

Annex 8

Toto Lounge
74 Aldermans Hill, Palmers Green,
London,
N13 4PP

Activity	Proposed Times by Applicant	LA proposed times – as amended	Agreement/Amendment
Supply of Alcohol (on supply only)	10am to 23:30 Sunday to Thursday 10am to 00:30 Friday & Saturday	10am to 23:30 daily	Agreed
Late Night Refreshment (indoor and outdoor)	23:00 to 23:30 Sunday to Thursday 00:30 Friday & Saturday	23:00 to 23:30 daily	Amendment Sunday to Thursday 23:00 - 23:30 Friday & Saturday until 00:00 (midnight)
Opening Hours	06:30 to 00:00 Monday to Thursday 06:30 to 01:00 Friday & Saturday 08:00 to 00:00 Sunday	8am to midnight daily	Monday to Friday 06:30 to 00:00, Saturday & Sunday 08:00 to 00:00

Agreement/Amendment

Late Night Refreshment (indoor and outdoor) –

Increased by 30 minutes for this activity on a Friday & Saturday in order for facilitate customers to purchase hot food or beverages before closure of the premises.

Opening Hours –

Monday to Friday 06:30 to 00:00 (midnight)

Saturday to Sunday 08:00 to 00:00 (midnight)

The reason for the 06:30 opening hours presented in the application was in order to facilitate the early morning commuter customers heading towards the near by rail station.

Under the Licensing Act 2003, applicants for premises licences are required to state the opening hours for their premises on the application form, despite opening hours not being a licensable activity. But in order to alleviate concerns raised from the interested parties in the objections the premises will close at midnight daily.

Agreed Conditions:

1. All staff involved in the sale of alcohol shall receive induction and refresher training (at least every six months) relating to the sale of alcohol and the times and conditions of the premises licence.
2. All training relating to the sale of alcohol and the times and conditions of the premises licence shall be documented and records kept at the premises. These records shall be made available to the Police and/or Local Authority upon request and shall be kept for at least one year.
3. A 'Think 25' proof of age scheme shall be operated, and relevant material shall be displayed at the premises.
4. A record of refused sales shall be kept on the premises and completed when necessary. This record shall contain the date and time of the refusal, a description of the customer, the name of the staff member who refused the sale, and the reason the sale was refused. This record shall be made available to Police and/or the Local Authority upon request and shall be kept for at least one year from the date of the last entry.
5. The Designated Premises Supervisor shall regularly check the refusals system to ensure it is being consistently used by all staff.
6. Prominent, clear and legible notices shall be displayed at all public exits from the premises requesting customers respect the needs of local residents and leave the premises area quietly. These notices shall be positioned at eye level and in a location where those leaving the premises can read them.
7. At least 2 members of staff shall be present on the premises between 19:00 until closing.
8. The external area at the front of the premises shall be designated for the use of smokers from 22:00 until closing time. There shall be no more than 5 persons using this designated area during these times. The designated area shall be adequately supervised to control the number and behaviour of patrons so as to not cause noise nuisance. Notices shall be displayed in the area specifying the terms of its use and asking patrons to respect the needs of local residents and to use the area quietly. No alcoholic drinks or glass containers shall be taken into the designated smoking area during these times.
9. Staff shall actively discourage patrons from congregating around the outside of the premises.
10. The premises licence holder shall ensure that the pavement from the building line to the kerb edge immediately outside the premises, including the gutter/channel at its junction with the kerb edge, is kept clean and free from litter at all material times to the satisfaction of the Licensing Authority.
11. Prominent, clear and legible notices shall be displayed at all public exits from the premises requesting customers respect the surrounding area and dispose of litter in a responsible manner. These notices shall be positioned at eye level and in a location where those leaving the premises can read them.

12. All refuse and bottles shall be disposed of in bins quietly so as not to disturb neighbours or local residents. There shall be no disposal of glass bottles outside between 23:00 hours and 07:00 hours.
13. Children under 14 years, not accompanied by an adult, are not permitted to remain at or enter the premises after 21:00 hours.
14. Signs shall be prominently displayed on the exit doors advising customers that the premises is in a Public Space Protection Order Area (or similar) and that alcohol should not be taken off the premises and consumed in the street. These notices shall be positioned at eye level and in a location where they can be read by those leaving the premises.

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Draft Customer Dispersal Policy:

- We will have a free service for customers to book taxis.
- The premises has a contract with the local mini cab service (Palmer's Green Minicab 0208 191 0864 & Palmer's Green Taxis & Minicabs 0208 191 0536), to transport customer to and from the premises, they have been instructed to ensure that all drivers DO NOT sound their horns after 10pm.
- During the final 30mins of the evening there will be announcements made to our customers requesting them to leave in an orderly manner and respect our neighbours, by not causing a disturbance or noise. This announcement will be repeated every 10 minutes.
- Upon leaving the customers will also be reminded not to cause disturbance to the neighbouring area.
- Members of staff will encourage customers to wait inside the venue for taxis to arrive rather than congregating in the street.
- Staff will monitor the immediate outside area to ensure customers and/or passers by are not intimidated and/or abused from customers entering or exiting the premises.
- Any incidents of intimidation will be recorded in the premises incident book and presented to the police on request.
- We will advise customers of the best methods of transport to use verbally so that they leave in a direction with minimum disturbance to local residents.
- Members of staff will be monitoring the outside area, once the premises has closed and identifying potential disorder and noise. This activity will encourage customers to vacate the area outside the premises in an orderly manner.
- When patrons are leaving the venue staff will also give them a verbal reminder to leave the venue with minimal noise and disturbance.
- Notices will be displayed at exits asking patrons to disperse quietly and respect neighbours. All members of staff will be trained to ensure that all the above measures are followed.