

Conditions proposed by the Licensing Authority to replace those offered by the applicant

1. All alcohol sale orders shall be made via an online platform for delivery only and must be paid for by debit or credit card.
2. Each delivery containing alcohol shall be labelled with the words "Age Restricted Product".
3. Details of the order (including the type, amount of alcohol, name, and address of the customer) must be included with the order.
4. The details shall be shown on the printout receipt dispatched with the order. All delivery drivers and riders must allow any Police Constable or Local Authority Officer to inspect any alcohol or order details on request
5. All delivery orders shall be to a registered residential or business address. There shall be no deliveries to public/communal areas or open spaces.
6. A signature at the point of delivery must be obtained from a person above the age of 18 with appropriate age verification identification. No delivery shall be left without a signature.
7. In the exceptional circumstances that a signature cannot be obtain, then the name and date of birth of the person receiving the delivery shall be obtained. Drivers must be instructed to abort delivery where that sale is believed to be a "street sale". All such instances will be recorded in the refusals/incidents log.
8. Vehicles used for delivery should not be left idle outside the premises to ensure residents in the locality are not disturbed.
9. There shall be a dedicated area for delivery personnel to safely park their vehicle and collect the customer order.
10. The premises shall install and maintain a comprehensive CCTV system. All entry and exit points must be covered enabling frontal identification of every person entering in a light condition. The CCTV system shall continually record whilst the premises are open. All recordings shall be stored for a minimum period of 31 days with date and time stamping. Viewing of recordings shall be made available immediately upon the request of Police or authorised officer of Lambeth Council
11. A staff member from the premises who is conversant with the operation of the CCTV system must be able to provide a Police or authorised council officer copies of recent CCTV images or data with the absolute minimum of delay when requested and within a maximum of 24 hours of the initial request
12. An incident log shall be kept at the premises and retained for a period of 12 months and made available on request to an authorised officer of Lambeth Council or the Police. It must be completed within 24 hours of the incident and will record the following:
 - (a) All crimes reported to the premises
 - (b) Any complaints received, and the remedial actions taken
 - (c) Any visit by a relevant authority or emergency service
13. Website and all promotional materials should be designed and set out in a way which is consistent with the responsible retail of alcohol.
14. A Noise Management Policy shall be in place to ensure appropriate measures are in place to minimise noise and disturbance caused by the dispatch of deliveries and the deliveries themselves.
15. A warning shall be displayed on the digital platform on which an order is placed informing customers that they must be aged 18 or over to make a purchase of alcohol and notifying customers that the rider will carry out age verification on delivery. The customer will be required to declare that he or she aged 18 or over. If

the rider is not satisfied that the customer is aged 18 or over any alcohol in the order will be withheld.

16. Between the hours of 1800 and 2300 riders will be permitted to collect orders and deliver on foot, by pedal bike, electric bike (or other electric vehicle) only.
17. Delivery of alcohol will be refused whereby the driver considers the person receiving the delivery to be under the influence of alcohol or drugs.
18. Details of customer orders shall be retained for a period of 6 months and will be made available on request to the police or an authorised officer.
19. Delivery drivers shall conduct the delivery in a manner that will not cause a noise disturbance to the occupiers of any residential properties surrounding the delivery address. This includes the avoidance of slamming doors, playing loud music, shouting, overrevving engines and sounding horns to signal their arrival
20. The company website/app will request confirmation of age on order booking, when an order for alcohol is made
21. An approved proof of age scheme shall be adopted, implemented and advertised on all websites and materials associated with the premises such as "Challenge 25" whereby an accepted form of photographic identification shall be requested before any alcohol is sold to any person who appears to be under 25 years of age.
22. Acceptable proof of age shall include identification bearing the customers photograph, date of birth and integral holographic mark or security measure. Suitable means of identification would include PASS approved proof of age card, photo-card driving licence, military identification card and passport.
23. A log shall be kept at the premises to record all refused sales of alcohol for the reasons that the person(s) is/are or appear(s) to be under 18 years of age. The log shall record the date and time of the refusal and the name of the member of staff who refused the sale. The log will be available on request by the police or an authorised officer of the Council. The log shall be checked on a regular basis by the DPS to ensure that is being used by the staff and each check shall be recorded in the log.
24. Staff members packaging the order will make delivery staff aware that the order contains age restricted products Any relevant software used will provide an automated pop up to notify the driver.
25. All staff engage in the sale or supply of alcohol shall be trained in the prevention of underage sales, drunkenness and proxy sales before being allowed to sell or supply any alcohol. All such training to be updated as necessary, for instance when legislation changes. The training should be clearly documented and signed and dated by both the trainer and the member of staff receiving it. The documentation shall be available for inspection on request by an authorized officer of the Licensing Authority or a constable.
26. In all instances whereby a delivery is made, the person supplying age restricted goods must exercise the Challenge 25 Policy to the recipient whereby at the point of delivery, where the recipient is believed to be under the age of 25, appropriate age verification identification must be obtained from said person to prove they are above the age of 18
27. It will be the responsibility of the management that, any outside companies used for delivery must adhere to a strict "challenge 25" policy. It will be the responsibility of the management to keep up to date with that company's policy and to review any partnerships based on this policy