

APPENDIX C

Haven Hall Amended Proposed Operating Schedule:

Plays
(Inside) Monday to Sunday 23:00hrs to 23:30hrs

Films
(Inside) Monday to Sunday 10:00hrs to 23:30hrs

Live Music
(Inside) Monday to Sunday 23:00hrs to 23:30hrs

Recorded Music
(Inside) Monday to Sunday 23:00hrs to 23:30hrs

Performances of Dance
(Inside) Monday to Sunday 23:00hrs to 23:30hrs

All the above activities may be provided until 01:00hrs on Christmas Eve, Christmas Day, New Year's Eve, New Year's Day and from Thursday to Monday of all Bank Holidays and up to 12 occasions per year.

Late Night Refreshment
(Inside and Outside) Monday to Sunday 23:00hrs to 23:30hrs
Until 02:00hrs
Christmas Eve, Christmas Day, New Year's Eve, New Year's Day and from Thursday to Monday of all Bank Holidays and up to 12 occasions per year.

Supply of Alcohol Monday to Sunday 10:00hrs to 23:30hrs
24 hours for residents of the hotel
Until 02:00hrs (or midnight in a marquee)
Christmas Eve, Christmas Day, New Year's Eve, New Year's Day and from Thursday to Monday of all Bank Holidays and up to 12 occasions per year.

Opening Hours of Premises Monday to Sunday 10:00hrs to midnight
Until 02:30hrs
Christmas Eve, Christmas Day, New Year's Eve, New Year's Day and from Thursday to Monday of all Bank Holidays and up to 12 occasions per year.

Conditions agreed with Environmental Health:

1. Regulated entertainment is not permitted to be provided outside or in a marquee on the premises after 23:00hrs.
2. The marquee is only permitted to be used for licensable activities between 09:00hrs and midnight.
3. The licence holder shall keep a written record of any occasion on which licensable activities are provided within a marquee or outside at the premises, and such record shall be produced to a police officer or relevant officer of the local authority on reasonable request.
4. During the provision of regulated entertainment after 23:00 hours, including any DJ announcements, the noise shall be contained within the premises, or be at a limit which will be barely audible* at the boundary of any noise sensitive premises.

*Barely audible is defined as at a level that, whilst it may be audible (heard), is so low in volume that distinct lyrics, tunes, musical instruments and any bass beat cannot be discerned at the boundary of any noise sensitive premises

5. After 23:00hrs, all external doors and windows to the area where regulated entertainment is taking place shall be kept closed.
6. When regulated entertainment is taking place, regular assessments of the noise coming from the premises will be conducted and steps will be taken to reduce the level of noise where it is likely to cause a disturbance to local residents. A written record shall be made of those assessments in a log book and shall include the date and time of the checks, the person making them and the results including any remedial action. The log book shall at all times be available for inspection by an authorised officer of the local authority or Police.
7. A copy of all public nuisance complaints received shall be recorded in a log book containing the time of complaint, date, complainant's name and address (where provided) along with the action taken by the responsible person to deal with the complaint including the date and time of the actions completion. The log book shall at all times be available for inspection by an authorised officer of the local authority or Police.

Conditions agreed with Police:

1. The number of door supervisors to be engaged on any occasion shall be determined by the licence holder, taking into account such factors as the nature and duration of licensable activities proposed, the number, age and character of persons likely to attend, and any known risks to impact on the promotion of the licensing objectives. The licence holder shall make a written record of the number of door supervisors to be engaged and the factors taken into account by the licence holder. Any such record shall be produced to a police officer or authorised officer of the local authority on reasonable request.
2. A CCTV system shall be installed and maintained to the satisfaction of police and the licensing authority. The system shall operate at all times the premises are open to the public and shall provide coverage of every public entrance or exit and every area where alcohol is sold or displayed for sale. Recorded images shall be of sufficient clarity to allow personal identification, and shall display the correct time and date of the recording. A member of staff capable of operating the CCTV system shall be present at all times the premises are open to the public. The system shall be capable of exporting recorded images to removable media (eg CD/DVD/USB memory stick) and be capable of the replaying of footage for review. CCTV footage shall be retained for a period of at least 30 days and be produced to a police officer or responsible officer of the local authority on reasonable request.
3. No glassware is to be allowed into the swimming pool area.
4. All persons engaged in the sale of alcohol shall receive training or instruction to prevent the sale to anyone who is drunk or apparently under the age of 18 years. Such training will also include the details of the Premises Licence as well as its conditions. Staff members shall receive such training on induction, also at intervals not greater than one year apart. A record shall be made of:-
 - the date the training or instruction was delivered,
 - its content, and
 - the names of the members of staff who received it.The record shall be produced to a police officer or an authorised officer from the local authority on reasonable request.
5. A written record shall be made of every incident of crime and disorder taking place on the premises, to include any action taken by staff. Every entry in the record shall be signed and dated by the person making it. This record shall be produced to a police officer or an authorised officer of the local authority on reasonable request.
6. A written record shall be made of every refusal to sell alcohol to a person who is drunk or apparently aged under 18 years. Each entry shall be signed and dated by the person making it. The record shall be checked and counter signed by the DPS on at least a weekly basis and shall be produced to a police officer or authorised officer of the local authority on reasonable request.
7. The "Challenge 21" scheme will be adopted at the point of the sale of alcohol.
8. No alcoholic drinks are to be stored in any mini-bar where the occupants of the room it is in include persons who are under 18.
9. The restocking of alcoholic drinks in mini-bars of rooms occupied by customers is only permitted on a maximum of two occasions per day.