

OPERATING SCHEDULE CONDITIONS FOR THE BANK FANZONE, ADJ TO MEADOWBANK STADIUM

1. The Property and the Public Picnic Area must be kept clean, tidy, clear of rubbish and in a good state of maintenance at all times the premises are in use,.
2. Temporary Fencing is to be erected prior to the use of the premises on each occasion that the premises are in use. This is to be Heras fencing 1.8m in height with a screening or close boarded fencing 1.8m in height with slotted posts which go into preformed pockets in the ground.
3. Signage is to be placed on the hoop top railings adjacent to the Public Picnic Area informing the general public of the dates and times that the home fan zone will be in use.
4. There must be a suitable colour digital CCTV system installed at the premises providing DVD/USB (or other easily downloadable format) recording equipment of an evidential value with a monitor out of view and reach of customers. The CCTV system shall have coverage of all areas to which the public have access, including entrances/exits and outside area directly in front of the premises. The CCTV system shall be maintained and operating at all times the premises are open to the public. The system must be capable of providing 31 days recording. The images recorded are to be retained for 31 days and made available to the Police or other enforcement agencies upon request, with duty staff employed receiving adequate training to comply with this provision. The DPS, manager or responsible person on duty at the premises, shall be trained and be capable of providing the relevant DVD/USB recordings upon request. Images shall be made available upon request as soon as practicable to the Police or other enforcement officers with DVD/USB copies provided to enforcement officers at no cost.
5. The DPS, duty manager or responsible person who is conversant with the operation of the CCTV system shall be on the premises at all times when alcohol is being served and this staff member must be able to provide the Police or authorised council officer copies of CCTV images or data upon request.
6. Signage shall be prominently displayed advising customers that they are being filmed on CCTV.
7. The CCTV system will be checked on a monthly basis to ensure that it is fully operational, and a log confirming this will be kept at the premises for inspection.
8. The CCTV system will be registered and comply with the requirements under data protection.
9. Only Children over the age of 8 shall be permitted access to the Bank Fanzone and they must be accompanied by an adult.
10. An incident log (whether in written or electronic form) shall be maintained to record any activity of a violent, criminal or antisocial nature. The record will contain the time and date, the nature of the incident, the people involved, the action taken and details of the person responsible for the management of the premises at the time of the incident.

11. The log shall be available for inspection at all reasonable times by an authorised officer of relevant responsible authority. The records will be retained for at least 12 months.
12. Off sales from the Clubhouse are only permitted to be consumed within the stadium curtilage. No alcohol is permitted to be taken away from the stadium – in a sealed container or otherwise.
13. All off-sales drinks shall be dispensed into non glass or plastic/polycarbonate receptacles.
14. A zero tolerance drugs policy shall be in force at the premises with signage promoting this policy on display within the premises.
15. Patrons permitted to temporarily leave and then re-enter the premises, eg. to smoke, shall not be permitted to take drinks or glass containers with them.
16. Safety checks are carried out before the admission of the public to the premises.
17. Exits are kept unobstructed, with non-slippery and even surfaces, free of trip hazards and clearly identified.
18. As chairs and tables are provided the internal gangways will be kept unobstructed.
19. Staff are to proactively encourage customers to leave the vicinity of the premises not to cause any nuisance to neighbours. Signage must be displayed inside the premises encouraging good behaviour.
20. The front entrance door and any rear exit door leading to an external smoking area must be closely supervised when there is entertainment so as to control the escape of noise from the premises.
21. Refuse containers shall not be used or taken out between 9pm and 7am so as to prevent noise nuisance to neighbours.
22. The premise must operate a 'Challenge 25 Scheme' in relation to the supply of alcohol.
23. Any persons appearing under the age of 25 will be subject to challenge in respect of alcohol.
24. Any persons who appear to be under the age of 25 should be required to produce an acceptable form of ID, namely:
 - a. Passport.
 - b. A photo style driving licence.
 - c. HM Forces Identification
 - d. PASS accredited proof of age eg, a Validate card.
25. All staff are to record incidents of refusal of sales of alcohol to persons whom appear to be underage, in the form of a 'Refusal Register', (or by way of a "prompt" till records).
26. Records of any refusals shall be retained at the premises and be made available to any Authorised Officer upon request for inspection. The DPS should review the

'Refusal Register' (or Prompt Till Records) on a monthly basis and record the outcome within the Register, together with any remedial action taken.

27. All staff shall receive training in relation to the sale of alcohol. Training will be documented and such records made available to the police and other authorised officers upon reasonable request. Refresher training will be provided to staff every six months and recorded within the training register.
28. Signage will be displayed that it is illegal for any person under the age of 18 to attempt to purchase alcohol.
29. Signage will be displayed that it is illegal for any person to attempt to purchase alcohol for a person under the age of 18.
30. No persons under the age of 16 shall be allowed on the premises after 21:00hrs unless they are attending the premises for a private function or indoor sporting event.
31. The management of the premises shall devise, implement and maintain a written policy for the provision of appropriately qualified and trained staff at the premises, which shall be made available upon request to an authorised officer of the Council and Surrey Police.
32. The premises licence holder or nominated representative shall keep and maintain all right to work documents for all staff members at the premises and these shall be made available upon request to an authorised officer of the Council and Surrey Police.
33. The need for security staff will be determined by documented risk assessment. Where door supervisors are provided, it is expected that licensees have ensure the following:
 - (i) High-visibility identification – all door supervisors shall be easily identifiable by wearing high-visibility clothing.
 - (ii) Appropriate number of staff – Door supervisors should be employed at specified times with regard to the individual circumstances of the premises.
 - (iii) The role of door supervisors in ensuring effective dispersal of patrons from the premises at the end of the night – Door supervisors should be instructed to encourage persons leaving the premises to do so without causing disturbance and in an orderly fashion.
 - (iv) At least (x) female door supervisors shall be on duty at the premises at such times as door supervisors are required.
 - (v) All door supervisors on duty will have had a full briefing on their roles and responsibilities and the football club's operating procedures before they commence duty.