

From: [REDACTED]
Sent: 09 January 2026 10:20
To: [REDACTED]
Cc: [REDACTED]
Subject: [External] Re: Urgent -TEN - Winter wonderland, Stevenage

Hello [REDACTED]

As discussed on the phone,

Whilst the TEN may not have conditions unless attached by committee, please accept this email as confirmation that, as a matter of good practice, the licence holder commits adhere to the following conditions which are on the premises licence for the duration of the TENs applied for:

4. There shall be CCTV covering the whole of the Event space. All recordings shall be stored for a minimum period of 31 days with date and time stamping. Recordings shall be made available to police or an authorised officer of the licensing authority upon request throughout the proceeding 31 day period.
5. The Premises must implement a 'Challenge 25' policy whereby all customers who appear to be under the age of 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 the sale of alcohol can take place.
6. In addition to any other training, the premises licence holder shall ensure that all staff involved in the sale of alcohol are trained to prevent underage sales and to maintain a refusals/incident log.
7. All alcohol shall be served in plastic/biodegradable drinking vessels. no glass drinking vessels or containers (including bottles) of any sort shall be provided to, or used by, customers on the premises.
8. Alcohol will be sold in designated areas and consumption of alcohol shall be restricted to the licensed area as per the premises plan.
9. An incident log shall be kept for the premises for at least 12 months and made available on request to Police or an authorised officer of the Licensing Authority. The incident log shall record the following: 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 refusal of the sale of alcohol.
10. A minimum of 4 SIA licensed security staff shall be on duty at the event between 4pm and Closing time of the premises
11. Trained stewards shall be positioned throughout the premises for the duration of the event
12. All risk assessments shall be available on the premises for inspection by police or responsible authority upon request
13. There shall clear signage, prominently displayed directing people to emergency exits and evacuation routes.
14. No open flames or pyrotechnics shall be permitted on site
15. A dedicated First Aid point shall be staffed throughout the event and access routes for ambulances shall be in place.
16. Amplified music and the use of loud speakers shall cease at 22.00hrs
17. All complaints relating to noise shall be logged and appropriate measures will be taken to mitigate the nuisance 1
18. Sufficient waste receptacles and recycling facilities shall be provided
19. Post event cleaning shall be completed within 24 hours of the conclusion of the event.
20. There shall be a lost child policy in place - There shall be a lost and found facility in place for children and vulnerable persons, this will be manned by DBS checked personnel.

Conditions 4 through to 20.

Kind Regards,

Director

Tel: [REDACTED]

Absolute Licence Solutions Ltd
Co. No. 12211951

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On Jan 9 2026, at 10:06 am, [REDACTED]

Good morning

I am contacting you regarding the TEN's submitted for Winter Wonderland, Stevenage and would appreciate your giving me a call as soon as possible. I have left messages however the number seems to be diverted to another company.

Many thanks

[REDACTED] | Licensing Officer | Stevenage Borough Council | Daneshill House, Danestrete, Stevenage, Herts., SG1 1HN

Tel: [REDACTED] Email: [REDACTED] eb: www.stevenage.gov.uk





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