall be no sales of alcohol at the bar.
7.12	B & E	Substantial food and non-intoxicating beverages, including

7. Sale and supply of alcohol

		drinking water, shall be available in all parts of the premises where alcohol is sold or supplied for consumption on the premises during the periods when alcohol is authorised for sale. Note: there is no definition of substantial but provided food by way of table service would be appropriate
7.13	D	With the exception of residents and their bona fide guests, no alcohol shall be consumed more than 30 minutes after the permitted hour for the supply of alcohol.
7.14	B, D, F & H	Clearly visible signage is to be displayed at the entrances and at points of sale indicating it is illegal to sell alcohol to people under the age of 18.
7.15	L	The Premises Licence holder shall ensure that no members of the public shall be admitted to the premises. All orders for alcohol shall only be accepted if they are made remotely.
7.16	L	The premises licence holder or designated premises supervisor shall ensure that orders for alcohol are dispatched to bona fide addresses only.
7.17	L	The premises licence holder shall advertise their age verification policy and inform customers before the sale is completed that age and identity verification may be required at delivery in accordance with the premises licence holder's age verification policy.

8. Outside areas and seating		
Number	Applicable to premises	Condition
8.1	A, B, C & G	Alcohol consumed outside the premises building shall only be consumed by patrons seated at tables within an area owned or leased by the premises, or within an area licensed by a pavement licence.
8.2	A, B, C & G	Outside tables and chairs [in the beer garden] shall be rendered unusable by XX hours each day.
8.3	A, B, C & G	All tables and chairs [in the beer garden] shall be removed from the outside area by XXXX hours each day.
8.4	B, E & J	Notices shall be prominently displayed at any area used for smoking requesting patrons to respect the needs of local residents and use the area quietly.

8. Outside areas and seating		
8.5	A, B, C, D & E	The Licensee shall make arrangements to ensure so far as is reasonably practicable that no customers shall be permitted to remove from the Premises any open bottles, glasses or foodstuff for consumption or disposal outside the Premises.
8.6	A, B, C, D, E, H & J	Customers will not be permitted to drink outside the premises save for in any seated area authorised under a pavement licence.

8.7	B, C, D, E, J, K	<p>(1) No more than XX customers are permitted in the outside [smoking] area at any one time (unless a different number is agreed in writing in advance with the Police Licensing Unit in consultation with an Environmental Health Officer from Stevenage Borough Council).</p> <p>(2) At least XX door supervisors must monitor the smoking area in person when the Premises is open for licensable activities (unless a different number or ratio of licensed door supervisors to customers is agreed in writing in advance with the Police Licensing Unit).</p> <p>(3) The Designated Premises Supervisor shall ensure that at all “significant events” (as defined in condition 6.9) at least XX licensed door supervisors are tasked with specific responsibility for marshalling the public areas of the Premises to detect and deter the use of illegal drugs.</p> <p>(4) The structure and control of the smoking area (including walls, fences, barriers, lighting and CCTV cameras) is to be of a type and design approved in writing by the Planning Authority.</p> <p>(5) No customers shall be permitted to take food or drink into the smoking area.</p>
8.8	A, B, C, D & E	<p>The Designated Premises Supervisor or some other responsible person shall manage, where necessary, external areas of the premises and the dispersal of patrons from the premises to ensure that noisy or rowdy behaviour is prevented and therefore noise disturbance to local residents is minimised</p>

9. Rubbish and litter		
Number	Applicable to premises	Condition
9.1	ALL	No rubbish, including bottles, shall be disposed of in outside receptacles or outside areas between XXXX hours and XXXX

9. Rubbish and litter		
		hours.
9.2	ALL	The pavement from the building line to the kerb edge immediately outside the premises, including gutter/channel at its junction with the kerb edge or XX metres from the premises (to be specified where the highway boundary is a significant distance from the front of the premises), shall be swept and or washed to keep it free from all litter and other deposits occurring as part of the business. This is to be done at regular intervals of XX hours between XXXX and XXXX hours and a log of cleaning kept for 3 months. Any Litter and sweepings collected must be stored in accordance with the approved refuse storage arrangements.
9.3	A, B & E	No glass waste including bottles shall be handled externally after (insert time) with the exception of the collection of empty glasses and bottles from outside drinking/smoking areas and streets in the vicinity of the premises
9.4	ALL	All litter to include discarded flyers, cigarettes, fast food packaging and any other litter, whether caused by the venue or not, shall be cleaned from an area of XX metres in all directions from the front of the Premises at regular intervals of (insert time) hours. All waste collected is to be disposed by the Premises of as trade waste. The details of all cleaning undertaken under this condition are to be recorded and maintained at the premises for 12 months.
9.5	ALL	Flame retardant ashtrays will be available in the smoking area during the times the premises are open and taken away when the premises are closed

10. Policies, procedures and record keeping		
Number	Applicable to premises	Condition
10.1	B, E & F	A log (which may be electronically recorded) shall be kept detailing all refused sales of alcohol. The log should include the date and time of the refused sale and the name of the member of staff who refused the sale. The log shall be available for inspection at the premises by the police or an authorised officer of the licensing authority at all times whilst the premises is open.

10. Policies, procedures and record keeping

10.2	B, E & J	<p>An incident log shall be kept at the premises for at least 12 months, and made available on request to an authorised officer of the licensing authority or the Police Licensing Unit, which will record the following:</p> <ul style="list-style-type: none"> (a) all crimes reported to the venue, or by the venue to the Police (b) all ejections of patrons (c) any complaints received (d) any incidents of disorder (e) seizures of drugs, offensive weapons, fraudulent ID or other items (f) any failures or faults in the CCTV system or searching equipment or scanning equipment (g) any refusal of the sale of alcohol (h) any visit by a responsible authority or emergency service (i) the times on duty, and the licence number, of all licensed door supervisors employed by the premises. (j) assaults or other injuries whether or not police or medical assistance is required (k) all times when CCTV and electronic identification system records have been supplied to Police and licensing authority officers (l) records of reasonable requests from authorised officers in accordance with condition [110].
10.3	B, E & J	There shall be a dispersal policy for the premises agreed with the Police Licensing Unit and approved by an authorised officer of the licensing authority.
10.4	B, E & F	There shall be a policy agreed with the Police Licensing Unit and approved by an authorised officer of the licensing authority for the premises on the handling of fraudulent identification used to obtain the sale of alcohol.
10.5	B, E & J	There shall be a policy agreed with the Police Licensing Unit and approved by an authorised officer of the licensing authority for the premises relating to illegal drugs found on persons or on the premises
10.6	B, E & J	There shall be a policy agreed with the Police Licensing Unit and approved by an authorised officer of the licensing authority for the premises relating to any unlawful weapons being used by customers.
10.7	ALL	The premises will demonstrate a written policy on the training of all staff regardless of their role in the prevention and reporting

10. Policies, procedures and record keeping

		of exploitation of vulnerable persons.
10.8	B, C, D, E, H, K	The Designated Premises Supervisor shall be responsible for implementing a dispersal management plan agreed (and revised from time to time) with the Police Licensing Unit and the licensing authority. They will also ensure that licensed door supervisors remain on duty outside the premises for 30 minutes after the premises close to assist with dispersal of persons from the premises and the vicinity of the premises.
10.9	B, C, D, E, H, K	The Designated Premises Supervisor shall maintain a register/log of licensed door supervisors indicating the number of licensed door supervisors on duty, their identity, contact details including addresses and phone numbers and the times they were on duty. A copy should be available immediately upon request to the Police Licensing Unit or an authorised officer of the licensing authority.
10.10	ALL	All assaults resulting in physical injury to a customer or member of staff must be reported immediately to the Police contact centre (999 or 101 telephone numbers).
10.11	B, C, D, E, H, J, & K	Any person found with illegal drugs must be reported to the Police immediately via 101 or 999 (depending on the circumstances).
10.12	B, C, D, E, H, J, & K	The Premises Licence Holder and Designated Premises Supervisor are to co-operate with pre-arranged Police operations involving the searching of customers at entry for weapons and drugs.
10.13	B, C, D, E, H, J, & K	Whilst licensable activities are taking place, the toilets at the premises must be checked at least hourly for illegal drug use or supply. A written log of all checks must be kept at the premises for at 31 days and made available for immediate inspection on the request of the Police Licensing Unit or an authorised officer of the licensing authority.
10.14	ALL	The Premises must implement a "Challenge 25" policy whereby all customers who appear to be under 25 must produce photographic identification in the form of a passport, driving licence or Proof of Age Scheme (P.A.S.S) approved identification before being allowed to enter the Premises whilst licensable activities are taking place.

11. Construction and use of the premises

Number	Applicable to premises	Condition
11.1	ALL	The Licence [or Club Premises Certificate] will have no effect until the Licensing Authority are satisfied that the premises is constructed or altered in accordance with the appropriate provisions of the District Surveyor's Association – Technical Standards for Places of Entertainment and the reasonable requirements of the relevant responsible authorities, at which time this condition will be removed from the Licence [Certificate].
11.2	F & I	The premises will have an [intruder] [panic] alarm installed to the satisfaction of the Police Licensing Unit, such alarm to be properly maintained and regularly tested and staff trained in its use.
11.3	ALL	The Premises Licence Holder will arrange for a crime prevention audit to be conducted by Hertfordshire Constabulary and/or an authorised officer of the Licensing Authority, and the recommendations of the audit to be implemented within XXXX months.
11.4	B, D, E & H	Kegs, bottles, barrels, crates and other similar items are to be securely stored.

12. Under 18s

Number	Applicable to premises	Condition
12.1	B, E & J	Entry by children under the age of 18 to [the premises] [a specified part of the premises] is prohibited whilst the following licensable activities take place: [list activities]
12.2	B, E & J	Entry by children under the age of 18 to [the premises] [a specified part of the premises] is prohibited between XXXX hours and XXXX hours.
12.3	B, E & J	Entry by children under the age of XX to [the premises] [a specified part of the premises] is prohibited unless accompanied by an adult over the age of 18.
12.4	B, E & J	No events solely for those under 18 will be permitted on the

12. Under 18s		
		premises.
12.5	E & J	The Premises Licence Holder or designated premises supervisor must ensure that there is a minimum of one member of staff on duty for every fifty children in the Premises at any one time to assist in the evacuation of children in an emergency. Such numbers of staff may include Licensed Door Supervisors.
12.6	E & J	The Premises Licence Holder or designated premises supervisor shall ensure that adequate arrangements, including transport, are implemented for ensuring the well-being of children at the conclusion of any regulated entertainment under this licence.
12.7	E & J	The Premises Licence Holder or designated premises supervisor shall ensure that adequate arrangements are implemented to prevent the consumption of alcohol or unlawful substances, or the carrying of any offensive items, on the premises by children.

13. Deliveries		
Number	Applicable to premises	Condition
13.1	ALL	All deliveries to the premises must be made via the entrance marked on the premises plan.
13.2	ALL	No deliveries may be made to the premises between XXXX hours and XXXX hours.

14. Advertising		
Number	Applicable to premises	Condition
14.1	ALL	No licensable activities shall be advertised by posters, stickers, banners or other printed means which are displayed to the public or at any other premises or other location except for the licensed premises. This condition does not exclude the handling out of leaflets by a distributor acting under the authority of a consent to distribute printed matter which has been issued by Stevenage Borough Council, but does prohibit such items being left unattended on or display at any location except for within the licensed Premises.

15. Taxi marshals

Number	Applicable to premises	Condition
15.1	K	The Premises Licence Holder will make a contribution, in terms agreed with the licensing authority, to the [enter location] taxi marshalling scheme.

16. Festivals and music events

Number	Applicable to premises	Condition
16.1	M	The premises licence is limited to one event per calendar year held in [insert month] consisting of [insert number of days] consecutive days only.
16.2	M	The premises licence holder shall produce an Event Management Plan, Fire Risk Assessment, and Crowd Management Plan (including arrangements for access and egress) for the event. The Event Management Plan shall contain the following <ul style="list-style-type: none"> • a traffic management plan • the evacuation procedure • Waste Management Plan
16.3	M	The Event Management Plan, Fire Risk Assessment, and Crowd Management Plan shall be submitted to Hertfordshire Fire & Rescue Service, Hertfordshire Constabulary, Environmental Health and the licensing authority for approval each year at least 28 days prior to the start of each event. Copies of this documentation shall be retained on site while licensable activities are being provided, and shall be made available to any of the responsible authorities, as defined in the Licensing Act 2003, upon request.

16.4	M	No licensable activities shall be permitted to take place under this licence unless the Event Management Plan, Fire Risk Assessment, and Crowd Management Plan for that event have been approved by Hertfordshire Fire & Rescue Service, Hertfordshire Constabulary, Environmental Health and the licensing authority. Any deviation from this documentation
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16. Festivals and music events

		during the event shall only be made in exceptional circumstances, and the details shall be recorded in the event log with detailed reasons at the time. These changes must be raised at the next available Safety Advisory Team meeting.
16.5	M	The event will use and maintain an event log. This will be kept up to date by Event Management and will be used to record all significant policy decisions made during the event by staff. This log will be available at every Safety Advisory Team meeting, and will be available for inspection by the responsible authorities, as defined in the Licensing Act 2003, at any time.
16.6	M	There shall be a written drugs policy in place for the event. This policy shall be agreed between the licence holder and the Police Licensing Unit in writing and this policy shall be implemented whilst licensable activity is taking place. This event will include reference to psychoactive substances and must ensure a zero tolerance policy in this area. This policy must be agreed at least 14 days prior to the start of each event.
16.7	M	There shall be a written ejection policy in place for the event. This policy shall be agreed between the licence holder and the Police Licensing Unit in writing and this policy shall be implemented whilst licensable activity is taking place. This policy must be agreed at least 14 days prior to the start of each event.
16.8	M	The premises licence holder shall ensure that customers will not be allowed to bring their own alcohol on to the site.
16.9	M	The premises licence holder shall ensure that customers do not bring glass bottles onto the site.

16.10	M	Contact telephone numbers for the designated premises supervisor, event managers and site managers shall be provided to Hertfordshire Fire & Rescue Service, the Police Licensing Unit, Environmental Health and the licensing authority before the start of each annual event.
16.11	M	No staff member while on duty and / or in uniform will consume alcohol or drugs on site or be under the influence of alcohol or drugs at any time whilst working.
16.12	M	All accidents, however minor, will be recorded in the on-site accident book and be reported to the event management team where applicable within 24 hours.
16.13	M	The premises licence holder shall publish a message on the

16. Festivals and music events

		<p>event website at least 1 month prior to the event containing the following information;</p> <ul style="list-style-type: none"> (a) Challenge 25 Policy for entry to the event and for bar service whilst licensable activities are taking place. (b) No alcohol permitted to be brought onto the site and searches will be made on entry (c) No glass drinking vessels and bottles allowed on site (d) Disabled access and facilities information (e) Details of medical facilities
16.14	M	The premises licence holder shall ensure that there are measures in place to accurately record and monitor entry numbers to the site. Upon request by a responsible authority, as defined in the Licensing Act 2003, the holder of the premises licence or an agent on behalf of and under the authority of the licence holder shall provide precise information regarding the number of people present on the site at the given time.
16.15	M	The premises licence holder shall ensure that all members of staff and SIA personnel have received training commensurate to their role, and have been fully briefed prior to the start of the event on the information contained within the Event Management Plan documents relevant to their role.
16.16	M	<p>The premises licence holder shall have procedures in place to;</p> <ul style="list-style-type: none"> (a) Manage the occupancy levels within areas to enable a safe and quick evacuation in the event of an emergency; and (b) Allow unrestricted and unobstructed access for emergency vehicles.

16.17	M & O	<p>The licence holder shall ensure that all members of staff involved in the sale of alcohol receive training with regards to age restricted sales. This training must include the following:</p> <ul style="list-style-type: none"> • The licensing objectives. • Recognising signs of drunkenness and recognising intoxication through drugs. • Challenge 25 and appropriate forms of identification. • Refusals logs including when and how to use them. <p>This training must be documented, signed by any person involved in the sale of alcohol on site to state that they understand the training, and kept for a minimum of 6 months following the event. No person shall sell alcohol until they have received the training and signed the training document.</p>
16.18	M & O	Any person involved in the sale or supply of alcohol shall have a

16. Festivals and music events		
		lanyard or similar item which is to be worn on their person detailing the training they have received for easy reference.
16.19	M	Signage advising customers that Challenge 25 is in operation shall be prominently displayed at each bar.
16.20	M & O	No supply of alcohol shall take place at any bar unless a personal licence holder is present in a supervisory capacity.
16.21	M & O	Each bar shall have on display a document showing details of the bar. These details shall be the name of the bar manager, their personal licence number, and the hours of operation.
16.22	M	All bar managers shall have access to a radio link with the event management team and security teams.
16.23	M	All personal licence holders shall be made aware of the licence conditions. Personal licence holders shall sign a declaration to confirm that they have been received a copy of the licence conditions. This shall be documented and a copy of the conditions shall be made available at each bar. The signed declaration shall be made available to the Police Licensing Unit or the Licensing Authority upon request.
16.24	M	There shall be on site at all times a person nominated by the licence holder to liaise with Hertfordshire Constabulary and the Licensing Authority in order to deal with any issues arising as a result of Licensing checks performed at the event.
16.25	M & O	A sign shall be placed at each bar encouraging persons to drink responsibly.

16.26	M	There shall be a fence around the full perimeter of the licensable area. All fencing used shall have no gaps greater than 30 cm in the bottom and shall be at least 2 meters high. The only exemption to this is where there are entrances and exits, or existing fence lines in existence which are deemed suitable both by the event organisers and the Chief Officer of Police.
16.27	M & O	All staff shall be issued with a wristband, lanyard, or similar, which identifies them as staff working at the event.
16.28	M	The specific number of volunteers, stewards, marshals and frontline SIA staff shall be recorded in the Event Management Plan. They will be based on a capacity of staff and customers for the entire licensable area. The numbers of staff will reflect the different challenges of the individual days various events and will not be generic.
16.29	M	The licence holder shall maintain a register giving details of

16. Festivals and music events

		<p>each and every person employed in the role of security and shall provide upon request by any Police Officer or authorised officer of the licensing authority, the following details:-</p> <ul style="list-style-type: none"> (a) The licence number, name, date of birth and residential address of that person; (b) The time at which he/she commenced that period of duty (c) The time at which he/she finished the period of duty (d) If that person is not an employee of the licence holder, the name of the person by whom that person is employed or through whom the services of that person were engaged; <p>The register shall be made available to a Police officer or the Licensing Authority on request. This register may be in paper or digital format.</p>
16.30	M	Every entry and exit point to the venue shall be supervised by SIA licensed security personnel.
16.31	M	All security persons shall have access to a radio to communicate to other staff on site.
16.32	M & O	[Local residents][Adjoining residents][All residents within <i>identified streets</i>] [Residents of the following properties] shall be provided with appropriate contact telephone numbers for the event organisers, or relevant event staff, prior to each event
16.33	M	The premises licence holder shall ensure that bag searches are carried out as customers enter the event.

16.34	M	The premises licence holder shall ensure that any person appearing to be under the influence of illegal drugs shall be refused entry.
16.35	M	Any person deemed unfit due to drink or drugs at the event shall be asked to leave the event after organisers have considered that it is safe for them to leave the site.
16.36	M	Last entry to customers shall be XXXX hours. There shall be no admittance to customers after this time except in an exceptional circumstance. In the event a circumstance is deemed exceptional each entry will be recorded and the rationale for this admittance documented in the event log.
16.37	M	There shall be no entry or re-entry into the site after [insert time] hours in any circumstance.
16.38	M	The licence holder shall ensure that patrols of the site including the car park area are performed by security staff of the site whilst the site is closed to the public.

16. Festivals and music events

16.39	M	A response team staffed entirely of SIA licensed personnel shall be available for deployment during the event. This team will be in possession of body-worn cameras. All footage captured by these cameras footage will be made available to a Police officer upon request. This team will not be used for any other function.
16.40	M	There shall be an area within the licensable area dedicated to dealing with vulnerable adults. There shall always be on duty at this location a person nominated as in charge. Staff working in this area shall have access to a radio connecting with the event management.
16.41	M	A Medical Team will be set up on-site with trained and experienced staff available to care for ill, intoxicated or vulnerable adults until they are ready to leave safely.
16.42	M	There shall be a facility on site to deal with persons taken unwell or injured during the course of the event. This facility shall be open at all times that the site is open to members of the public. An SIA accredited person shall be present at all times that the facility is open to members of the public. The medical facility shall have access to a radio connecting to the site control. The numbers of medical personnel will be set and recorded in the event management plan taking into account any statutory guidance available at the time of the event.

16.43	M	<p>The premises licence holder shall appoint a suitably qualified and experienced noise consultant who is a member of the Institute of Acoustics and/or the Association of Noise Consultants to produce and fully implement a noise management plan for each event. The Licensing Authority and Council's Environmental Health Officer shall be advised of the name and contact details of this person/company no later than three (3) months prior to the commencement of each event. This timescale shall remain in place unless otherwise agreed in writing by the Council's Environmental Health Officer.</p>
16.44	M	<p>a) A noise management plan shall be submitted to and approved in writing by the Council's Environmental Health Officer no later than four (4) weeks prior to the commencement of each event. The plan shall include, but not be limited to, the following unless otherwise agreed in writing by the Council's Environmental Health Officer:</p> <ul style="list-style-type: none"> (i) details of all music sources and other significant noise sources within the licensed area, their timings and a site plan of their location and orientation; (ii) a background noise survey, if requested by the Council's Environmental Health Officer; (iii) comprehensive sound level predictions at noise sensitive locations based on the type of event proposed within the licensed area; (iv) a scheme designed to minimise the impact of noise from the event to noise sensitive premises; (v) specification of appropriate noise criteria that shall be achieved during the event; (vi) details of the how noise levels will be monitored, communicated and managed at the event and by whom, including on-site and off-site noise monitoring schedules and locations and the procedure for reducing noise levels if the noise criteria are exceeded; (vii) details of proposed sound tests, rehearsals and noise propagation tests, the dates and timings of which are to be agreed in writing by the Council's Environmental Health Officer; (viii) details of a dedicated 24 hour telephone complaint line and the procedure for dealing with noise complaints received about the event; (ix) a scheme designed to notify occupiers of nearby noise

		<p>sensitive premises, including information on the nature, date and timings of the event (including sound testing) and the dedicated telephone complaint line number.</p> <p>Only in exceptional circumstances will the premises licence holder request a reduction in the timescale for compliance with this condition and it shall only be granted if the Council's Environmental Health Officer confirms the revised timescale in writing.</p> <p>b) Where the requirements of condition 2(a) have been met, if there are any subsequent proposed changes to the event which may impact on noise following the approval of the noise management plan, the premises licence holder shall ensure their noise consultant liaises with the Council's Environmental Health Officer to ascertain if any additional measures, noise predictions or noise criteria are required. If the Council's Environmental Health Officer or the premises licence holder's noise consultant determines that additional measures are required they will form part of the revised noise management plan.</p> <p>c) In addition, no changes to the noise management plan will be permitted in the period commencing seven (7) days prior to the commencement of the event.</p> <p>d) If the noise management plan is not approved in writing by the Council's Environmental Health Officer, their requirements will form part of the noise management plan.</p>
16.45	M	<p>The premises licence holder shall ensure the Licensing Authority and the Council's Environmental Health Officer shall have access to the results of any noise monitoring at all times.</p>

16.46	M	The premises licence holder shall ensure that a post event report is provided to the Licensing Authority and the Council's Environmental Health Officer no later than thirty-one (31) days after each event. This timescale shall remain in place unless otherwise agreed in writing by the Council's Environmental Health Officer. The report shall include the results of all noise monitoring carried out during the event indicating whether or not compliance to all the noise criteria was achieved, details of all noise complaints received and any remedial action taken to minimise noise disturbance off site.
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17. For premises that are delivery only operating late at night		
Number	Applicable to premises	Condition
17.1	I	No members of the public shall be permitted to be in the premises while the premises are being used for licensable activities.
17.2	I	All late-night refreshment provided under this licence shall be for consumption off the premises only and shall be provided wrapped or packed in such a way so that it is supplied not for immediate consumption.
17.3	I	Customers are not permitted to collect food from the premises The Premises Licence holder shall ensure that all orders taken by the premises shall be delivered to customers at a bona fide

17. For premises that are delivery only operating late at night		
		address.
17.4	I	The premises licence holder shall ensure that no external signage or advertisements shall be illuminated between the hours of XXXX and XXXX .

17.5	I	The premises licence holder shall ensure that all glazed windows and doors have internal blinds so that light from the premises is not emitted and that these blinds are pulled down over all areas of glazing at 23:00 until the start of business again the next working day.
17.6	I	Signs shall be clearly displayed at the premises stating that the business is closed from XXXX hours until the start of business again the next working day with the exception of remote delivery orders.
17.8	I	The Premises Licence holder shall ensure that any extract unit at the premises will be turned off at 23:00 hours and shall not be turned on again until the business reopens the following day.
17.9	I	The Premises Licence holder shall ensure that all windows and doors shall be closed at 23:00 hours and remain closed until the business reopens the following day, except for the immediate access or egress of staff.
17.10	I	Delivery vehicles shall switch off their engines whilst stationary and collecting orders for delivery. Delivery vehicle horns shall not be used at any time, except in accordance with the Highway Code.

Revision date: 15th October 2024