

Operating Schedule

3-5 Station Approach, Chorleywood, WD3 5NE

To be included as part of the Operating Schedule for the submitted Premises Licence Application Ref. BANKCHOR001

On the advice of Hertfordshire Police Constabulary we propose the following conditions for the premises:

1. A CCTV system will be installed internally at the premises giving coverage of the entrance and exit, alcohol and checkout areas and such system shall be maintained and fit for purpose.
2. The CCTV recording system will be able to capture images of evidential quality and such recordings shall be retained for as long as the system is able (whilst retaining the high-quality image) and in any event for a minimum of 28 days.
3. The CCTV system shall continually record whilst the premises is open for licensable activities and during all times when staff and customers remain on the premises.
4. The CCTV system shall have a constant and accurate time and date generation.
5. Management to be trained to view and download CCTV footage on receipt of an internal authorisation code:
 - a. For urgent matters, at all times officers will be able to view CCTV footage to verify if a reported offence is covered and, whenever required, CCTV will be downloaded and made available to the officer as soon as reasonably practicable.
 - b. For non-urgent matters, CCTV will be available to view and download at all times during normal office hours on receipt of an internal authorisation code or in any event within 48 hours
6. Signage will be displayed advising that CCTV is in operation.
7. A log (which may be electronically recorded) shall be kept detailing all refused sales of alcohol. The log should include the date and time of the refused sale and the name of the member of staff who refused the sale. The log shall be available for inspection at the premises by the police or an authorised officer of the licensing authority at all times whilst the premises is open
8. An incident log shall be kept at the premises for at least 12 months, and made available on request to an authorised officer of the licensing authority or the Rickmansworth Police Licensing Unit, which will record the following:
 - a. all crimes reported to the venue, or by the venue to the Police
 - b. all ejections of patrons
 - c. any complaints received
 - d. any incidents of disorder
 - e. seizures of drugs, offensive weapons, fraudulent ID or other items
 - f. any failures or faults in the CCTV system or searching equipment or scanning equipment
 - g. any refusal of the sale of alcohol
 - h. any visit by a responsible authority or emergency service

- i. the times on duty, and the licence number, of all licensed door supervisors employed by the premises.
 - j. assaults or other injuries whether or not police or medical assistance is required
 - k. all times when CCTV and electronic identification system records have been supplied to Police and licensing authority officers
 - l. records of reasonable requests from authorised officers in accordance with condition
9. The premises will operate a Challenge 21 Policy for sales of alcohol. Only forms of ID such as photographic driving licence, passport or proof of age card with PASS hologram will be accepted for proof of age. Signage advising of the Challenge 21 Policy will be prominently displayed at the premises.
10. Notices shall be prominently displayed at all exits requesting patrons to respect the needs of local residents and businesses and leave the area quietly.
11. Notices shall be prominently displayed at any area used for smoking requesting patrons to respect the needs of local residents and use the area quietly.
12. All windows and external doors shall be kept closed after (21:00) hours, or at any time when regulated entertainment takes place, except for the immediate access and egress of persons.