

**APPENDIX B - Activities and hours applied for
(including proposed conditions to be added to licence)**

Please tick as appropriate

Do you want the proposed variation to have effect as soon as possible? Yes No

If not, from what date do you want the variation to take effect?

DD	MM	YYYY

Do you want the proposed variation to have effect in relation to the introduction of the late night levy? (Please see guidance note 1) Yes No

Please describe briefly the nature of the proposed variation (Please see guidance note 2)

FOLLOWING THE ACQUISITION AND CHANGE OF MANAGEMENT OF ROUND CLOCK LIMITED, THIS APPLICATION IS BEING MADE TO UPDATE AND SIMPLIFY THE EXISTING LICENCE CONDITIONS IN LINE WITH THE PROPOSED FUTURE OPERATION AS A HOTEL WITH ANCILLARY FUNCTIONS SUCH AS WEDDING RECEPTIONS AND A FOOD & BEVERAGE OFFER OPEN TO NON RESIDENTS

If your proposed variation would mean that 5,000 or more people are expected to attend the premises at any one time, please state the number expected to attend:

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Part 4 Operating Schedule

Please complete those parts of the Operating Schedule below which would be subject to change if this application to vary is successful.

- | Provision of regulated entertainment (Please see guidance note 3) | Please tick all that apply |
|---|-------------------------------------|
| a) plays (if ticking yes, fill in box A) | <input checked="" type="checkbox"/> |
| b) films (if ticking yes, fill in box B) | <input checked="" type="checkbox"/> |
| c) indoor sporting events (if ticking yes, fill in box C) | <input type="checkbox"/> |
| d) boxing or wrestling entertainment (if ticking yes, fill in box D) | <input type="checkbox"/> |
| e) live music (if ticking yes, fill in box E) | <input checked="" type="checkbox"/> |
| f) recorded music (if ticking yes, fill in box F) | <input checked="" type="checkbox"/> |
| g) performances of dance (if ticking yes, fill in box G) | <input checked="" type="checkbox"/> |
| h) anything of a similar description to that falling within (e), (f) or (g) (if ticking yes, fill in box H) | <input checked="" type="checkbox"/> |

Provision of late night refreshment (if ticking yes, fill in box I)

Supply of alcohol (if ticking yes, fill in box J)

In all cases complete boxes K, L and M

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A

Plays Standard days and timings (please read guidance note 8)			<u>Will the performance of a play take place indoors or outdoors or both – please tick</u> (please read guidance note 4)	Indoors	<input type="checkbox"/>
Day	Start	Finish		Outdoors	<input type="checkbox"/>
Mon	07.00	02.00	Please give further details here (please read guidance note 5) To bring the hours in line with the premises' Permitted Hours and to allow for the performance of plays in the external grounds during the afternoon and early evening during the summer months from time to time and inside the premises using the various function room spaces from time to time.	Both	<input checked="" type="checkbox"/>
Tue	07.00	02.00			
Wed	07.00	02.00	State any seasonal variations for performing plays (please read guidance note 6) On New Years Eve, from the end of permitted hours on New Years Eve to the start of permitted hours on the following day. When the clock change to British Summertime, extend the terminal hour by 1 hour.		
Thur	07.00	02.00			
Fri	07.00	02.00	<u>Non standard timings. Where you intend to use the premises for the performance of plays at different times to those listed in the column on the left, please list</u> (please read guidance note 7)		
Sat	07.00	02.00			
Sun	07.00	02.00			

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B

Films Standard days and timings (please read guidance note 8)			<u>Will the exhibition of films take place indoors or outdoors or both – please tick (please read guidance note 4)</u>	Indoors	<input type="checkbox"/>
				Outdoors	<input type="checkbox"/>
Day	Start	Finish		Both	<input checked="" type="checkbox"/>
Mon	07.00	02.00		<p><u>Please give further details here (please read guidance note 5)</u> To bring the hours in line with the premises' Permitted Hours and to allow for the exhibition of films from time to time during the summer months in the grounds (to finish by 23:00hrs) and inside the premises within the various function room spaces.</p> <p><u>State any seasonal variations for the exhibition of films (please read guidance note 6)</u> On New Years Eve, from the end of permitted hours on New Years Eve to the start of permitted hours on the following day.</p> <p>When the clock change to British Summertime, extend the terminal hour by 1 hour.</p> <p><u>Non standard timings. Where you intend to use the premises for the exhibition of films at different times to those listed in the column on the left, please list (please read guidance note 7)</u></p>	
Tue	07.00	02.00			
Wed	07.00	02.00			
Thur	07.00	02.00			
Fri	07.00	02.00			
Sat	07.00	02.00			
Sun	07.00	02.00			

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Live music Standard days and timings (please read guidance note 8)			Will the performance of live music take place <u>indoors or outdoors or both – please tick</u> (please read guidance note 4)	Indoors	<input type="checkbox"/>
Day	Start	Finish		Outdoors	<input type="checkbox"/>
Mon	07.00	02.00	Please give further details here (please read guidance note 5) To bring the hours in line with the premises' Permitted Hours. There would be no Outdoor Live Music after 23.00hrs as per existing condition in Annex 2, Condition 5.	Both	<input checked="" type="checkbox"/>
Tue	07.00	02.00			
Wed	07.00	02.00	State any seasonal variations for the performance of live music (please read guidance note 6)		
Thur	07.00	02.00	On New Years Eve, from the end of permitted hours on New Years Eve to the start of permitted hours on the following day. When the clock change to British Summertime, extend the terminal hour by 1 hour.		
Fri	07.00	02.00	Non standard timings. Where you intend to use the premises for the performance of live music at different times to those listed in the column on the left, please list (please read guidance note 7)		
Sat	07.00	02.00			
Sun	07.00	02.00			

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Recorded music Standard days and timings (please read guidance note 8)			Will the playing of recorded music take place <u>indoors or outdoors or both – please tick</u> (please read guidance note 4)	Indoors	<input type="checkbox"/>
Day	Start	Finish		Outdoors	<input type="checkbox"/>
Mon	07.00	02.00	Please give further details here (please read guidance note 5) To bring the hours in line with the premises' Permitted Hours. There would be no Outdoor Music after 23.00hrs as per existing condition in Annex 2, Condition 5.	Both	<input checked="" type="checkbox"/>
Tue	07.00	02.00			
Wed	07.00	02.00	State any seasonal variations for the playing of recorded music (please read guidance note 6) On New Years Eve, from the end of permitted hours on New Years Eve to the start of permitted hours on the following day. When the clock change to British Summertime, extend the terminal hour by 1 hour.		
Thur	07.00	02.00			
Fri	07.00	02.00	<u>Non standard timings. Where you intend to use the premises for the playing of recorded music at different times to those listed in the column on the left, please list</u> (please read guidance note 7)		
Sat	07.00	02.00			
Sun	07.00	02.00			

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Performances of dance Standard days and timings (please read guidance note 8)			<u>Will the performance of dance take place indoors or outdoors or both – please tick</u> (please read guidance note 4)	Indoors	<input type="checkbox"/>
Day	Start	Finish		Outdoors	<input type="checkbox"/>
				Both	<input checked="" type="checkbox"/>
Mon	07.00	02.00	<u>Please give further details here</u> (please read guidance note 5) To bring the hours in line with the premises' Permitted Hours and to allow for the Performance of dance from time to time during the summer months in the grounds (to finish by 23:00hrs) and inside the premises within the various function room spaces.		
Tue	07.00	02.00			
Wed	07.00	02.00	<u>State any seasonal variations for the performance of dance</u> (please read guidance note 6) On New Years Eve, from the end of permitted hours on New Years Eve to the start of permitted hours on the following day. When the clock change to British Summertime, extend the terminal hour by 1 hour.		
Thur	07.00	02.00			
Fri	07.00	02.00	<u>Non standard timings. Where you intend to use the premises for the performance of dance at different times to those listed in the column on the left, please list</u> (please read guidance note 7)		
Sat	07.00	02.00			
Sun	07.00	02.00			

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I

Late night refreshment Standard days and timings (please read guidance note 8)			Will the provision of late night refreshment take place indoors or outdoors or both – please tick (please read guidance note 4)	Indoors	<input type="checkbox"/>
Day	Start	Finish		Outdoors	<input type="checkbox"/>
Mon	23.00	07.00	Please give further details here (please read guidance note 5)	Both	<input checked="" type="checkbox"/>
Tue	23.00	07.00			
Wed	23.00	07.00	State any seasonal variations for the provision of late night refreshment (please read guidance note 6)		
Thur	23.00	07.00			
Fri	23.00	07.00	Non standard timings. Where you intend to use the premises for the provision of late night refreshment at different times, to those listed in the column on the left, please list (please read guidance note 7)		
Sat	23.00	07.00			
Sun	23.00	07.00			

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Supply of alcohol Standard days and timings (please read guidance note 8)			Will the supply of alcohol be for consumption – please tick (please read guidance note 9)	On the premises	<input type="checkbox"/>
				Off the premises	<input type="checkbox"/>
				Both	<input checked="" type="checkbox"/>
Day	Start	Finish	<p><u>State any seasonal variations for the supply of alcohol</u> (please read guidance note 6)</p> <p>On New Years Eve, from the end of permitted hours on New Years Eve to the start of permitted hours on the following day.</p> <p>When the clock change to British Summertime, extend the terminal hour by 1 hour.</p> <p><u>Non-standard timings. Where you intend to use the premises for the supply of alcohol at different times to those listed in the column on the left, please list</u> (please read guidance note 7)</p> <p>No time limit on the Permitted Hours for Hotel Residents. Supply of alcohol to Hotel Residents would be 24/7</p>		
Mon	07.00	02.00			
Tue	07.00	02.00			
Wed	07.00	02.00			
Thur	07.00	02.00			
Fri	07.00	02.00			
Sat	07.00	02.00			
Sun	07.00	02.00			

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Hours premises are open to the public Standard days and timings (please read guidance note 8)			<u>State any seasonal variations</u> (please read guidance note 6)
Day	Start	Finish	
Mon	00.01	00.00	The Hotel premises are open 24/7
Tue	00.01	00.00	
Wed	00.01	00.00	
Thur	00.01	00.00	
Fri	00.01	00.00	
Sat	00.01	00.00	
Sun	00.01	00.00	

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M Describe any additional steps you intend to take to promote the four licensing objectives as a result of the proposed variation:

a) General – all four licensing objectives (b, c, d and e) (please read guidance note 11)

Please see attached document “Croydon Hall – Application for Variation of Premises Licence and Operating Schedule”

b) The prevention of crime and disorder

Please see attached document “Croydon Hall – Application for Variation of Premises Licence and Operating Schedule”

c) Public safety

Please see attached document “Croydon Hall – Application for Variation of Premises Licence and Operating Schedule”

d) The prevention of public nuisance

Please see attached document “Croydon Hall – Application for Variation of Premises Licence and Operating Schedule”

e) The protection of children from harm

Please see attached document “Croydon Hall – Application for Variation of Premises Licence and Operating Schedule”

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Application for Variation of Premises Licence

Round Clock Limited
Croydon Hall
Felons Oak
Rodhuish
Minehead
TA24 6QT

Telephone 01984 642200
Email jeremy@croydonhall.co.uk

Annex 2

Existing Conditions with the Operating Schedule

1. Remains unchanged
2. Remains unchanged
3. Amended to :

All employees involved in the sale of alcohol, must receive training on commencement of employment with regards to preventing the sale of alcohol to persons who are under the required age and proxy sales. The training must also include refusals to persons who are intoxicated. This training must be documented and signed for by employees to acknowledge that they have received this training. All employees must receive refresher training every six months. Records must be made available for inspection by the Police & Licensing Authority.

4. Remains unchanged
5. Remains unchanged
6. Remains unchanged
7. Remains unchanged

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ADD NEW CONDITIONS

8. The premises must install and maintain a comprehensive surveillance system as per the minimum requirements of Avon & Somerset Constabulary's operational requirement guidance dated 12/07/18. The system must record at all times when the premises is open for licensable activities. The correct time & date must be generated on all recordings which must be retained for a minimum period of 31 days. Copies must be made available on request, to the police or authorised officer of the licensing authority. If the system is inoperative or faulty for any reason, steps must be taken to repair or replace the equipment within 24 hours. A Data Controller who is conversant with the operation of the system must be available at all times when the premises is open to the public and be able to provide police or authorised officer of the licensing authority recent data or footage with the absolute minimum of delay when requested. Management, storage, giving and sharing of data recordings must comply with the general data protection regulations at all times.
9. An incident and refusals register must be kept and used on the premises and must record all incidents occurring on the premises including where the sale of alcohol and proxy sales to a patron is refused. Records must be kept for a minimum of 12 months and must be made available to the Local Authority, Police and Trading Standards Officers upon request. Records must be audited on a regular basis by the Designated Premises Supervisor.
10. The Premises Licence holder or DPS must ensure that any outside area attached to the premises or included in the licence must be controlled in a safe and effective manner to the same standard as operated within the premises building and must pay special attention to the impact that the use of the outside area has on the surrounding community. Outside areas must be regularly supervised.
11. The Hotel will be open 24 hours a day. Between the hours of 02.00 and 07.00, the sale of alcohol will be restricted to hotel residents and bona fide guests of hotel residents.
12. Customers must be prevented from loitering outside the premises and behaving in a manner that may cause nuisance to nearby residents.

Section "Restaurant" *Remove to avoid duplication of hours, simplify the licence and avoid confusion. New clearer conditions have been added in Annex 2.*

Annex 3 - Conditions attached after a hearing by the licensing authority

Remove the existing condition as it is unenforceable in its current wording and a new condition 12 has been added to Annex 2.

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Statement of Licensing Policy

Somerset and West Taunton has issued a "Statement of Licensing Policy" reflecting the Local Authorities views on achieving the Licensing Objectives under the Licensing Act 2003 for the period 2019 to 2024.

The Policy sets out how "Croydon Hall" must have regard in it's operation in order to promote the four licensing objectives :

- the prevention of crime and disorder
- public safety
- the prevention of public nuisance
- the protection of children from harm

This Operating Schedule will provide evidence how "Croydon Hall" will fulfil each Policy.

The Prevention of Crime and Disorder

CCTV

A full colour 64 camera real time digital CCTV system is installed strategically throughout the premises. .

The system captures frontal identification of every person entering the premises.

The digital camera footage is kept for 31 days.

The Premises are registered with the Information Commissioner under the Data Protection Act and notices are displayed on the Premises stating that CCTV cameras are in operation.

Lighting

There will be adequate lighting throughout the Premises to ensure good visibility and supervision at all times.

Layout and Fittings of the Premises

The venue has been designed with the facilities to operate as a Country House Hotel specialising in functions such as Weddings Receptions.

Extensive CCTV covers all public areas allowing supervision from the entrance all the way through the Premises.

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Security and Operational Staff

The Management Team include personnel who are registered with the SIA. SIA Registered Door Supervisors will be used for functions where necessary.

Training will be given to all staff to supervise the Premises and report any matters giving rise to concern to the Management Team

A record will be kept of any Security Staff who are working together with their personal details including badge number, expiry date etc.

SIA Badges will be checked by the Duty Manager before the Security staff commence their shift. As with all staff, the Security Staff will sign in for each shift using an electronic system. This provides unique identification of each member of staff and accurately records the shifts that are worked.

A written Security Procedures Policy is in place.

Communication

All staff are linked through 2 way radios.

Telephones are fitted to staff locations including Reception, Bar, Customer, Kitchen etc. All telephones are linked to the CCTV Control Room and external lines.

An alarm system will be fitted that gives instant notification to the Police through a central monitoring station upon activation of panic alarms.

Challenge 25

Anyone who appears to be under 25 must produce ID or a proof of age card. The only suitable forms of ID that are acceptable include:

- o Passport
- o Photo card driving licence issued in any EU country
- o Proof of Age Standards Schemes (PASS) such as Citizen Card, supported by the Home Office

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Staff Training

Staff will be trained to recognise and refuse service to customers who have had too much to drink, to handle potential troublemakers and defuse difficult situations.

Toilets will be regularly attended to by cleaning staff.

First Aid

First Aid Assistance can be arranged through Reception.

Positive Customer Care

There is a Reception area at the main entrance to the Premises and will be staffed whenever a function is in operation. Staff will be trained to help customers with any issues from lost property, complaints, advice on safe ways to get home and any other general advice or welfare issues.

Incident Book

An Incident Book is kept by the Duty Manager. The Incident Book keeps records of any incidents that occur involving a member of the public which prompts further action from the Management Team.

Regular reviews of the Incident Book provides a useful management tool to highlight any recurring issues that require intervention from the Management Team.

Cloakroom

A cloakroom will be provided at Reception for Functions.

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Public Safety

This licensing objective is to ensure public safety on and in the vicinity of licensed premises and is concerned with physical safety rather than public health – which is covered by other legislation – it combines a responsibility to customers, staff and performers.

The premises has a Safety Plan which incorporates :

- fire safety inspections and maintenance
- emergency lighting testing
- staff training to include first aid and emergency procedures
- minimum staffing levels
- general maintenance
- a system for recording actions taken.

Glassware

Whilst most functions will use standard toughened glassware as drinks are served ancillary to a seated meal, functions utilising the grounds or without seated meals will use polycarbonate containers.

Fire Alarm System

The premises has a fully automated Fire Alarm System.

All staff will regularly attend Fire Alarm and Evacuation Training sessions which will be held each month. Training at these sessions include role-play of different emergency scenarios and will give staff the relevant training for dealing with members of the Public that may be under the influence of alcohol.

Detailed Fire Instructions are issued to staff in a variety of languages as the venue may employ foreign speaking staff.

Training records are kept of all staff attending the training sessions so that if any staff regularly miss the training session then extra sessions are held to ensure that they can attend.

The premises has an Emergency Contingency Plan. A sample of the Plan is attached at Appendix 4.

Opening and Closing Checklists

The daily opening and closing checklist highlights any maintenance issues that need to be dealt with by the maintenance team

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Entertainment special effects

From time to time, functions may use special effects.

Any special effect used would be subject to a Risk Assessment and review and consultation, where necessary, with the Licensing Authority and Fire Service.

Prevention of Public Nuisance

Late Night Movement

Due to the type of functions held at the Premises, it is anticipated that a substantial number of guests attending will be hotel residents staying onsite. This will significantly reduce the amount of movements at night from the premises.

Reception Staff will be on hand to remind any departing guests to respect local residents and leave quietly as well as to give assistance in arranging taxis where required.

Sufficient onsite parking facilities will be provided to ensure guests attending functions do not park on local roads. Duty Management will closely monitor the operation of the car parking facilities to ensure there is no excessive noise.

There will be a 'one-way' system in operation, vehicles arriving at the premises will enter from the main entrance in the front of the building and vehicles leaving the site will exit from the side entrance. This traffic flow will avoid car headlights being shone into the windows of neighbouring properties at night.

Given the location of the premises and the types of functions being held, it is not anticipated that guests will be arriving and leaving on foot unless returning to short term holiday let properties which are adjacent to the premises on the Croydon Hall Estate.

Customers will not be permitted to take open food or drink from the premises.

Waste is removed from the premises by Viridor Waste during weekday daytime hours.

All staff will also be instructed to leave the premises quietly and in an orderly fashion.

Noise Breakout

The licence already has conditions with regards to noise breakout from the premises.

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The premises provide a telephone Hotline number for use by the local residents if they ever have any cause for concern. The telephone number will be manned whenever the premises are operating functions.

Protection of Children from harm.

On certain occasions such as Wedding Receptions, under 18's will only be permitted in the premises and then only when accompanied by an Adult. Under 18's will not be permitted to consume alcohol on the Premises.

Anyone who appears to be under 25 must produce ID or a proof of age card. The only suitable forms of ID that are acceptable include:

- o Passport
- o Photo card driving licence issued in any EU country
- o Proof of Age Standards Schemes (PASS) such as Citizen Card, supported by the Home Office

Putting Plans into action

Staff Training

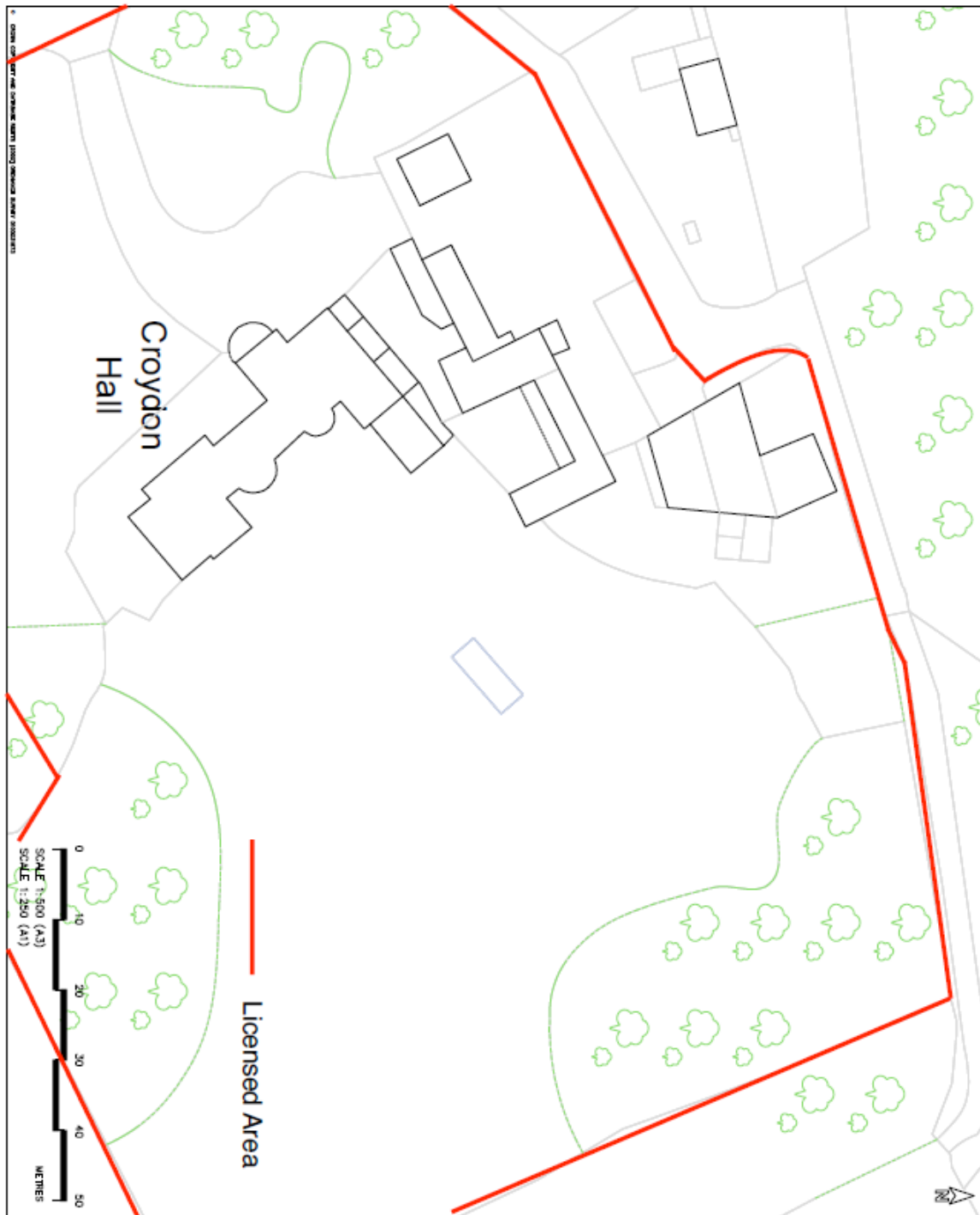
Croydon Hall recognises that staff training is fundamental to the success of the business.

Croydon Hall undertakes a thorough training programme with all of its staff. This programme includes Induction Training of all staff when they join the company followed by a minimum of one training session for all staff on a monthly basis.

The staff training includes :

Departmental local induction
General Health & Safety
Fire
Bomb
Manual Handling
Customer Service
Noise at Work
Violence

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