



## **The Angel Alcohol Policy**

At The Angel we want everyone to really enjoy the time they share with us, whether as a customer, collaborator or hirer. In order to ensure that we can do this The Angel operate a responsible drinking policy in conjunction with our legal obligations under licensing legislation.

The hours and activities permitted by the premises licence issued under the Licensing Act 2003 and conditions attached to the licence.

This document will allow you to understand the objectives of the responsible drinking policy and also what this means to all.

Our alcohol policy has been put in place to ensure the safety and enjoyment of all, as well as in respect of our neighbourhood and community.

The key objectives are to;

- prevent crime and disorder,
- prevent public nuisance,
- securing public safety,
- protecting children from harm.

In order for us to meet these objectives we have put in place the following policies and procedures.

### **General**

All staff will be trained in the requirements of the Licensing Act 2003 as soon as they are recruited, along with regular training and updating.

### **Consumption of Alcohol not purchased at The Angel is strictly prohibited.**

- Any alcohol identified to have not been purchased within The Angel will be confiscated if found, we respectfully request that customers do not attempt to bring any alcohol into The Angel.
- For ticketed public events we employ a trained door person and should we have reason to believe alcohol purchased off site is being brought into The Angel it will be confiscated .

## **Alcohol purchased at The Angel**

- Open drinks will not be taken from the venue including to the outside smoking area.
- When an event is taking place, a risk assessment will be carried out depending on the type of event, as to the need for polycarbonate/plastic drinking receptacles. (This is for the live music events).

## **Service to drunks and prevention of drunken behaviour**

- All staff will acknowledge customers and be kind and friendly.
- Anyone who appears to be drunk will not be served any alcohol or admitted into The Angel.
- Should a customer to be drunk upon arrival they will not be admitted to The Angel and if they have a ticket to an event no refund will be given.
- Anyone attempting to purchase alcohol for another who is drunk will not be served.
- Anyone who is considered to be acting in a severely drunken manner will be asked to leave The Angel.
- All staff to be trained in recognising the signs of drunkenness. See attached document.
- We will have a well staffed bar so waiting time is kept short to reduce levels of frustration rising and minimise aggressive outbursts.
- Staff will clear bottles and glasses from the bar and tables to reduce the number of weapons available should conflict occur.
- Staff will recognise early signs of trouble and intervene in a friendly manner.
- We will discourage excessive drinking
- An alcohol sales refusal register is kept at the premises and is maintained to include details of all alcohol sales refused. The register includes:
  - the date and time of refusal
  - the reason for refusal
  - details of the person refusing the sale
  - description of the customer
  - any other relevant observations.

The refusals register will be made available for inspection and copying on request of an authorised officer of a responsible authority. All entries must be made within 24 hours of the refusal.

## **Violent and Aggressive or Illegal behaviour**

- Our policy in this regard is strict and uncompromising.

- Anyone who acts in an aggressive, violent or threatening manner will be ejected from The Angel immediately and asked not to return.
- Should the customer refuse to leave we will ask for the police to attend, should any injury to guests or employees or damage be caused to The Angel we will press charges and urge for prosecution.
- An incident book shall be maintained to record any activity of a violent, criminal or anti-social 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.

### **In Cases of Accident and Emergency**

- There will be a First Aid trained member of staff at all events.
- All accidents are to be logged in The Angel Accident Log on the premises.
- The Angel has an Evacuation Policy in case of an emergency.
- The Evacuation Policy assembly point is The Clock Tower on the High Street, 57m away from The Angel.
- In the case of an emergency the appropriate emergency service will be called.

### **Public Safety**

- Over and above the policies outlined above The Angel offers water without charge and a range of soft drinks will be available at the bar a reasonable price.

### **Protecting Children from Harm**

- Alcohol will only be served to customers who are over the age of 18. We operate a **Challenge 25** policy, if a customer appears to be 25 or under (or someone for whom alcohol is being bought) then photographic ID will be requested, we only accept the new photo driving license or passport as proof of age.