

**Proposed Schedule of conditions – Best Food Centre - Chatham**

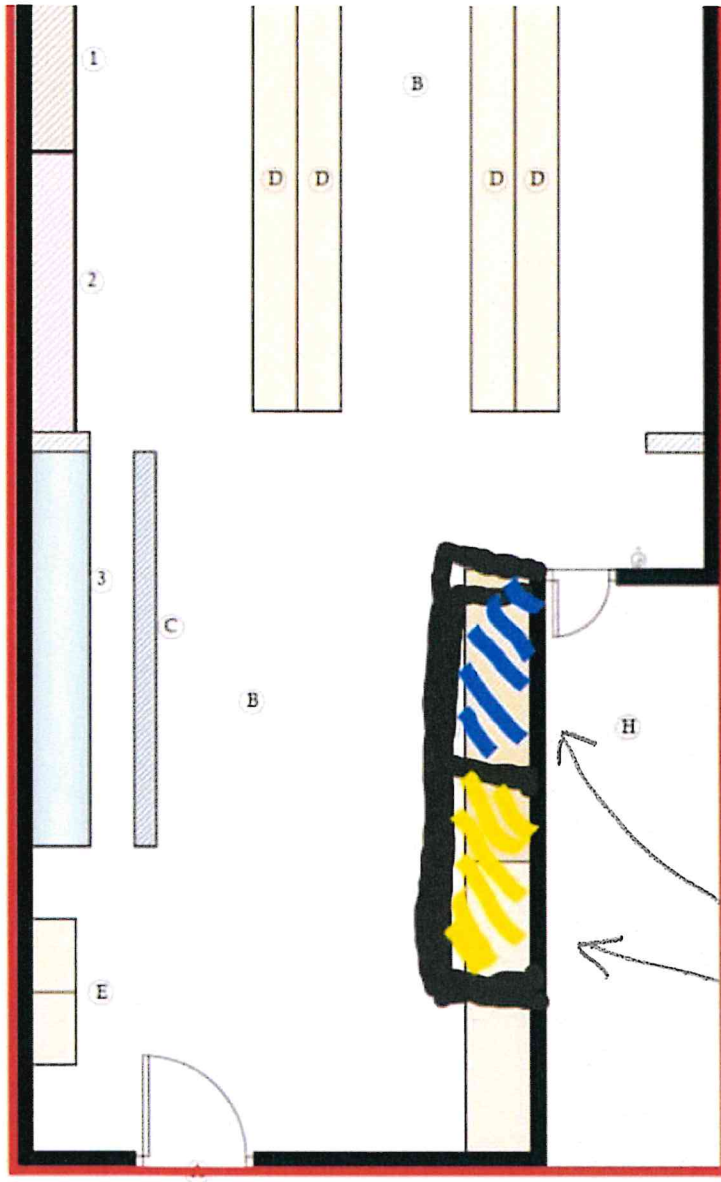
- 1) The CCTV system at the premises shall be maintained in working condition and shall record 24 hours every day. Recordings shall be retained for a minimum of 31 days and shall be made available to Police or Local Authority officers upon reasonable request and shall be capable of identification and of evidential quality in any light conditions.
- 2) The equipment MUST have a suitable export method i.e. CD/DVD/USB facility so that the Police and officers of the Council can make an evidential copy of the data they require. This data should be in the native file format to ensure that no image quality is lost when making the copy. If this format is non-standard, then the licence holder shall within 14 days of being requested supply the replay software to ensure that the video on the CD can be replayed by the Police and officers of the Council on a standard computer.
- 3) Staff working at the premises shall be trained in the use of the equipment and a log will be kept to verify this. At least one member of staff, so trained, shall be present at the premises at all times when it is open for licensable activities.
- 4) Cameras on the entrances, including both serving hatches, must capture full frame shots of the heads and shoulders of ALL people entering the premises, i.e. capable of identification and of evidential quality in any light conditions.
- 5) There shall be signs displayed in the customer area to advise that CCTV is in operation.
- 6) In the event of technical failure of CCTV equipment the premises licence holder/DPS must report the failure to Licensing Authority/Police Licensing Officer within 24 hours unless the CCTV will be repaired before that time [licensing.north.division@kent.police.uk](mailto:licensing.north.division@kent.police.uk)
- 7) An Incident log shall be kept at the premises, and made available on request to a police officer, police licensing officer or council authorised licensing officer. It must be completed within 24 hours of the incident and will record the following:
  - a. All crimes reported at the venue.
  - b. All ejections of patrons
  - c. Any complaints received concerning crime and disorder.
  - d. Any incident of disorder
  - e. All seizure of drugs or offensive weapons
  - f. Any faults in the CCTV system, searching equipment or scanning equipment.
  - g. Any refusal of the sale of alcohol
  - h. Any visit by a relevant authority or emergency serviceEach entry is to be checked and signed by the DPS/Licensee no later than 1 week after the entry has been made. The register must be made available to Police or Licensing officers upon reasonable request.
- 8) Signage must be displayed in a prominent position on the premises requesting that customers leave quietly.
- 9) No deliveries to the premises other than newspapers, Milk shall take place between 18:00 hours and 07:00 hours on the following day.

- 10) No waste or recyclable materials, including bottles, shall be moved, removed from or placed in outside areas between 18.00 hours and 07.00 hours on the following day.
- 11) No collections of waste or recycling materials from the premises shall take place between 18.00 hours and 07:00 hours on the following day. The premises will ensure the surrounding area is free of litter.
- 12) Management will ensure that all customers move away from the premises after leaving the property and do not loiter in the area.
- 13) The premises licence holder shall ensure that any refusals of sale of age-related products are recorded in a refusals log as soon as is reasonably practicable after the sale is refused. The log should show;
  - a. the identity of the member of staff who refused the sale;
  - b. the date and time of the refusal;
  - c. the alcohol requested and reason for refusal;
  - d. description of the person refused alcohol.

The refusals log shall be made available for inspection by the licensing team, police or trading standards and shall be retained for a minimum of 12 months.

- 14) The Licensee shall adopt a "Challenge 25" policy, where all customers who appear to be under the age of 25 and attempt to purchase alcohol or other age-restricted products, shall be asked for proof of their age.
- 15) The Licensee shall prominently display notices advising customers of the "Challenge 25" policy. The following proofs of age are the only ones to be accepted:
  - a. Proof of age cards bearing the "Pass" hologram symbol
  - b. UK Photo Driving licence
  - c. Passport
  - d. Military ID
- 16) The Licensee shall ensure that each member of staff authorised to sell alcohol has received appropriate training on the law with regard to age-restricted products, proxy sales, and the licensable hours and conditions attached to the licence, including refresher training every six months, and that this is properly documented and training records kept. The training record (either written or electronic) shall be kept on the licensed premises and made available for inspection by the Licensing Officer, Trading Standards or the Police, on request.
- 17) The Licensee shall ensure that each member of staff authorised to sell alcohol is fully aware of his /her responsibilities in relation to verifying a customer's age and is able to effectively question purchasers and check evidence of proof of age.
- 18) The Licensee shall ensure that each member of staff authorised to sell alcohol is sufficiently capable and confident to confront and challenge under 25's attempting to purchase alcohol.





- 19) A till prompt system shall be installed to assist staff by reminding them to challenge for ID when a sale of restricted goods is made.
- 20) Alcohol shall not be sold in open containers or consumed in the premises
- 21) No beer, lager, stout or cider with an ABV of above 6% abv shall be sold at the premises.
- 22) There shall be no sales of single cans or bottles of beers, lagers, stout or ciders at the premises.
- 23) Spirits shall not be sold in bottles of less than 35cl
- 24) Outside sale of alcohol hours, alcohol will be screened off to prevent access by customers.
- 25) The Premises Licence holder, the DPS or a nominated person shall be present at the premises at all times during licensing hours.
- 26) Documented delegation of authorisations to sell alcohol shall be maintained at the premises and shall be available on request by an authorised officer of the Licensing Authority or the Police.
- 27) There shall be no self-service of spirits. Spirits shall be located behind the counter. All other alcohol exposed for sale shall be displayed in a position that is not obscured from the constant view of the cashier / staff or CCTV.
- 28) The Premises Licence holder shall carry out due diligence checks to ensure, as far as practicable, that a person ordering alcohol to be delivered to their registered address, or collecting pre-ordered alcohol from the premises, is over 18 years of age. A record of each order and the checks carried out by the staff at the premises shall be kept either in a book or electronically and made available to Police, Local Authority Licensing and Trading Standards officers on request.
- 29) Internet sales / deliveries shall only be permitted to a registered address, not parks, open spaces or vehicles. If the sale contains alcohol, Challenge 25, Proof of age Photo ID must be validated by the person delivering the alcohol prior to it being handed to the customer.
- 30) If the premises has a website there must be a clear warning advertised that no sales of alcohol shall be made to persons under 18 years of age.
- 31) Alcohol deliveries by staff from the premises shall only be carried out by persons who have undergone appropriate Challenge 25 training.
- 32) If deliveries are carried out by an external contractor a contract shall be in place ensuring that they train their delivery staff in line with current legislation relating to underage / drunkenness.



The Red line delineates the area within which licensable activities will take place

BEST FOOD CENTRE  
10, NEW ROAD  
CHATHAM  
ME4 4QJ

SCALE: 1:100

A	MAIN ENTRY
B	RETAIL FLOOR AREA
C	SALES COUNTER
D	DISPLAY SHELFs / FRIDGES
E	COFFEE / FOOD TO GO
F	SOFT DRINKS
G	FRUITs / VEGITABLES
H	OFFICE
	WINES
	BEER & FRIDGE
	SPIRITS - BEHIND COUNTER
	FIRE EXTINGUISHER

FOR DURATION OF  
TEN