

DURHAM COUNTY COUNCIL

At a Meeting of **Statutory Licensing Sub-Committee** held in Council Chamber, County Hall, Durham on **Tuesday 22 August 2017 at 10.00 am**

Present:

Councillor C Carr (Chair)

Members of the Committee:

Councillors D Brown and L Marshall

Also Present:

Councillor M Wilson

H Johnson – Licensing Team Leader

S Buston – Solicitor, DCC

N Anderson – Senior Licensing Enforcement Officer

I Dargue – Senior Licensing Enforcement Officer

K Robson – Senior Licensing Officer

Y Raine – Senior Licensing Officer

S Metcalfe – Applicant, The Olive Grove, Spennymoor

I McDonald – The Applicant, Ustinov College

J Graham – Ustinov College

Councillor L Brown – other person

Mr I Doig – other person

1 Apology for Absence

An apology for absence was received from Councillor J Blakey.

2 Substitute Members

There were no substitute Members.

3 Declarations of Interest

There were no declarations of interest.

4 Minutes

The Minutes of the meetings held on 19 April and 15 June 2017 were agreed as a correct record and were signed by the Chairman.

5 Application for the Grant of a Premises Licence - The Co-op, Ground Floor, Durham Road, Bowburn

Members were informed that the representations in relation to the application had been withdrawn and all parties had agreed that a hearing was no longer necessary.

6 Application for the Grant of a Premises Licence - The Olive Grove, Half Moon Lane, Spennymoor

The Committee considered a report of the Licensing Team Leader regarding an application for the grant of a Premises Licence in respect of The Olive Grove, Half Moon Lane, Spennymoor (for copy see file of Minutes).

A copy of the application and supporting documentation had been circulated, together with additional information from the Licensing Authority.

In response to a request for clarification, the Sub-Committee was informed that the responsibility for notifying the Licensing Authority of changes to the Premises Licence rested with the Licence Holder. It had become apparent that the licence had lapsed on a routine visit to the Premises by the Licensing Enforcement Officer.

S Buston, Solicitor confirmed that the Licensing Act 2003 clearly placed the responsibility on the Licence Holder to notify of any changes.

The Chairman invited N Anderson, Licensing Enforcement Team Leader to address the Sub-Committee. The Officer took Members through the Enforcement Report which was included within the Bundle. Mr Metcalfe had been interviewed under caution and details of the interview were included in the additional information circulated to Members, together with a statement from PC Coleman following a family visit to the premises on 26 June 2017. Members were shown CCTV footage of the alcohol being sold on 26 June 2017 and also at 19.23 on 27 June 2017. The footage had been inspected randomly throughout the week following 23 June 2017 and Mr Metcalfe himself had confirmed that alcohol had been sold from 6.00pm.

Following the visit on 23 June 2017 Mr Metcalfe had been provided information about Temporary Event Notices, and the Licensing Team Leader informed the Sub-Committee when the TENs had been issued and the effective dates.

K Robson, Senior Licensing Officer addressed the Sub-Committee. The Officer informed Members that following the visit by Licensing Enforcement she had carried out the usual checks with Companies House, and had spoken with Mr Metcalfe by telephone. During the conversation she had explained about the application process, and the use of TENs and their limitations. Mr Metcalfe was made aware that the earliest he could sell alcohol by way of a TEN would be 1 July 2017. The process for making application for a Premises Licence was explained to Mr Metcalfe and he was e-mailed information on the same day.

Following a question from Councillor Carr, K Robson advised that she had not told Mr Metcalfe to close the premises but that licensable activities were not permitted. In closing the Senior Licensing Officer refuted Mr Metcalfe's statement that she had

said that he could sell alcohol from 6.00pm. During her discussions with Mr Metcalfe at no point were times discussed.

Following a further question from the Member, the Licensing Team Leader advised that it was not an offence under the Licensing Act 2003 to display alcohol.

Mr Metcalfe was invited to address the Sub-Committee. He advised that he had not held a Premises Licence previously and when it became apparent following the visit by the Licensing Enforcement Officer he had been in a state of shock. He found the questioning of his honesty and integrity offensive, and he had fully co-operated with the Authority. He had provided till receipts and his CCTV system had been removed for over a month which he believed put his staff at risk. All pumps were covered when alcohol was not on sale and the fridges were switched off.

He had told the truth about his telephone conversation with the Senior Licensing Officer and if he had misunderstood he apologised; he believed that when he asked when he could sell alcohol the Officer had advised from 6.00pm. He was aware of another premises in similar circumstances and he believed that the Licensing Authority should take some responsibility and visit premises at least once a year; his premises had received only one check in three years.

The Licensing Authority had queried his need for training but he was extremely busy with the business. However he and three members of staff were now booked on a training course in September 2017.

He had never been in trouble with the Police or had any problems with crime and disorder in the premises since he had taken over the business.

He had been put under a lot of stress as a result, and he had a medical condition which could affect his concentration. The business had lost money and he had been forced to make one member of staff redundant and to reduce four others from full time hours to part time. If the Premises Licence was not granted his business would be forced to close and he would face bankruptcy.

He had operated without problem using TENs and he would implement all the conditions proposed.

In response to a question from Councillor Carr Mr Metcalfe advised that he was familiar with the requirements of a Personal Licence but had very little understanding of Premises Licences, as he had not held one before.

Following a further question from the Member about his understanding of the licensing regime Mr Metcalfe reiterated that he sought advice from the Licensing Authority as quickly as possible to enable him to operate lawfully. He confirmed that he had told his staff that alcohol could be served from 6pm but appreciated now that he should have known that he could not.

Councillor Marshall asked if there were any members of staff in his employment who could be trained as the DPS and was informed that he and two other members of staff held personal licences but that he was the most experienced.

Councillor Wilson asked a question about CCTV and was informed that Mr Metcalfe and the Manageress were both trained in the operation of the system.

Prior to summing up S Buston confirmed that the Applicant had agreed to include the conditions requested by the Licensing Authority, the Police and the Local Safeguarding Children's Board.

The Chairman provided an opportunity for all parties to sum up but all confirmed that they had nothing further to add. The Sub-Committee retired to deliberate the application in private at 11.05am.

After re-convening at 11.20am the Chairman delivered the Sub-Committee's decision. In reaching their decision the Sub-Committee had taken into account the report of the Licensing Team Leader, together with additional information from the Licensing Enforcement Team, and the verbal and written representations of the Licensing Authority and the Applicant. Members had also taken into account the Council's Statement of Licensing Policy and Section 182 Guidance issued by the Secretary of State.

Resolved:

That the Premises Licence be granted as follows:-

Activity	Days & Hours requested
Sale of Alcohol (on sales)	Monday to Sunday 12.00 to 23.00 hours Christmas Eve 12.00 to midnight New Years' Eve 12.00 to 01.00 hours
Recorded Music, (indoors only)	Monday to Wed 12.00 to 21.00 hours Thurs to Saturday 12.00 to 22.00 hours Sunday 12.00 to 23.00 hours Christmas Eve 12.00 to midnight New Years' Eve 12.00 to 01.00 hours
Hours premises open to public	Monday to Sunday 12.00 to 23.30 hours

The Sub-Committee considered the conditions suggested within the Operating Schedule of the application and believed it was necessary and proportionate to impose the following conditions upon the licence:

General

- a) The Premises Licence Holder shall appoint and keep in place a separate, independent Designated Premises Supervisor for these premises.

The Prevention of Crime and Disorder

- b) Keep a detailed record of any incidents or refusals at the premises.
- c) No serving of alcohol to any person who appears to be drunk.
- d) Full initial staff training to be carried out, by the Designated Premises Supervisor, to ensure no alcohol is sold to anyone underage and refresher training to be carried out every six months.
- e) Training records to be kept for every member of staff and endorsed after every training session. The records will be made available to officers and responsible authorities when requested to do so.
- f) CCTV will be provided in the form of a recordable system, capable of providing pictures, particularly facial recognition. Cameras shall encompass all entrances and exits to the premises, where the sale/supply of alcohol occurs.
- g) All footage will be kept on the system for at least 28 days and will be made available to officers and responsible authorities when requested to do so.
- h) The majority of staff will be trained to operate the CCTV system; this is to include viewing and downloading of the system. Regular refresher training will also be undertaken. Training records can be made available for inspection upon reasonable request by police or other relevant officers of a responsible authority.

Public Safety

- i) To avoid standing areas by making sure there is adequate seating.
- j) All relevant steps are taken to avoid trips and falls, all signage is in place to warn of ramps or steps, all walkways to be kept clear and all spills are cleaned up.
- k) Fire exits and equipment to be clearly marked.
- l) Be aware of requirements regarding health and safety.
- m) First aid facilities will be available at all times.
- n) An incident log will be kept at all times.

The Prevention of Public Nuisance

- o) Making certain customers leave in an orderly and quiet manner. Gardens are shut by 10.30pm; windows and doors are closed during particularly noisy times, eg parties etc.
- p) Make sure smoking areas are kept clean from litter etc.
- q) Groups of people will be discouraged from congregating outside the premises.
- r) Signage will be displayed encouraging customers to leave quietly.
- s) A rubbish bin will be placed outside of the front of the premises and customers will be encouraged to use it. At the end of business the staff will ensure that litter is collected from the front of the premises and the immediate vicinity.

The Protection of Children from Harm

- t) Verification of age – Safeguards to be in place to see that alcohol is not served to or purchased on behalf of under age children. A 'Challenge 25' age verification policy is operated which requires anyone looking under the age of 25 to produce photographic evidence of proof of age from a passport, driving licence or PASS accredited scheme before any alcohol is supplied. The actions of staff operating the policy to be regularly monitored.
- u) A refusal register will be kept and endorsed after every sale refused. This should be maintained and will be produced to a relevant officer of the police or other relevant officer of a responsible authority upon request. This is also to include over 18's purchasing alcohol and passing it on to under 18's (proxy sale).
- v) Minimise the risk of proxy sales – The premises will work with the police to minimise the risk of proxy provision/proxy sales. (This is alcohol purchased or obtained for young people by relatives or older friends).
- w) Training of staff – All staff responsible for selling age restricted goods to be trained to implement the age verification policy. Staff training to include the risk from proxy sales. Training records for staff to be maintained and initial staff training to be carried out by the Designated Premises Supervisor or approved member of staff to ensure that no alcohol is sold to anyone underage. Refresher training to be carried out every six months.
- x) Training records to be kept for every member of staff and endorsed after every training session. The records will be made available to officers and responsible authorities when requested to do so.

- y) CCTV will be provided in the form of a recordable system, capable of providing pictures of evidential quality in all lighting.
- z) Equipment will be maintained in good working order, be correctly timed and date stamped. Recordings must be kept for a period of 28 days. The recording equipment and discs/memory sticks shall be kept in a secure environment under the control of the Designated Premises Supervisor or other responsible named individual. An operational weekly log report must be maintained and endorsed by a signature, indicating that the system has been checked and is compliant, in the event of any failings, actions are to be recorded.

7 Application for the Grant of a Club Premises Certificate, Ustinov College Bar, Ustinov College, Sheraton House, Sheraton Park, Durham

The Committee considered a report of the Licensing Team Leader regarding an application for the grant of a Club Premises Certificate in respect of Ustinov College Bar, Ustinov College, Sheraton House, Sheraton Park, Durham (for copy see file of Minutes).

A copy of the application and supporting documentation had been circulated, together with additional information from the Applicant which included a map illustrating the location of the College within the local area, and a CGI of the buildings and landscaped area. Reference had been made in the Bundle to the Cundall Report, an environmental noise assessment of the Common Room/Bar, and a copy was provided to Members.

Councillor L Brown, local Member addressed the Sub-Committee. The Member explained that the new Ustinov College consisted of two large blocks with a mix of bedrooms, office and communal space. The new buildings were fronted by a landscaped area, and family homes were located less than 10m away. There were many conditions attached to the Premises Licence and she had no objections to on sales, however given that the Applicant had given an assurance that there would be no drinking outside, the Member asked why off sales were included. She did not believe that the applicant would be able to prevent drinking outside in the landscaped area which could give rise to public nuisance and crime and disorder.

In response to a question from Councillor Carr, Councillor Brown stated that behind the landscaped area was a large playing field, and she was worried that drinking would also extend into this area.

Councillor D Brown asked about the mix of student and residential accommodation in the surrounding locality, and was informed that student accommodation comprised a relatively small percentage. Many of the residents were families with young children.

S Buston referred to the additional conditions offered by the applicant and asked if the proposal for a 24/7 porter service allayed her concerns. In welcoming the efforts of Mr McDonald the Member felt that the porters would be required to be in a number of places at once.

Mr Doig, of Nevilles Cross Community Association addressed the Sub-Committee. He commenced by expressing thanks to the applicant for his support. This college had a 25 year licence from developers and it was therefore important to get the details of the Premises Licence correct at this point.

Mr Doig referred to the noise assessment report and asked that all recommendations be implemented, including that relating to the disposal of bottles.

He noted that students would be required to sign in and he asked the Club to strictly restrict the number of people who were not members.

In summer evenings he believed that there would be drinking outside. The Association would like to see off sales managed to prevent this. He also asked how the College would manage smokers who wanted to take a drink outside with them.

In terms of 24 hour on site security he asked that a designated telephone number be provided to allow residents to report any problems as they occurred.

Mr McDonald addressed the matters raised by Councillor L Brown and Mr Doig. He explained that Ustinov College was a post-graduate only college for students between 22 and 55 years old who would be on site 50 weeks of the year.

Mr McDonald referred Members to the maps he had provided which showed the two buildings, Neville House and Sheraton House. Neville House accommodated staff and 400 students, and Sheraton House included 191 student bedrooms and the social space. Students would be able to carry capped bottles between Sheraton House and Neville House. The bar café would be for use by all members and would be a significant space for all post-graduates to meet socially in a convivial atmosphere. The bar would be used both socially and educationally.

The college was fully aware of its responsibility to promote the licensing objectives. The absence of representations from Responsible Authorities confirmed that their responsibilities had been fulfilled.

The Constitution of the Club had been changed to exclude non-members to address the Association's concerns about visitor numbers, and would be the only college bar to restrict access to members and guests. He could address the concerns about the number of guests but he was minded that if only residential students were permitted this would diminish the way the college sought to operate and provide the student experience.

Currently the college had only been required to exclude three students for a short period which reflected the maturity of the students at Ustinov. He appreciated Councillor L Brown's points about off-sales to those students who lived in the blocks, and rules would be put in place to make it clear that no alcohol would be

permitted outside. This would be policed and reviewed regularly by the porters and the bar staff. The bar staff would not permit the purchase of large volumes of alcohol which would prevent any opportunities for impromptu parties outside.

The opening hours had been reduced to address the concerns of residents, and only the bar area of Sheraton House would be licensed. The College had chosen not to include the landscaped area in the application, which demonstrated its desire to be a good neighbour.

The frequency of events up to 2.00am had also been reduced from fifteen to six and residents would be made aware two weeks in advance that an event was taking place.

All recommendations within the Cundall report would be met and a noise limiter would be installed. The social events would take place in a brick-walled room with high quality acoustic glass to ensure that noise did not affect residents. A state of the art air conditioning unit had been incorporated into the social space which would be capable of maintaining a steady temperature, which would ensure that there would be no need to open doors and windows.

There would be 24/7 cover with access to the University's security and there would be a member of the Management Team on call every day. A dedicated telephone number would be provided for residents and dedicated e-mail address for the Residents Association. Neville's Cross Community Association would be represented on the Bar Management Committee.

Following a request for clarification from the Chairman, Mr McDonald agreed that there would be no disposal of glass bottles after 9.30pm. Suppliers would maintain their current delivery schedule of between 12 noon and 3.00pm one day per week.

Councillor D Brown asked if there would be any vehicles permitted in the landscaped area and was advised that bollards would restrict access.

Mr J Graham addressed the Sub-Committee in support of the application. He explained that his role as President of the Common Room was to promote a single community and the bar area was fundamental to this, providing a centre for social activities, films, art exhibitions and seminars, functioning more like a living room than a pub. As a student himself he was biased but he appreciated the ramifications of new students in a residential area. He met regularly with the Community Association and would continue to do so. The licensing hours had been reduced and the restricted late openings reflected their intention to be good neighbours. The proposed restriction on membership was unique and another step to ensure that the community was not disturbed. The exclusion of non-residents was difficult for a college community as only a small number lived on site. A college was not defined by its buildings but by its community and a standard room at Sheraton Park was a luxury many students could not afford. Excluding them from the bar would cut them off from the student experience and would create a two-tiered community. Less than half the College Executive Committee would be able to visit its own bar.

Mr Doig asked for more information about staff security at night and how the College would police smokers.

Mr McDonald advised that there would be 24/7 porter cover who had access to the University's security. Membership would be policed by the Common Room staff and bar staff would police the sale of alcohol. Smokers would not be allowed to take alcohol outside but it would be unfeasible to police people who smoked outside the premises.

Mr Doig referred to membership and the potential for 1000 eligible customers, who would access the premises via local footpath routes. He was concerned that people walking back to their own accommodation in Durham may disturb residents late at night. Mr Doig was informed that a Notice would be erected asking customers to leave the building quietly.

All parties were invited to sum up. Mr McDonald reiterated that Ustinov College was seeking to establish a college community. The development had morphed into a long established college, and he recognised the sensitivity of a change in the intended use which was why the college had worked closely in partnership to address the concerns of residents and to address the licensing objectives. The only areas of disagreement were off sales and the issue of membership which he believed had been addressed. It was a requirement of the University that all colleges were accredited with 'Best Bar None'.

At 12.50am the Sub-Committee retired to deliberate the application in private. After reconvening at 1.00pm the Chairman delivered the Sub-Committee's decision. In reaching their decision members had taken into account the report of the Licensing Team Leader and additional information provided by the Applicant, and the written and verbal representations of the Applicant and other persons.

Resolved:

That the application for a Premises Licence be granted as follows:-

Activity	Days & Hours requested
Supply of Alcohol (for consumption on and off the premises)	Monday to Friday 19.30 to 23.00 hours Saturday & Sunday 14.00 to 23.00 hours <i>On a maximum of six occasions per year up until 02.00 hours</i>
Live Music (indoors) and Recorded Music (indoors)	Monday to Friday 19.30 to 23.00 hours Saturday & Sunday 14.00 to 23.00 hours <i>On a maximum of six occasions per year up until 02.00 hours</i>

Plays, films, performances of dance, similar entertainment (all indoors)	Monday to Friday 19.30 to 23.00 hours Saturday & Sunday 14.00 to 23.00 hours
Opening Hours	Monday to Friday 19.30 to 23.20 hours Saturday & Sunday 14.00 to 23.20 hours <i>On a maximum of six occasions per year up until 02.00 hours</i>

Conditions, proposed by the Applicant, to be attached to the premises licence:

The Prevention of Crime and Disorder

- a) The following general provisions are in place to ensure that they are achieved and regularly reviewed:
 - i) Policy on the management of university bars.
 - ii) Standard Operating Manual and Schedule of General Bar Regulations.
 - iii) Training strategy for personal licence holders, bar staff, bar management committee members and college porters. The records of training will be maintained by Ustinov College and made available for review by officers of the relevant responsible authorities as outlined in the Licensing Act 2003.
 - iv) Performance management framework to ensure scrutiny and oversight of the bar operation and its management.
 - v) Annual application to the Durham City “Best Bar None” scheme for re-accreditation.
- b) Authorised staff, employed by Durham Police, shall have free access to all parts of the licensed premises, at all reasonable times, for the purpose of inspection to ensure compliance with the terms and conditions of the club premises certificate and to ensure the promotion of the licensing objectives.
- c) Initial staff training to be carried out by an approved member of staff to ensure no alcohol is sold to anyone underage and refresher training to be carried out every six months.

- d) Training records to be kept for every member of staff and endorsed after every training session. The records will be made available to officers and responsible authorities when requested to do so.
- e) CCTV will be provided in the form of a recordable system, capable of providing pictures of evidential quality in all lighting conditions.
- f) Cameras shall encompass the inside and outside of the main entrance and exit to the premises and all areas inside the premise where the sale/supply of alcohol occurs.
- g) Equipment will be maintained in good working order and be correctly time and date stamped. Recordings will be kept for a period of 28 days and handed to the responsible authorities within a reasonable time frame agreed between officers and an authorised person.
- h) The CCTV system will incorporate a battery backup system to enable 24 hour continuous recording in case any power blackout/failure.
- i) The licence holder will ensure at all times an appointed member of staff is capable and competent at viewing and downloading CCTV footage in recordable format, either disc, hard drive or memory stick to responsible authorities within a reasonable time frame agreed between officers and the authorised person.
- j) The recording equipment and discs/memory sticks shall be kept in a secure environment under the control of responsible named individual.
- k) An operational weekly log report will be maintained and endorsed by a signature, indicating the system has been checked and is compliant, in the event of any failings actions taken are to be recorded.
- l) Proof of age checks carried out for all people under the age of 25 via the Challenge 25 scheme. The only forms of identification accepted will be a passport, photo driving licence and "PASS" hologram ID.
- m) A refusal register will be kept and endorsed after every sale of alcohol refused, this will include over 18s purchasing alcohol and passing it to under 18s (proxy sales).

Public Safety

- n) Use of plastic glasses only at designated events and the decanting of drinks from glass bottles to minimise risk from broken glass.

The Prevention of Public Nuisance

- o) The Ustinov College Graduate Common Room (GCR) will show films in the social space as part of the general entertainment provided for club members. Use of any sound equipment in support of the film

projection will be in accordance with the planning conditions set by the local authority in the report dated 7 April 2017.

- p) Live music will be a feature of entertainment in the common room/bar area. Use of any sound equipment will be in accordance with the planning conditions set by the local authority in the report dated 7 April 2017. Similarly management of the building – no open windows, doors etc., will be in accordance with the planning conditions in the same report.
- q) On a maximum of six occasions per year, events such as those described above will run beyond the standard timings. The non-standard timings will run to 02.00 hours at the latest for each of the six nominated events. Where such a non-standard timing is utilised Ustinov College will notify the local licensing authority, the Sheraton Park Residents Association and the Nevilles Cross Residents Association 14 days before the event. This notification will be via telephone call and/or email.
- r) Ustinov College seeks on and off sales to allow residents in Neville House and Sheraton House to purchase alcohol and soft drinks and return with them to their college accommodation to enjoy them whilst studying or socialising with friends in their cluster flats. The College will establish a college rule prohibiting the purchase of alcohol for the purposes of consuming it outdoors in the space between Neville House and Sheraton House. This college rule will be policed by college staff including the 24/7 college porters.
- s) The requested opening hours are as stated with a subsequent 20 minutes drinking up period. At the end of opening hours bar staff will be instructed only to sell quantities of alcohol to customers that could be consumed in the 20 minute drinking up time. Requests for excessive volumes of alcohol will be refused. At the end of the 20 minute drinking up period bar staff will clear all glass and bottles whether empty or not.
- t) The College shall implement all the recommendations in the Sheraton Park, Durham Environmental Noise Assessment document prepared by consultants Cundall.
- u) The current document titled “Constitutional Arrangements Qualifying for a Club Premises Certificate” which outlines membership of the Ustinov College Bar will not be amended unless there is unanimous support from the Ustinov Bar Management Committee and subsequent ratification by the Ustinov College Council.
- v) The Ustinov College Bar will operate primarily as a bottle bar with a limited space to provide keg beers. There will not be a ‘chill cellar’ with the associated noise from an air conditioning device.

- w) Issues of anti-social behaviour caused by patrons of the Ustinov College bar will be dealt with by a recognised escalation process. The 24/7 porter will provide an immediate response onsite. This response can, when appropriate, be supported by university security staff. The college operates a 365 days of the year on-call emergency duty officer rota. This officer can be contacted by the porter when appropriate. None of the above prevents the duty porter and/or university security from contacting the local police if necessary. The escalation process will ensure that incidents of anti-social behaviour are dealt with in a timely manner. In addition management information concerning numbers and nature of incidents will be discussed at the regular Ustinov College Bar Management Committee meeting at which residents will be represented.

The Protection of Children from Harm

- x) In order to protect children from unsuitable and even harmful content in films and videos and to give customers information they might need about a particular film or video before deciding whether or not to view it, the British Board of Film Classification (BBFC) examines and age rates films and videos before they are released. The graduate common room DVD/film club shows films of varying classifications and ensures the classifications are publicised in advance of the showing. DVDs and films are shown in the bar area and bar staff are briefed on the need to challenge people where they appear to be below the age of the classification of the film. The college will adopt the Challenge 25 scheme as the proof of age policy. The only forms of identification we will accept are a passport, a photo driving licence and a "PASS" hologram ID.
- y) Designated children's areas at events located away from the licensed bar area.
- z) Restricted use of photography to minimise unwanted use of child images.
- aa) Policy about children under the age of 18 having to be accompanied on licensed premises.

Conditions, imposed by the Sub-Committee, to be attached to the premises licence:

- a) A dedicated telephone number will be provided to allow any immediate concerns of nuisance to be raised.
- b) Potential noise from groups of smokers will be overseen by bar management and additional signage will also be provided to remind customers to be considerate of neighbouring properties.

- c) Bottle disposals shall not be carried out after 9.30pm or before 7.00am.
- d) The premises shall be used by members only with a maximum of two guests per member in any 24 hour period.