

Application for a premises licence to be granted

Bucklegrove supporting information

Part 3 – Operating schedule

Please give a general description of the premises

Bucklegrove Holiday Park is a family friendly park situated at the foot of the Mendip Hills, with far-reaching views across to the Somerset Levels and Brent Knoll. The Park is c7.5 acres in size and located within a rural setting. The Park has a very small number of neighbouring properties located around its perimeter (see Appendix A).

The Park offers a range of accommodation including:

- 3 lodges with hot tubs
- 34 static caravans (of which 6 are privately owned)
- 40 seasonal pitches for touring caravans
- 2 woodland camping cabins
- 1 pod
- 36 camping pitches
- 25 touring caravan / motor home hard standing pitches

Park facilities include:

- A heated, indoor swimming pool and toddler pool
- Games room
- Outdoor play area
- Shop and guest reception
- The Lodge – Bar & Restaurant
- Guest toilets, shower facilities and laundrette

The Park is open for bookings 12 months a year – the number of guests on site varies, however booking levels are highest during school holidays and at weekends. The Park can accommodate 627 guests however this number can increase to 704 when a bordering field (Tor View) is used to provide additional camping facilities.

Entry to the site is controlled by way of an entrance barrier and associated access code, which is provided to guests when they initially check-in. Once guests have checked in, they are free to come and go from the site as they please and at the times they choose. Guest facilities such as toilets and showers are accessible 24 hours a day. The site Reception is manned during the day (hours fluctuate depending on the time of the year), however guests are able to contact the Park Manager 24 hours a day, by way of an emergency contact number.

Although not a requirement under the licensing act, we also undertake the following activities to help maintain public safety:

- Annual gas safety checks
- PAT testing (portable electrical appliance testing)
- Asbestos survey of the premises
- Emergency lighting subject to 6 & 12-month inspection by external contractor
- Regular fire checks & servicing of fire detection & extinguishing equipment in place
- Emergency Procedures in place
- Designated smoking/non-smoking areas

- Good housekeeping procedures in place
- Up to date health & safety policy & risk assessments in place
- Employers & Public Liability insurance in place

The holiday park industry is a very competitive one and we wish to provide our guests (and prospective guests) with a wide range of activities that will encourage them to stay with us and enhance their experience whilst they are on site. We also want to have the ability to introduce new activities and experiences as we move forward and know that the premises licence provides us with the required flexibility to develop new opportunities.

M: Describe the steps you intend to take to promote the four licensing objectives

a) General – all four licensing objectives (b, c, d, and e)

- Personal Licence holder (or nominated Deputy) on the premises at all times when alcohol is being served.

b) The prevention of crime and disorder

- The premises must install and maintain a comprehensive surveillance system to the satisfaction of the Police and ICO guidelines. The system must be maintained in full working order and 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. Recorded images must be of evidential quality. 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.
- A bound or electronic incident register will be kept and maintained to record all incidents occurring on the premises or outside and associated with the premises. Records will be made available to the Police & Licensing Authority on request and records will be kept for at least 12 months.
- A refusals register will be kept at each bar and used on the premises, to record instances where any sale of alcohol and proxy sales to a patron is refused. This will also include refusals to persons who are intoxicated. Records will be kept for a minimum of 12 months and will be made available to the Local Authority, Police and Trading Standards Officers upon request.
- The premises will operate a “Challenge 25 policy”, whereby anyone wishing to purchase alcohol that appears to be under the age of 25 years, will be asked to provide photographic identification e.g. Passport, driving licence, PASS card. Challenge 25 posters will be displayed.
- All persons involved in the sale of alcohol will 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. This training will also include illegal drug use and refusing sale of alcohol to persons who are intoxicated. This training will be documented and signed for by employees to acknowledge that they have received this training. All employees will receive refresher training every six months. Records must be made available for inspection by the Police & Licensing Authority upon request.

- A drugs & crime prevention policy will be put in place and retained on the premises. Full co-operation will be given to any drugs initiatives undertaken by the Police & licensing authority. A record will be kept of any searches undertaken and items seized, and records will be made available upon request to Police or authorised officer of the Licensing Authority. A copy of the policy shall be forwarded to the police and shall be refreshed 6 monthly by the premises licence holder.
- The licence holder will operate a 'zero tolerance' policy in relation to drugs at the premises and all staff will receive training with regards to this policy. Drugs seized by staff will be securely stored, until they can be collected by the Police. A copy of the policy shall be forwarded to the police and shall be refreshed 6 monthly by the premises licence holder.

c) Public safety

- We believe the matters detailed under the other headings cover public safety issues.
- Vehicular speed limit signs will be placed in strategic locations around the site.
- Any 'event' which attracts more than 1,500 people to site shall require an Event Management Plan to be produced and retained at the premises. The EMP shall be produced taking into consideration the 'Purple Guide' or similar guidance and shall be made available to the Police upon request. The attendance figure will be subject to periodic review in agreement with the police.

d) The prevention of public nuisance

- The Premises Licence holder or a nominated deputy, shall take all reasonable steps to effect full control over all noise sources arising from the premises having particular regard to amplified and non-amplified music. The Premises Licence holder or a nominated deputy shall, where necessary, arrange for the volume of any music to be reduced or the playing ceased if, in the opinion of the Licensing Authority, reasonable cause for annoyance is likely to arise or is occurring. The Premises Licence holder shall ensure that at least one such responsible person be available on the premises at all times (contactable by Officers of the Licensing Authority), whilst members of the public remain on the premises.
- Regulated activities outside will cease at 23:00.
- A Noise Management Plan will be created including matters such as:
 - Monitoring noise levels during an event both inside and outside (including location of speakers).
 - Introducing a fifteen-minute period of reduced noise levels for music, prior to the finish time of any event involving amplified/unamplified music.
 - Doors and windows will be kept closed for indoor regulated activities taking place after 23:00.
 - The Licensee will provide a telephone number for the receipt of complaints from neighbouring residents in relation to licensable activities directly related to the premises.
 - Use of signage asking guests to be quiet when returning to their accommodation/leaving site.
- A refusals book will be maintained and be subject to inspection by the police and Local Authority.
- Mandatory conditions to be included for the sale of alcohol by retail, as set out in the Licensing act 2003, as amended by the Licensing Act 2003 (Mandatory Licensing Conditions) Order 2010 and order 2014. Covering:
 - Supply of alcohol
 - Irresponsible promotions
 - Potable water
 - Age verification

- Small measure
- Alcohol minimum permitted price

e) The protection of children from harm

- Anyone under the age of 16 using The Lodge – Bar & Restaurant, must be accompanied by a responsible adult. Those aged 16 and 17 years of age will be allowed entry to The Lodge – Bar & Restaurant, without an accompanying adult, for the purpose of soft drinks, food, and the use of the games room. Should a 16- or 17-year-old display problematic behaviour, the Duty Manager will speak with them in the first instance, and if necessary, discuss the situation with their parents/guardian.
- A Safeguarding Policy shall be drawn up by the premises licence holder and a copy forwarded to Avon and Somerset Constabulary. This policy shall be refreshed 6 monthly by the premises licence holder.
- There shall be no drinks permitted in the play park which is located outside of The Lodge – Bar & Restaurant.
- Clear marking shall be placed around the play area and signs erected outlining ‘no glassware or alcohol beyond this point’
- All bottles and glasses shall be removed as reasonably practicable in the outside area located at The Lodge – Bar & Restaurant