

Agenda Supplement

Licensing/Gambling Hearing

To: Councillors Galvin, Hook and Mason

Date: Thursday, 8 April 2021

Time: 10.00 am

Venue: Remote Meeting

The Agenda for the above meeting was published on 29 March 2021.
The attached additional documents are now available:

**Additional Documents - Case Outline on behalf of the
Applicant, and additional suggested conditions submitted
by the Police**

This agenda supplement was published on 3 May 2021.

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Application for Premises Licences**A. Impossible, 3 St Helen's Square, York, YO1 8QN****B. The Impossible Motel, 5 St Helen's Square, York, YO1 8QN**

Case Outline on Behalf of the Applicant

Details of the Development

1.1 There are 2 applications:

- A. Impossible Tea Rooms, Chocolatier, Restaurant, Supper Club and Speakeasy at 3 St Helen's Square. Currently licensed to Carluccio's (premises licence number CYC-055807). This is a grade 2 listed building. Formerly Terry's of York - Shop - Factory - Ballroom.
- B. The Impossible Motel and Restaurant at 5 St Helen's Square, the former grand TSB bank and office building.

1.2 The applicant is an independent operator creating a landmark development for York costing £3.5million.

1.3 The applicant is a multiple award winning operator. They operate Impossible Restaurant in Manchester, which has won numerous awards whilst operating safely in the heart of the late night economy in Manchester. The applicant sits on the Government advisory committee for late night leisure in the UK, and is a founding director of the Night Time Industries Association.

1.4 The applicant trades successfully in a significant number of cumulative impact policy areas around the country whilst promoting the licensing objectives.

1.5 The scheme will generate employment for 120 local people.

1.6 This will bring back to life and back into the Councils rates system 2 of York's historic properties in St Helen's Square. They will compliment other operations within the local area and will be of significant benefit to York.

1.7 Impossible Restaurant, Supper Club and Speakeasy - Licence A

- These premises currently have a licence granted to Carluccios. If a suitable licence is granted to operate Impossible, the Carluccio's licence will be surrendered.
- The premises will trade as an evolving all day, evening and late night establishment. Areas will be available for bookings and it is anticipated that the premises will become a wedding/event/corporate hire space in the heart of York.
- The front area will be an all-day tea rooms and chocolatier overlooking the impressive square where cakes, pastries and a high quality list of teas and coffees will be available, including an outside seated area covered by a pavement licence.
- Up a short flight of steps, there is situated the ground floor restaurant with an open gallery kitchen and central island bar.

- Rising from the restaurant area is the grand sweeping staircase to the ball room which will provide high quality cocktails to an evening dining audience with suitable music accompaniments. As well champagne there will be a significant wine list and cocktails available for customers seated either inside or outside of this area.
- This area of the premises is restricted in capacity due to the fire risk assessment and has significant numbers of fixed seating booths.
- This area will also be available for bookings for weddings and corporate functions.

1.8 The Boardroom and Roof Terrace

- A “Hogwarts style” boardroom sits above, which will become a private dining room capable of being booked for special events.
- A further staircase takes customers to a roof terrace with “Dickensian” views over the chimney pots of York with the Minster as a back drop. This space will be strictly limited and controlled with seating and fire pits and a small outside cocktail bar.

1.9 Apothecary and Speakeasy

- A separate entrance with gas fired lamps will lead down an alleyway with the entrance to the apothecary and speakeasy.
- This is based on the vision of a 1930s New York speakeasy called “Death and Co”.
- A premium high end cocktail list will be provided which will be premium priced.

1.10 Impossible Hotel and Restaurants - Licence B

- The grand former TSB bank and building will be converted into a high end super boutique hotel. This will borrow from venues such as Crazy Bear and The Bells in Leeds.
- There will be a separate hotel entrance on Blake Street which will be manned by a traditional bell boy during the day who will collect your bags from the turning circle at the top of Blake Street. The premises will also offer a restaurant and bar facility with mini-bar facilities being the only licensable activities in the bedrooms.
- The restaurant and cocktail bar facilities in this high end boutique hotel will be in keeping with the design and price point of the residential rooms.

2 York Statement of Licensing Policy

City of York Council believes a properly balanced application of the Licensing Act 2003 offers a range of opportunities to progress the objectives of the Council by:

- improving the quality of life for local residents through a reduction in alcohol related crime and disorder, disturbance and anti-social behaviour;
- giving business greater freedom and flexibility to meet their customers’ expectations;
- improving quality of life by bringing greater choice to residents, consumers, tourists and businesses about where, when and how they spend their leisure time;
- encouraging more family-friendly premises where younger children can be free to go with the family;
- further developing a rich culture of live music, dancing and theatre in our area;
- encouraging a variety and mix of high quality licensed premises that will appeal to a broad spectrum of people, including a well-used city centre, day and night, that is safe and accessible to all;

- encouraging responsible retailing and consumption of alcohol and preventing alcohol related health issues.

2.1 General Approach to Licensing

The Council accepts the importance of licensed businesses to the culture, economy and vitality of the city. By using the opportunity presented by the Act and through this policy the Council can enhance the opportunities for businesses, residents and visitors while at the same time safeguarding residents and business amenities through the promotion of the licensing objectives.

Within the general framework the Council would like to specifically address its policy in the following way:

- Diversity – the council strongly supports a mix of the different types of licensed premises, particularly in areas where there is a high density of such premises. It believes diversity will attract a broader range of customers from local residents and visitors, also giving greater choice for different age groups. It gives potential for positively changing and improving the ambience of the city. This in turn may have a positive effect in increasing the number of evening visitors to the city centre while improving safety and reducing nuisance, crime and disorder.
- Premises Serving Food and Drink in the Open Air – the Council wishes to respond appropriately to applications from public houses, bars and restaurants requesting to serve food and alcohol in areas adjacent to or immediately outside their premises. Approvals may also be required from the planning and highway authorities.

2.2 Cumulative Impact

North Yorkshire Police and Public Protection have provided information that the nature of this area is such that the problems and cumulative impact directly relates to the style of businesses operating in the area and their clientele, due to the concentration of:

- drink led premises – pubs, bars, nightclubs and restaurants/cafes;
- entertainment premises – pubs, bars and nightclubs providing entertainment, especially late at night into the early hours of the morning;
- late night refreshment premises – takeaways; and
- off licence premises – supermarkets and convenience stores.

A red zone has also been identified in this area due to the high concentration of licensed premises, the impact of which have lead to a high level of occurrences in relation to crime and disorder related issues. Therefore, the Council should refuse all applications within the red zone where relevant representations are received, unless the applicant can show how their application would not lead to an increase in the impact of licensed premises in this zone. A map showing the red zone can be found in the assessment.

3 Licensable Activities and Hours Requested for Licence A - Impossible Tea Rooms, Chocolatier, Restaurant, Supper Club and Speak Easy

Licensable Activity	All days except Saturday	Saturdays and days preceding Bank Holidays
Films	08:00 - 01:00	08:00 - 03:00
Live Music	08:00 - 23:00	08:00 - 02:00
Recorded Music	08:00 - 01:00	08:00 - 03:00
Performance of Dance	08:00 - 01:00	08:00 - 03:00
Sale of Alcohol	08:00 - 01:00	08:00 - 03:00
Late Night Refreshment	23:00 - 01:00	23:00 - 03:00

4 Conditions Offered for Licence A - Impossible Tea Rooms, Chocolatier, Restaurant, Supper Club and Speak Easy

1. The premises shall trade predominantly as a tea rooms and restaurant on the ground floor with restaurant/cocktail club on the first floor and speakeasy style cocktail bar to the rear of the ground floor premises along the upper levels.
2. A substantial food menu will be available on the ground floor and first floor of the premises.
3. Where alcohol is being sold or supplied on the respective floor there will be a minimum number of seating provided as follows:
 Seating for 90 customers provided on the ground floor
 Seating for 90 customers provided on the first floor
 Seating for 90 customers provided on the second floor with a further 50 seats provided on the roof terrace on the second floor.
 48 seats provided on the rooftop terrace. All patrons to be seated when using this area.
4. Waiter/Waitress service will be provided in all areas of the premises.
5. The outside area and roof terrace shall be closed by 2200hrs daily (with the exception of New Year's Eve)
6. The licence holder will operate a Challenge 25 Age Verification Policy at the premises.
7. The only acceptable proof of age identification shall be a current Passport, photo card Driving Licence, Military ID card, or identification carrying the PASS logo (until other effective identification technology e.g. thumb print or pupil recognition, is adopted by the Premises Licence Holder).
8. Any adult entertainment must be restricted to the first and second floor areas only and must not take place on roof terraces or any outside area. When such events take place there shall be screens to prevent such entertainment being viewed by other members of the public and the DPS or Licence holder shall ensure that that a risk assessment is

conducted. This shall include no persons under the age of 18 being allowed in the premises at such a time.

9. A digital colour CCTV system will be installed to cover the premises and recorded coverage will include all areas (including outside areas) to where public have access to consume alcohol.

It will be maintained, working and recording at all times when the premises are open.

The recordings should be of good evidential quality to be produced in Court or other such hearing.

Copies of the recordings will be kept available for any Responsible Authority for 28 days.

Copies of the recordings shall be made available to any Responsible Authority within 48 hrs upon request.

Copies of the recordings will display the correct time and date of the recording.

It is the responsibility of the management to ensure that there are sufficient members of staff available during the hours of operation to be able to download evidence from the cctv system at the request of the police or responsible authority.

10. An adequate number of door supervisors shall be provided at the venue on the following occasions:-

- (i) From 2100hrs until close of business every Friday, Saturday, the night before Bank Holiday, nights when a race meeting is held at York Races (save for the family day in September and the first meeting in May)
- (ii) From 2300hrs on any day when the venue operates beyond 0100hrs
- (iii) At all times the premises licence holder will risk assess the need for SIA door supervisors in conjunction with North Yorkshire Police and ensure sufficient door supervisors are on duty to promote the crime and disorder licensing objectives. When employed, door staff will wear high visibility arm bands.

11. Documented staff training will be given regarding staff's obligation under the Licensing Act in respect of the:-

- Retail sale of alcohol
- Age verification policy
- Conditions attached to the Premises Licence
- Permitted Licensable activities
- The Licensing objectives and
- The Opening Times of the venue.

Such records shall be kept for a minimum of one year and will be made available immediately upon request from any Responsible Authority.

12. A Refusals Register and Incident Report Register will be kept. Such documents will record incidents of staff refusals of alcohol sales to under-age or drunk people as well as incidents of any anti-social behaviour and ejections from the premises.
Such records shall be kept for at least one year. [For the avoidance of doubt, the one year period relates to each respective entry in the log book and runs from the date of that particular entry]: They will be made available immediately upon a reasonable request from any responsible authority.
13. The sale of alcohol shall cease 30 minutes before close of business on any given day to allow for 'drinking up' time.
14. All off sales shall be in sealed containers (with the exception of the pavement café licence area)
15. Clear and legible notices shall be displayed at all exits requesting patrons to respect the needs of local residents and to leave the premises and area quietly
16. No drinks or drinking glasses shall be taken out of the licensed premises or (licensed area) onto the pavement or highway with the exception of any pavement café licence area.
17. The outside area will be regularly cleared and kept tidy.
18. There shall be a personal licence holder on duty on each of the floors of the premises from 2000hrs when open and trading.
19. CCTV will be installed to cover the premises and will include all areas (including outside areas) to where the public have access. It will be maintained, working and recording at all times when the premises are open. The recordings shall be of sufficient quality to be produced at Court or other such Hearing. Copies of the recordings will be kept available for any Responsible Authority for 28 days
20. The management of the venue will comply with any written, reasonable and justified request made by North Yorkshire Police regarding the provision of Door Supervisors should the need arise at other times.
21. A zero tolerance towards illegal drugs will be enforced at all times
22. All instances of crime and disorder will be reported to the police and will be kept in an incident log book.
23. The Premises Licence Holder is required to join the York Pubwatch scheme.
24. The venue shall partake in the York Nightsafe Night-time Economy radio system.
25. The Premises Licence Holder will comply with any instructions issued by the Police regarding closure on race days and/or other sporting events.

26. The Premises Licence Holder shall ensure so far as possible that when an exclusion order is made, the person subject to the order is denied access to the premise.
27. A Health and Safety Policy is in place.
28. This policy is fully briefed and trained to all management and staff. Continued training of staff is undertaken to the standards required by relevant legislation.
29. All music in the premises shall be played via a digital noise limiter, to be agreed with City of York Council's Environmental Protection Unit.
30. A Noise Management plan shall be submitted to and approved by the City of York Council within two months of the license being granted, once approved it shall be implemented. The Noise Management Plan will also include a procedure for investigating noise complaints received from the premises and a map identifying the sound check locations following any such complaint.
31. During regulated entertainment, the main doors shall be kept closed at all times, other than for ingress or egress.
32. No noise nuisance is to be caused by amplified noise emanating from the premises at the nearest residential property.
33. All doors and windows shall be closed after 23:00 hours when regulated entertainment is taking place.

5 Licensable Activities and Hours Requested for Licence B - The Impossible Motel

Licensable Activity	All Days except Saturdays	Saturdays and days preceding Bank Holidays
Recorded Music	08:00 - 01:00	08:00 - 03:00
Performance of Dance	08:00 - 01:00	08:00 - 03:00
Sale of Alcohol	08:00 - 01:00	08:00 - 03:00
Late Night Refreshment	23:00 - 05:00	23:00 - 05:00

N.B. The only licensable activity to take place in the hotel bedrooms is the sale of alcohol by retail through a mini bar or room service. No other licensable activity will take place in the hotel bedrooms.

6 Conditions Offered for Licence B- The Impossible Motel

1. The premises shall operate predominantly as a restaurant and hotel.
2. A minimum number of 40 seats provided for customers on the ground floor.
3. The outside area shall be closed by 2200hrs daily.

4. The licence holder will operate a Challenge 25 Age Verification Policy at the premises.
5. The only acceptable proof of age identification shall be a current Passport, photo card Driving Licence, Military ID card, or identification carrying the PASS logo (until other effective identification technology e.g thumb print or pupil recognition, is adopted by the Premises Licence Holder).
6. No adult entertainment taking place at these premises.
7. A digital colour CCTV system will be installed to cover the premises and recorded coverage will include all areas (including outside areas) to where public have access to consume alcohol.

It will be maintained, working and recording at all times when the premises are open. The recordings should be of good evidential quality to be produced in Court or other such hearing.

Copies of the recordings will be kept available for any Responsible Authority for 28 days.

Copies of the recordings shall be made available to any Responsible Authority within 48 hrs upon request.

Copies of the recordings will display the correct time and date of the recording.

It is the responsibility of the management to ensure that there are sufficient members of staff available during the hours of operation to be able to download evidence from the cctv system at the request of the police or responsible authority.

8. The premises will trade primarily as a hotel with ancillary bar and restaurant facilities. The need for door staff will be risk assessed in conjunction with North Yorkshire Police and as a minimum:-
 - (i) There will be one door supervisor from 2100hrs until close of business every Friday, Saturday, the night before Bank Holiday, nights when a race meeting is held at York Races (save for the family day in September and the first meeting in May).
 - (ii) When employed, door staff will wear high visibility arm bands.
9. Documented staff training will be given regarding staff's obligation under the Licensing Act in respect of the:-
 - Retail sale of alcohol
 - Age verification policy
 - Conditions attached to the Premises Licence
 - Permitted Licensable activities
 - The Licensing objectives and
 - The Opening Times of the venue.

Such records shall be kept for a minimum of one year and will be made available immediately upon request from any Responsible Authority.

10. A Refusals Register and Incident Report Register will be kept. Such documents will record incidents of staff refusals of alcohol sales to under-age or drunk people as well as incidents of any anti-social behaviour and ejections from the premises.

Such records shall be kept for at least one year. [For the avoidance of doubt, the one year period relates to each respective entry in the log book and runs from the date of that particular entry]: They will be made available immediately upon a reasonable request from any responsible authority.

11. The sale of alcohol in the restaurant and bar area shall cease 30 minutes before close of business on any given day to allow for 'drinking up' time.
12. All off sales shall be in sealed containers (with the exception of the pavement café licence area)
13. Clear and legible notices shall be displayed at all exits requesting patrons to respect the needs of local residents and to leave the premises and area quietly
14. No drinks or drinking glasses shall be taken out of the licensed premises or (licensed area) onto the pavement or highway with the exception of any pavement café licence area.
15. The outside area will be regularly cleared and kept tidy.
16. CCTV will be installed to cover the premises and will include all areas (including outside areas) to where the public have access. It will be maintained, working and recording at all times when the premises are open. The recordings shall be of sufficient quality to be produced at Court or other such Hearing. Copies of the recordings will be kept available for any Responsible Authority for 28 days.
17. A zero tolerance towards illegal drugs will be enforced at all times.
18. The Premises Licence Holder is required to join the York Pubwatch scheme.
19. The venue shall partake in the York Nightsafe Night-time Economy radio system.
20. The Premises Licence Holder will comply with any instructions issued by the Police regarding closure on race days and/or other sporting events.
21. The Premises Licence Holder shall ensure so far as possible that when an exclusion order is made, the person subject to the order is denied access to the premise.
22. A Health and Safety Policy is in place.
23. This policy is fully briefed and trained to all management and staff. Continued training of staff is undertaken to the standards required by relevant legislation.

24. All music in the premises shall be played via a digital noise limiter, to be agreed with City of York Council's Environmental Protection Unit.
25. A Noise Management plan shall be submitted to and approved by the City of York Council within two months of the license being granted, once approved it shall be implemented. The Noise Management Plan will also include a procedure for investigating noise complaints received from the premises and a map identifying the sound check locations following any such complaint.
26. During regulated entertainment, the main doors shall be kept closed at all times, other than for ingress or egress.
27. Notices are displayed at all exits asking customers to respect neighbours when leaving the premises.
28. No noise nuisance is to be caused by amplified noise emanating from the premises at the nearest residential property.
29. All doors and windows shall be closed after 23:00 hours when regulated entertainment is taking place.

7 Conclusion

- 7.1 Cumulative Impact Policies are not an absolute bar to the granting of new licences (Section 182 Licensing Act Guidance from the Home Office, York Statement of Licensing Policy).
- 7.2 These applications are truly exceptional and should be supported by the Licensing Sub-Committee.
- 7.3 Licence A which is being applied for replaces the Carluccio's Licence. Therefore, this is not the grant of a brand new licence, but a replacement for this building. It is submitted on behalf of the applicant that
 - the scale of investment
 - style of operation
 - price point within the premises
 - ability to be compartmentalised and booked for private events
 - A wedding event space
 - Restricted capacity figures due to fire risk assessment
 - Amount of fixed seating in the venue
 - Management style and track record of the operator

This application should be accepted as being true exception to the policy. The applicant has worked hard with the responsible authorities in an attempt to offer conditions which would mitigate any potential impact on the licensing objectives. This, coupled with the style of operation, is significantly different to other applications that had been applied for in the Cumulative Impact Policy area.

7.4 Licence B is, for the main part, for a high end motel facility. The bedrooms within the premises are to be designed in such a way that they will be a fabulous addition to overnight facilities in York.

7.5 The style of operation and conditions offered reflect the nature of this operation and the desire from an experienced operator to promote the licensing objectives in this location.

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Impossible (A) 3 St Helen's Square, York (former Carluccio's)

Conditions proposed by NYP to mitigate risk under the licensing objectives:

1. The premises shall operate predominantly as a restaurant/tea rooms. On the ground floor alcohol shall be ancillary to food (save for off sales)

2. Where alcohol is being sold or supplied on the respective floor there will be a minimum number of covers provided as follows:

90 table covers provided on the ground floor

90 table covers provided the first floor

50 table covers provided on second floor with further 50 covers outside roof terrace on second floor.

48 table covers on the rooftop terrace. All patrons to be seated when using this area.

(As discussed this may be sectioned into zones if easier and please ensure fire regs are considered)

3. Customers shall only be served by way of waiter / waitress service in all areas of the premises.

4. The outside area shall be closed by 2200hrs daily excluding the roof terraces which shall close at 2100hrs.

5. The licence holder will operate a Challenge 25 Age Verification Policy at the premises.

6. The only acceptable proof of age identification shall be a current Passport, photo card Driving Licence, Military ID card, or identification carrying the PASS logo (until other effective identification technology e.g thumb print or pupil recognition, is adopted by the Premises Licence Holder).

7. Any adult entertainment must be restricted to the first and second floor areas only and must not take place on roof terraces or any outside area. When such events take place there shall be screens to prevent such entertainment being viewed by other members of the public and the DPS or Licence holder shall ensure that that a risk assessment is conducted. This shall include no persons under the age of 18 being allowed in the premises at such a time.

(Or other suitable condition felt appropriate)

8. A digital colour CCTV system will be installed to cover the premises and recorded coverage will include all areas (including outside areas) to where public have access to consume alcohol.

It will be maintained, working and recording at all times when the premises are open. The recordings should be of good evidential quality to be produced in Court or other such hearing.

Copies of the recordings will be kept available for any Responsible Authority for 28 days. Copies of the recordings shall be made available to any Responsible Authority within 48 hrs upon request.

Copies of the recordings will display the correct time and date of the recording.

It is the responsibility of the management to ensure that there are sufficient members of staff available during the hours of operation to be able to download evidence from the cctv system at the request of the police or responsible authority.

9. Door Supervisors shall be employed as follows: -

Sunday -Thursday there shall be a minimum of 2 SIA licensed door supervisors for up to 300 capacity on duty at the premises while it is open for licensable activities from 2000hrs. Thereafter there shall be 1 SIA door supervisor per 100 additional people or part thereof.

On Fridays, Saturdays and Sundays leading into a bank holiday Monday there shall be a minimum number of 3 SIA door supervisors from 2000hrs until 30 minutes past closing time.

On days when race meetings are held at York Racecourse (save for the family meeting held in September and the first meeting in May) a min of 2 SIA registered door staff shall be provided at the premises from 19:00 hours to the close of business.

When employed, door staff will wear high visibility arm bands.

10. Documented staff training will be given regarding staff's obligation under the Licensing Act in respect of the:-

Retail sale of alcohol

Age verification policy

Conditions attached to the Premises Licence

Permitted Licensable activities

The Licensing objectives and

The Opening Times of the venue.

Such records shall be kept for a minimum of one year and will be made available immediately upon request from any Responsible Authority.

11. A Refusals Register and Incident Report Register will be kept. Such documents will record incidents of staff refusals of alcohol sales to under-age or drunk people as well as incidents of any anti-social behaviour and ejections from the premises.

Such records shall be kept for at least one year. [For the avoidance of doubt, the one year period relates to each respective entry in the log book and runs from the date of that particular entry]: They will be made available immediately upon a reasonable request from any responsible authority.

12. The sale of alcohol shall cease 30 minutes before close of business on any given day to allow for 'drinking up' time.
13. All off sales shall be in sealed containers (with the exception of the pavement café licence area)
14. Clear and legible notices shall be displayed at all exits requesting patrons to respect the needs of local residents and to leave the premises and area quietly
15. No drinks or drinking glasses shall be taken out of the licensed premises or (licensed area) onto the pavement or highway with the exception of any pavement café licence area.
16. The outside area will be regularly cleared and kept tidy.
17. There shall be a personal licence holder on duty per floor at the premises at all times when they are open for licensable activities.
(this may be changed to zones if felt more suitable)

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Impossible (B) 5 St Helen's Square, York

Conditions proposed by NYP to mitigate risk under the licensing objectives:

1. The premises shall operate predominantly as a restaurant and hotel. Alcohol shall be ancillary to food in the restaurant (save for off sales)
2. There shall be a minimum of 40 table covers on the ground floor
(please ensure fire regs are complied with)
3. The outside area shall be closed by 2200hrs daily.
4. The licence holder will operate a Challenge 25 Age Verification Policy at the premises.
5. The only acceptable proof of age identification shall be a current Passport, photo card Driving Licence, Military ID card, or identification carrying the PASS logo (until other effective identification technology e.g thumb print or pupil recognition, is adopted by the Premises Licence Holder).
6. Any adult entertainment must be restricted to indoors only and must not take place on roof terraces or any outside area. When such events take place the DPS or Licence holder shall ensure that that a risk assessment is conducted and no persons under the age of 18 are in the premises at that time. Such entertainment is not to be viewable at street level.

(Not required if removed from application)
7. A digital colour CCTV system will be installed to cover the premises and recorded coverage will include all areas (including outside areas) to where public have access to consume alcohol.
It will be maintained, working and recording at all times when the premises are open. The recordings should be of good evidential quality to be produced in Court or other such hearing.
Copies of the recordings will be kept available for any Responsible Authority for 28 days. Copies of the recordings shall be made available to any Responsible Authority within 48 hrs upon request.
Copies of the recordings will display the correct time and date of the recording.
It is the responsibility of the management to ensure that there are sufficient members of staff available during the hours of operation to be able to download evidence from the cctv system at the request of the police or responsible authority.

8. **On Fridays, Saturdays and Sunday's leading into the bank holiday Monday there shall be a minimum number of 2 SIA door supervisors from 2000hrs until 30 minutes past closing time.**
On days when race meetings are held at York Racecourse (save for the family meeting held in September and the first meeting in May) a min of 1 SIA registered door staff shall be provided at the premises from 19:00 hours to the close of business.
When employed, door staff will wear high visibility arm bands.
9. **Documented staff training will be given regarding staff's obligation under the Licensing Act in respect of the:-**
Retail sale of alcohol
Age verification policy
Conditions attached to the Premises Licence
Permitted Licensable activities
The Licensing objectives and
The Opening Times of the venue.
Such records shall be kept for a minimum of one year and will be made available immediately upon request from any Responsible Authority.
10. **A Refusals Register and Incident Report Register will be kept. Such documents will record incidents of staff refusals of alcohol sales to under-age or drunk people as well as incidents of any anti-social behaviour and ejections from the premises.**
Such records shall be kept for at least one year. [For the avoidance of doubt, the one year period relates to each respective entry in the log book and runs from the date of that particular entry]: They will be made available immediately upon a reasonable request from any responsible authority.
11. **The sale of alcohol shall cease 30 minutes before close of business on any given day to allow for 'drinking up' time.**
12. **All off sales shall be in sealed containers (with the exception of the pavement café licence area)**
13. **Clear and legible notices shall be displayed at all exits requesting patrons to respect the needs of local residents and to leave the premises and area quietly**
14. **No drinks or drinking glasses shall be taken out of the licensed premises or (licensed area) onto the pavement or highway with the exception of any pavement café licence area.**
15. **The outside area will be regularly cleared and kept tidy.**