

Crown, Knaphill Proposed Conditions

CCTV

1. CCTV must be installed and cover all internal & external areas, including all public entry and exit points. The CCTV unit must be positioned in a secure part of the licensed premises and not within any private area of the location. Access to the system must be allowed immediately to any Responsible Authorities in accordance with the Data Protection Act where it is necessary to do so for the prevention of crime and disorder, prosecution or apprehension of offenders or where disclosure is required by law.
2. All images must be kept for a consecutive 31 day period and to be produced to any Responsible Authorities in relation to the investigation of crime and/or disorder issues and suspected licence breaches, upon request or within 24 hours of such request where it is necessary to do so for the prevention of crime and disorder, prosecution or apprehension of offenders or where disclosure is required by law.
3. The CCTV system must be maintained so as to be fully operational and recording continually whilst the premises are open for licensable activities and during all times when customers remain on the premises.
4. The CCTV system clock must be set correctly and maintained (taking account of GMT and BST).
5. There must be a member of staff available at all times who is trained and capable of operating the CCTV system and also downloading any footage required by the Police, Trading Standards or an authorised officer of the Licensing Authority.

Incident Log

1. A written paginated incident log must be kept at the premises and made available on request to the Police or an authorised officer of the Licensing Authority. It must be completed within 24 hours of the incident and must record the following:
 - a) All crimes reported to the premises.
 - b) All ejections of patrons
 - c) Any complaints received concerning crime and disorder.
 - d) Any incidents of crime and disorder
 - e) All seizures of drugs or offensive weapons
 - f) Where possible, details of those involved including members of the public, police officers, SIA staff and employees.
 - g) Any visits by a Responsible authority officer
 - h) Any visits by a representative of the Premises Licence Holder
2. The incident log must be inspected and signed weekly by the DPS of the premises.
3. The Incident log must be inspected and signed by any visiting representative of the Premises Licence Holder at least once every three months.

Staff Training

1. All staff whose duties include alcohol sales will receive training which will incorporate:
 - a) Responsible Alcohol Service, including recognising signs of drunkenness, refusal skills training such as how to refuse service, and under what circumstances. Drugs awareness training.
 - b) Managing and resolving conflict
 - c) Premises Licence conditions
 - d) The age verification policy operated at the premises.
2. Training records will be documented, signed by staff and retained on the premises for a period of 12 months. They will be produced for inspection when required by an Officer of a Responsible Authority or other authorised person.
3. Refresher training should be undertaken every six months and signed by Staff.

Refusal of service log

1. A written refusals register will be maintained at the premises and be available for inspection by responsible authority officers. The register will detail the following:
 - a) All refusals of alcohol sales
 - b) The name of the member of staff who refused service
 - c) The date and time of the refusal of service
 - d) The reason for the refusal of service (i.e. intoxication, age, behaviour etc)

Door Supervisors

1. A minimum of 2 SIA registered Door Supervisors will be on duty on Fridays and Saturdays from 20:00hrs until close and all members of the public have left the venue.
2. There must be a register of every SIA person employed at the premises that contains the following details:
 - a. Full Name
 - b. Contact telephone number
 - c. Security Industry Authority licence number
 - d. Time and date each security staff starts and finishes duty.
 - e. Each entry must be signed by the Door Supervisors
3. That register must be available for inspection immediately by an authorised officer of the Licensing Authority, the Security Industry Authority or Police.

Age Verification Policy

1. A Challenge 25 age verification policy will be operated. The only acceptable forms of identification are a passport, photocard driving licence, military identification or any other UK/EU government approved form of identification.

Prevention of Public Nuisance

1. Notices shall it be prominently displayed at all exits requesting patrons to respect the needs of local residents and leave the area quietly.
2. A noise limiting device is to be installed within the premises to control the level of recorded music, to be set in conjunction with the EHO at a level which will not cause nuisance to nearby residential properties.
3. Gardens and outside areas not to be used for eating or drinking after 2300 hours on all days.
4. All doors and windows will be kept closed (save to permit access and egress) whenever regulated entertainment is being operated.
5. The DPS will have a written drugs policy to deal with all incidents involving illegal drugs. This policy is to be made available on demand by Surrey Police
6. Smoking in the rear garden after 23.00 hours will only be permitted in the existing smoking shelter.
7. The festoon lighting will be switched off when the garden is not in use.
8. All regulated entertainment permitted by the premises licence will take place indoors only.