

Schedule of Licence Conditions

Conditions consistent with the operating schedule	Agreed	Proposed by
<ol style="list-style-type: none"> 1. There shall be no public access to the premises. 2. The company shall operate the challenge 25 initiative upon delivery of all orders. Anyone that looks under the age of 25 will be required to provide photographic I.D to show they are over the age of 18. Acceptable I.D will be a passport or other photographic I.D containing the "PASS" logo such as driving licence or a citizen card. 3. All staff will be trained in respect of the 'Challenge 25' policy, a record of staff training will be made available upon request. 4. An effective and adequate CCTV system shall be installed, maintained and operated on the premises 24 hours a day. 5. Delivery shall be refused to people who are known to cause trouble, are intoxicated, suspected of passing alcohol to those under 18 years of age or those whose consumption of alcohol may pose a danger to themselves or others; details of such instances will be recorded in the refusals log. The company will refuse to deliver to any address at the request of any of the responsible authorities, a list of banned addresses will be maintained alongside our own barred customers. This list will be available upon request to all responsible authorities. 6. All deliveries of alcohol shall be delivered only to addresses with a valid postcode. 7. A record shall be kept for a minimum of 3 calendar months of all sales and addresses of all deliveries. 8. Staff shall be trained in how to recognize and refuse service to customers who are intoxicated and how to handle potential troublemakers and diffuse difficult situations. 9. Driver training shall include safe working procedures and responsibilities to protect both themselves and members of the public. Efforts will be made to identify problematic drinkers and management informed so that orders can be monitored or limited. 10. Whilst carrying out deliveries the delivery drivers will not sound their horn or make excessive noise that would cause a nuisance. Delivery drivers shall be instructed to enter and leave their vehicle quietly if required and will training shall cover consideration for occupiers of nearby residential property. 11. In addition to the 'Challenge 25' policy for staff to check for I.D, 	N/A	Applicant

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there will be age related requirements prominently displayed on the main company website. Call handlers will be trained to recognize orders that may have been placed by a minor or for a minor, management will then carry out further checks to establish the age of the customer. All company websites with online ordering will have an age gate confirming the user is at least 18 years of age, anyone failing this age verification process will be unable to enter the site.

12. Company policy shall be that only one person will be permitted to collect purchases from the vehicle upon receipt of delivery.

13. CCTV shall cover the interior and exterior of the premises.

14. The premises will have an alarm fitted.

