

APPENDIX C

Ambassador Theatre Group Limited

Swansea Arena

Oystermouth Road

Bae COPR Bay

Swansea

SA1 3BX

Proposed opening hours and operating schedule

Proposed Hours of operation

Opening Hours

- On each day of the week 0800 to 0230

Hours for the provision of licensable activities

- Sale of alcohol (on and off sales) and the provision of regulated entertainment – from 1000 to 0200 on each day of the week

The provision of regulated entertainment will include:

- Plays
 - Films
 - Indoor Sporting events
 - Boxing and Wrestling
 - Live Music
 - Recorded music
 - Performances of dance
 - Anything of a similar description
- Provision of late night refreshment – 2300 to 0230 on each day of the week

Schedule of proposed conditions

1. The premises will operate as a multi-functional event and conference space

Event Management Plan (EMP)

2. An event and site-specific Event Management Plan (EMP) will be developed and shared with the Licensing Authority, Police and other responsible authorities (as requested) on an ongoing basis

3. The EMP will include details on subjects such as (but not limited to):

- Site plan
- Layout plans
- Risk Assessments
- Artists profile
- Counter terrorism measures
- Fire Risk Assessment,
- Security Management Plan
- Capacity control
- The use of glass drinking vessels
- Drugs Policy
- Alcohol Management Plan
- Traffic Management Plan
- Medical Management Plan
- Adverse Weather Plan
- Crisis Communication Plan
- Noise Management Plan
- Access, egress and dispersal Plan
- Child Welfare/Vulnerable Persons Policy
- Residents and Local Community Engagement

4. The EMP (and appendices) will be 'living' documents which will be reviewed and revised in the planning phases of events at the premises. These documents to be shared with Local Authority Licensing and Police Licensing for consideration prior to implementation.

5. Annually in January, formal discussions between the Licensing Authority, Premises Licence Holder, and South Wales Police must take place to discuss the proposed events for the year that are known at the time. Discussions will include the event profile, number of expected attendees and identify any additional resource levels that may be required.
6. The Premises Licence Holder must comply with the EMP
7. The premises licence holder will engage with, and attend as required, Safety Advisory Group (SAG) meetings

Events

8. Small events - For events where the capacity does not exceed 1,000 attendees (including for example but not limited to sit down dinners, awards ceremonies, private events etc) the terminal hour for the sale of alcohol shall be 0200, with the premises to be cleared of patrons by 0230
9. Medium Events – Subject to condition 10 below, for events where the capacity does not exceed 2,500 (including but not limited to DJ sets, club nights) the terminal hour for the sale of alcohol shall be 0200 with the premises to be cleared of patrons by 0230
10. Large Events - For events where the capacity is in excess of 2,500 the terminal hour for the sale of alcohol and the provision of licensable activities (save for in the VIP areas) shall be 2300 with the premises to be cleared by 2330 save for the VIP area where the terminal hour for the sale of alcohol shall be 0000. The VIP area shall be cleared of patrons by 0030
11. Events where the primary source of entertainment is by way of a DJ, with a capacity of over 2,000, where the provision of regulated entertainment ends after 0000, will only take place on Friday, Saturday, Sunday or Bank Holiday Mondays with no more than one event taking place each weekend (to include Friday, Saturday, Sunday and a Bank Holiday Monday) and will be limited to no more than 12 events in any 12 month period

CCTV

12. The premises licence holder must ensure that:
 - a. CCTV cameras are located within the premises to cover all public areas including all entrances and exits

- b. The system records clear images permitting the identification of individuals
- c. The CCTV system is able to capture a minimum of 24 frames per second and all recorded footage must be securely retained for a minimum of 28 days.
- d. The CCTV system operates at all times while the premises are open for licensable activities
- e. All equipment must have a constant and accurate time and date generation.
- f. The CCTV system is fitted with security functions to prevent recordings being tampered with, i.e. password protected.
- g. There are members of trained staff at the premises during operating hours able to provide viewable copies on request to police or authorised local authority officers as soon as is reasonably practicable in accordance with the Data Protection Act 2018 (or any replacement legislation).

Reporting procedures/Incident Management

13. An incident log (which may be electronically recorded) shall be kept at the premises for at least six months, and made available on request to the police or an authorised officer of the licensing authority, which will record the following incidents including pertinent details:
 - (a) All crimes reported to the venue, or by the venue to the police
 - (b) All ejections of patrons
 - (c) Any incidents of disorder
 - (d) Seizures of drugs, offensive weapons, fraudulent ID or other items
 - (e) Any faults in the CCTV system, searching equipment or scanning equipment
 - (f) Any refusal of the sale of alcohol
 - (g) Any faults in the CCTV system
 - (h) Any visit by a relevant authority or emergency service
 - (i) The times on duty, names and the licence numbers of all licensed door supervisors employed by the premises

14. There must be at the premises a lockable "Drugs Box" to which no members of staff save for the DPS and nominated members of management shall have access. All controlled drugs or items suspected to be or to contain controlled drugs) found at the premises must be placed in this box as soon as reasonably practicable and when emptied of its contents

all must be given to the designated officer of the South Wales Police for appropriate disposal.

Externally promoted events

15. The premises licence holder must complete, and make available for inspection, a written risk assessment form, as may be prescribed by the Licensing Authority, at least 7 days before any event that is
- carried on by any person not affiliated with the venue; and
 - promoted /advertised to the public

Staff Training

16. Relevant and appropriate staff shall be trained in:
- a. Relevant age restrictions in respect of age restricted products
 - b. Recognising signs of drunkenness and vulnerability
 - c. How overservice of alcohol impacts on the four objectives of the Licensing Act 2003
 - d. The premises' duty of care policy, understanding and dealing with situations involving vulnerable people
 - e. Action to be taken in the event of an emergency, including the preservation of a crime scene and reporting an incident to the emergency services
 - f. The conditions in force under this licence
17. Training must include evidence that the trainee has gained knowledge and understanding of the training, which may consist of a test or quiz, completed and signed by the trainee. Documented records of training completed shall be kept for each member of staff.
18. Training shall be regularly refreshed, at least every 6 months.
19. Training records shall be made available for inspection upon request by a police officer or an authorised officer of the licensing authority

Underage sales

20. The premises shall display prominent signage indicating [at any point of sale] [at the entrance to the premises] that it is an offence to buy, or attempt to buy, alcohol for a person under the age of 18
21. The Challenge 21 scheme must be operated to ensure that any person who appears to be under the age of 21 shall provide documented proof that he/she is over 18 years of age. Proof of age shall only comprise a passport, photo card driving licence, an EU/EEA national ID card or similar document, an HM Forces warrant card, a card bearing the PASS hologram, or any electronic or biometric age verification technology approved by the licensing authority
22. A refusals record must be kept at the premises which details all refusals to sell alcohol.
23. This record must include the date and time of the incident, a description of the customer, the name of the staff member who refused the sale, and the reason the sale was refused. All entries must be made within 24 hours of the refusal. The record must be made available for inspection and copying within 24 hours of a request by an officer of a Responsible Authority.

Door Security

24. The provision of door security on the premises shall be risk assessed.
25. A copy of the risk assessment shall be kept on the premises and made available to the Police and Licensing Authority on request.
26. The risk assessment shall be reviewed at least annually
27. When employed, a register of Door supervisor staff shall be kept. The register must show the following details:
 - Full SIA registration number.
 - Date and time that the Door Supervisor commenced duty, countersigned by the Duty Manager
 - Date and time that the Door Supervisor finished work,
 - Any occurrence or incident of interest involving crime & disorder or public safety must be recorded giving names of the Door Supervisor involved.

28. The Door Supervisor register shall be kept at the premises and be available for inspection by an authorised officer from the Licensing Authority and the Police and shall be retained for a period of twelve months.

Sale of alcohol/pop up bars/mobile vendors

29. Alcohol may be sold from permanent bars as shown on the deposited plans, from temporary pop up bars and by mobile vendors.
30. The positioning of any temporary bar/mobile vendor shall be within the licensed area as shown on the deposited plan.
31. The positioning of any temporary bar/mobile vendor will be risked assessed by the licence holder and their location will be in such a place/places so as not to impede/hinder or prevent access/egress to or from the premises or through escape routes.
32. A copy of the risk assessment shall be kept on site and made available to authorised representatives of the police and licensing authority on request
33. Any sales of alcohol for consumption off the premises shall be in sealed containers only

General

34. No external speakers shall be placed on the premises

