

OPERATING SCHEDULE

**MOON LOUNGE
34 HIGH STREET
HORNSEY
LONDON N8 7NX**

General outline of the application

This premises has benefited from a premises licence **LN/000005247** and has operated since 2007.

This is a Variation application to extend the operating hours, designed for a fully functioning Restaurant/Bar and Lounge to operate from the premises with Robust Conditions to ensure there is no negative impact on the Licensing Objectives or the Local community.

To support this application, we have also revised the operating schedule to ensure that it is comprehensive and robust to ensure the licencing objectives are upheld.

This Application is designed to permit a fully functioning RESTAURANT/LOUNGE BAR to operate from the premises. It is not an application for a nightclub or vertical-drinking establishment and has been conditioned accordingly.

Every aspect of the licensing objectives has been considered as outlined under the Licensing Act 2003 along with other current legislation and the Licensing Policies of London Borough of Haringey.

It is the primary objective of the Proprietor, Designated Premises Supervisor (“DPS) and Management (together referred to as “the Management”) to operate in a manner designed to minimise risk to customers, employees, neighbours, or persons in the near vicinity of the premises.

The Management seek to continue to operate successfully, providing a high-quality venue for the enjoyment of customers in a manner that does not adversely impact on the quality of life of neighbouring residents, businesses, or passers-by.

The Management will not tolerate breaches of the Law on the premises.

The Premises will be operated within the terms and conditions of its Premises Licence.

All staff will be made aware of and expected to embrace these objectives, acting in a manner most likely to achieve them.

A very detailed operating schedule with robust conditions has been submitted as part of this application to ensure the Licensing Objectives are promoted.

We also welcome any consultation with the Regulated Authorities that may provide any suggestions or recommendations to help us achieve our objectives.

The Prevention of Crime and Disorder

In the event that crime or serious disorder is, or appears to have been, committed on the premises, the management will immediately ensure that:

- (a) The police and, where appropriate, the London Ambulance Service, are called immediately.
- (b) As far as is safe and reasonably practicable, all measures will be taken to apprehend any identified suspects pending the arrival of the police.
- (c) As far as is safe and reasonably practicable, all measures will be taken to preserve any identified crime scene pending the arrival of the police.
- (d) Any and all appropriate measures are taken to fully protect the safety of all persons present on the premises at all times during operating hours.

An incident log shall be kept at the premises and made available on request to the police.

or an authorised officer, which will record:

- (a) Any and all allegations of crime or disorder reported at the venue
- (b) Any and all complaints received by any party
- (c) Any faults in the CCTV system
- (d) Any visit by a relevant authority or emergency service
- (e) Any and all ejections of patrons
- (f) Any refusal of the sale of alcohol

A digital CCTV system shall be installed in the premises and shall comply with the following criteria:

- (a) Camera(s) must be sited to observe the entrance doors from both inside and outside.
- (b) Camera(s) on the entrance must capture full frame shots of the heads and shoulders of all people entering the premises i.e. capable of identification.

- (c) Camera(s) must be sited to cover all areas to which the public have access, excluding toilets if onsite.
- (d) Provide a linked record of the date, time of any image.
- (e) Provide HD digital quality images in colour during opening times.
- (f) Have a monitor to review images and recorded quality.
- (g) Be regularly maintained to ensure continuous quality of image capture and retention.
- (h) Member of staff trained in operating CCTV at venue during times open to the public.
- (i) Digital images must be kept for 31 days. The equipment must have a suitable export method, e.g. CD/DVD writer so that Police can make an evidential copy of the data they require. Copies must be available within seven (7) days to Police on request however should be supplied as soon as practicable as the evidential need dictates.

The premises will operate the 'Challenge 25' proof of age scheme.

- (a) All staff will be fully trained in its operation.
- (b) Only physical production of suitable forms of photographic identification, such as passport or UK driving licence, or a holographically marked PASS scheme card, will be accepted. A screenshot or digital document copy will not be sufficient.

The licence holder will at all times maintain adequate levels of staff and a min of 2 SIA Door supervisors will be deployed on Friday and Saturday. From 22:00 until 30mins after closing. Such staff and security levels will be disclosed, on request, to the Licensing Authority and the Police.

A record of refused sales shall be kept on the premises and completed when necessary. This record shall contain the date and time of the refusal, a description of the customer, the name of the staff member who refused the sale, and the reason the sale was refused. This record shall be made available to Police and/or the Local Authority upon request and shall be kept for at least one year from the date of the last entry.

The Designated Premises Supervisor shall regularly check the refusals system to ensure it is being consistently used by all staff.

The licensee shall ensure that all staff are trained on relevant matters, including the conditions of the premises licence, age restricted products and the operation of the CCTV system and how to deal with visits from authorised officers. The licensee shall keep written records of training and instructions given to each member of staff, detailing the areas covered to include the Licensing Objectives, identifying persons under 25, making a challenge, acceptable proof

of age & checking it, making & recording a refusal, avoiding conflict & responsible alcohol retailing. Staff shall sign to confirm that they have received and understood the training. All staff who work at the till will be trained for their role on induction and be given refresher training every six months. The written training records kept for each staff member will be produced to police & authorised council officers on request.

The premises licence holder shall endeavour to eliminate or minimise any nuisance arising out of its licensable activities. In doing so the premises licence holder will work with enforcement authorities where any issues are identified. A complaints procedure will be maintained in order that local residents have a means of contact if necessary. A direct telephone number for the manager at the premises shall be publicly available at the times the premises is open. The telephone number is to be made available to residents and businesses in the local vicinity.

The area shall be adequately supervised to control the number and behaviour of patrons and to ensure that there is no public nuisance or obstruction of the public highway. Notices shall be displayed in the area specifying these terms and asking patrons to use the area quietly.

The premises shall operate a zero-tolerance policy to drugs. At least three prominent, clear and legible notices shall be displayed warning of zero tolerance to drugs use.

There shall be no adult entertainment or services, activities or matters ancillary to the use of the premises that may give rise to concern in respect of children.

Prominent, clear and legible notices shall be displayed at all public exits from the premises requesting customers respect the needs of local residents and leave the premises and area quietly. These notices shall be positioned at eye level and in a location where those leaving the premises can read them.

Signs shall be prominently displayed on the exit doors advising customers that the premises is in a Public Space Protection Order Area (or similar) and that they should not consume alcohol in the street if requested to stop by an authorised person. These notices shall be positioned at eye level and in a location where they can be read by those leaving the premises.

A min of 2 SIA registered door supervisors will be deployed on Friday and Saturday in order to supervise admissions to and departures from the premises and to ensure that the premises maximum accommodation limit is not exceeded.

There shall be no entry or re-entry of patrons to the premises after the premises are closed and no entry or re-entry of patrons after 01:00 hours Friday to Saturday.

A personal licence holder shall be on the premises at all times that intoxicating liquor is being supplied.

The premises must have a written Dispersal Policy and all staff must be given training on its content and implementation. The written record of this training will be logged in the Staff Training Logbook.

The Prevention of Public Nuisance

No noise generated on the premises, or by its associated plant or equipment, shall emanate from the premises nor vibration be transmitted through the structure of the premises which gives rise to a nuisance.

The premises licence holder shall ensure that the pavement from the building line to the kerb edge immediately outside the premises, including the gutter/channel at its junction with the kerb edge, is kept clean and free from litter at all material times to the satisfaction of the Licensing Authority.

No collections of waste or recycling materials (including bottles) from the premises shall take place between 21.00 and 08.00 on the following day.

No deliveries to the premises shall take place between 21.00 and 08.00 on the following day.

No fumes, steam or odours shall be emitted from the licensed premises to cause a nuisance to any persons living or carrying on business in the area where the premises are situated.

A 'Think 25' proof of age scheme shall be operated, and relevant material shall be displayed at the premises.

All staff involved in the sale of alcohol shall receive induction and refresher training (at least every six months) relating to the sale of alcohol and the times and conditions of the premises licence. Training shall include obligations under

the Licensing Act 2003, offences under the Act, underage sales, proxy sales, sales of alcohol to drunks, awareness and application of policies particular to the premises, Think 25 and acceptable forms of ID.

All training relating to the sale of alcohol and the times and conditions of the premises licence shall be documented and records kept at the premises. These records shall be made available to the Police and/or Local Authority upon request and shall be kept for at least one year.

The Promotion of Public Safety

The approved arrangements at the premises, including means of escape provisions, emergency warning equipment, the electrical installation and mechanical equipment, shall at all material times be maintained in good condition and full working order.

The means of escape provided for the premises shall be maintained unobstructed, free of trip hazards, be immediately available and clearly identified in accordance with the plans provided.

The DPS will ensure that the premises operates in line with existing health and safety legislation and is aware that it is also the responsibility of the premises licence holder that this legislation is adhered to.

The Protection of Children from Harm

A challenge 25 proof of age scheme shall operate at the premises.

Signage shall be displayed advising customers that the scheme is in place. All staff authorised to sell alcohol will be trained in the Challenge 25 scheme and this training will be documented to include the date the training was given, the name of the person who gave the training, the person who received the training and signatures by both trainer and trainee.

The DPS will ensure that all staff receive fully documented training in relation to Challenge 25 and the licensing Objectives. A refusal book will be kept on the

premises for inspection by the authorities. All necessary signage will be displayed with regard to challenge 25 and the fact that NO ID NO SALE policy is in place.