

Dao by Dorsett West London

56 Shepherds Bush Green, London, W12 8QE

Premises Licence Conditions

1. High Definition CCTV shall be installed, operated and maintained, at all times that the premises are open for licensable activities or customers are on the premises and;
 - a) shall be checked every two weeks to ensure that the system is working properly and that the date and time are correct. A record of these checks, showing the date and name of the person checking, shall be kept and made available to the Police or authorised Council officers on request.
 - b) at least one camera will show a close-up of the entrance/entrances to the premises, to capture a clear, full length image of anyone entering.
 - c) shall cover any internal or external public areas of the premises where licensable activities take place except for guest bedrooms and apartments.
 - d) recordings shall be in real time and stored for a minimum period of 31 days with date and time stamping.
 - e) footage shall be provided free of charge to the Police or authorised Council officer within 24 hours of a request.
 - f) a staff member from the premises that is conversant with the operation of the CCTV system shall be on the premises at all times. This staff member will be able to show Police or authorised officers of the Licensing Authority recent data footage with the minimum of delay when requested. This data or footage reproduction shall be almost instantaneous.

2. Appropriate signage shall be displayed in prominent positions, informing customers they are being recorded on CCTV

3. A daily incident log (electric or paper based) shall be kept at the Premises and made available on request to an authorised officer of the Council or the Police or the Fire Service which shall record the following:
 - a) all crimes reported to the venue
 - b) all ejection of patrons
 - c) any complaints received
 - d) any incidents of disorder
 - e) seizures of drugs or offensive weapons
 - f) any faults in the CCTV system
 - g) any visit by a relevant authority or emergency service.

The incident record shall be kept on the premises and be available for inspection by the Police or authorised officers of the Licensing Authority at all times the premises is open.

4. The Premises shall operate a 'Challenge 25' age-restricted sales policy and promote it through the prominent display of posters.
5. The Licence Holder shall put arrangements in place to ensure that before serving alcohol or other age-restricted goods to customers they believe to be less than 25 years of age, staff ask to see accredited proof of age: that is, proof of age cards carrying the 'PASS' logo (and no others), a Passport, or UK Driving Licence bearing the photograph and date of birth of the customer.
6. All staff responsible for selling alcohol shall receive relevant training before making any unsupervised sales. The training shall include:
 - a) The Licensing Act 2003 in terms of the licensing objectives and offences committed under the Act;
 - b) The terms and conditions of the Premises Licence;
 - c) The sale of age-restricted products. Age-restricted products training shall cover the following steps: the assessment of age; how and when to challenge for proof of age; acceptable proof of age and how to check; and recording refusals.

This training shall be refreshed once per year. Staff shall sign to confirm that they have received and understood the training. Written records of this training shall be retained at the premises and made available to the Police or authorised officers of the Licensing Authority upon request.
7. All staff shall be trained in how to identify drunk or drug impaired customers. This training shall be repeated once a year. Staff shall sign to confirm that they have received and understood the training. Written records of this training shall be retained and made available to the Police or authorised officers of the Licensing Authority upon request.
8. The Licence Holder shall require staff to note any refusals to sell alcohol in a refusals log. The refusals log shall record the date and time of the refusal; the name of the staff member refusing; and the reason for refusal. The designated premises supervisor shall regularly check and sign the refusals log to ensure it is being completed by staff. The refusals log shall be made available for inspection upon request by the Licensing Team, Police or Trading Standards.
9. A record of complaints shall be maintained on the premises to record details of any complaints received. The information to be recorded shall include the date and time of complaint and subsequent remedial action undertaken and (where disclosed) the complainant's name and location.

10. The record of complaints shall be kept for 12 months from the date of the last record made and shall be available for inspection on demand by the Police or authorised officers of the Licensing Authority at all times the premises are open.
11. The Premises shall have policy on protecting children from child sexual exploitation. The policy shall include training for all staff on the signs and indications of child sexual exploitation as well as the reporting of suspicious activity to the appropriate authorities. A copy of the policy and written records of this training shall be retained at the premises and made available to the Police or authorised officers of the Licensing Authority upon request.
12. Appropriate signs/posters shall be displayed in staff areas regarding protecting children from child sexual exploitation.
13. The Premises shall operate a dispersal policy and all staff shall be trained in its implementation. A copy of the policy and written records of this training shall be retained at the premises and made available to the Police or authorised officers of the Licensing Authority upon request.
14. The premises will operate a 24 hour security policy including the use of SIA door staff as required on a risk assessment basis. A copy of the security policy and risk assessment will be provided to the police licensing officer on request.
15. The Premises shall operate a zero tolerance policy to drug use.
16. A drugs policy shall be in effect and all staff shall be trained in the implementation of the policy. A copy of this policy shall be retained at the premises and made available to the Police or authorised officers of the Licensing Authority upon request.
17. Any drugs confiscated from customers shall be stored in a locked and secured container. A log shall be maintained and kept with the drugs container. It will contain details of date/time of finding, whom found by, when deposited, when collected by Police, and signatures of depositor and collector. The Police shall be contacted to empty the box when necessary.

18. A responsible member of staff shall carry out a proactive litter patrol outside the premises at least two times throughout the premises' opening hours and specifically at the end of trading hours to ensure that there is no litter associated with the premises in the immediate vicinity and any such litter found shall be collected and returned to the premises for disposal with the premises' normal waste / refuse collection.
19. A written record of proactive external litter patrols shall be kept for a minimum of 31 days from the date of the last entry in the record and this record shall be available for inspection on request by authorised officers of the Licensing Authority at all times the premises are open.
20. Management shall appoint dedicated taxi or licensed mini cab companies and staff shall offer to book cars on behalf of patrons. After midnight, all patrons who seek licensed vehicles to take them away will be encouraged to remain inside whilst the vehicle is summoned.
21. All plant, machinery and any sound insulation equipment shall be correctly installed, operated, maintained and regularly serviced, all in accordance with the manufacturer's instructions, to ensure that it is operating correctly and efficiently so as not to cause a noise nuisance to neighbours.
22. All ventilation and extraction systems including any sound insulation or odour abatement equipment shall be correctly installed, operated, maintained and regularly serviced, all in accordance with the manufacturer's instructions, to ensure that they are operating correctly and efficiently so as not to cause an odour or noise nuisance to neighbours.
23. All external doors and windows shall be kept closed between 23:00 to 07:00 during the provision of regulated entertainment, except for immediate access and egress.
24. There shall be no regulated entertainment provided in or for the benefit of the outside area(s).
25. The use of any external seating areas shall not take place between 23:00 and 08:00hrs.

26. Substantial food and non intoxicating beverages, including drinking water, shall be available in all parts of the premises where alcohol is sold or supplied for consumption on the premises.
27. The following licensable activities shall be restricted to the ground floor of the premises:
- a) Performance of dance
 - b) Performance of live music
 - c) Playing of recorded music
 - d) Entertainment similar to music/dance
28. In relation to the ground floor restaurant and bar areas there shall be no new admission after 00:00 hours (midnight), other than to residents of the hotel and their bona fide guests or persons attending a pre-booked private function. All members of the general public (other than residents of the hotel and their bona fide guests or persons attending a pre-booked private function) shall be off the premises by 01.00 hours.
29. Alcohol consumed in the external areas of the premises shall only be consumed by patrons seated at tables. Vertical drinking shall not be permitted in the external areas.
30. Alcohol deliveries made by the Premises Licence Holder's trained members of staff will be carried out in accordance with the Premises Licence Holder's Challenge 25 age verification policy such that if the customer at the point of delivery appears under 25 years of age, then photographic ID proving that the recipient is 18 years of age or older will be required before the alcohol is handed over.
31. Where deliveries of alcohol are made by a third party, a contract shall be in place that states alcohol shall not be delivered to a person under 18 years of age and that age verification checks shall be undertaken for all alcohol deliveries.
32. Delivery of alcohol to members of the public shall not take place after 23:00.
33. Deliveries of alcohol from the premises shall only be ancillary to a meal.

34. The delivery of alcohol shall be made only to a residential or business address. The premises licence holder will not accept orders for delivery of alcohol to a person in a public place (for example, a street corner, park or bus stop).