

Quick Commerce Conditions

Proposed for Hinton Road as per Hercules Road 14 July 2021

1. The sale of alcohol from the premises shall be for delivery only by a delivery rider.
2. 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.
3. Subject to Data Protection guidance and legislation, the management of the premises will ensure that key staff are fully trained in the operation of the CCTV and will be able to download selected footage onto a disk/USB Stick for the Police or authorised officers of the Local Authority or UK Border Agency without difficulty, delay or charge.
4. 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.
5. Any CCTV breakdown or system failure will be notified to the Police and Local Authority immediately & remedied as soon as practicable. Repair records / invoices shall be kept electronically for at least 12 months and be readily available to be viewed by all authorised persons upon request.
6. The precise positions of the cameras may be agreed, subject to compliance with Data Protection legislation, with the police.
7. Notices shall be prominently displayed within the premises stating that CCTV is in operation.
8. The CCTV system will be maintained and fully operational throughout the hours that the premises are open for any licensable activity.
9. An incident log shall be kept at the premises and made available on request to an authorised officer of the 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 venue
 - b) any complaints received concerning crime and disorder
 - c) any incidents of disorder
 - d) any faults in the CCTV system, searching equipment or scanning equipment
 - e) any refusal of the sale of alcohol including date, time and name of staff member
 - f) any visit by a relevant authority or emergency service.

Such log shall be available to a Police Officer or Officer of Lambeth Council upon request.

10. Challenge 25 proof of age scheme shall be operated at the premises where the only acceptable forms of identification are recognised photographic identification cards, such as a driving licence, passport or proof of age card with the PASS Hologram.

11. All staff including delivery drivers must be direct employees of the company and there shall be no third party delivery drivers.

12. 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.

13. 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. Introduction training must be completed and documented prior to the delivery of the alcohol by the rider. Refresher /reinforcement training must be completed and documented at intervals of no more than six months. 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 authorised officer of the Licensing Authority or a constable.

14. All alcohol sale orders shall be made via an online platform for delivery only and must be paid for by debit or credit card or other mobile payment or digital wallet service

15. For all orders taken over the phone or via the internet, customers should be informed of Challenge 25 and the requirement to have ID ready for inspection should the need arise before receipt of alcoholic beverages.

16. Each delivery containing alcohol shall be labelled with the words "Age Restricted Product" or similar.

17. Details of the order (including the type, amount of alcohol, name, and address of the customer) must be included with the order, and must be accessible to any Police Constable or Local Authority Officer inspecting the order Details of customer orders shall be retained for a period of 6 months.

18. Website and all promotional materials should be designed and set out in a way which is consistent with the responsible retail of alcohol.

19. All riders shall be trained to record refusals of sales of alcohol in a refusals log/register. The log/register will contain:

- details of the time and date the refusal was made;
- the identity of the rider refusing the sale;
- details of the alcohol the person attempted to purchase.

This log/register will be available for inspection by a police officer or other authorised officer on request.

20. The premises will operate as a delivery only business. The premises shall not be open to the public and will be used for the dispatch of alcohol only.

21. 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.
22. All delivery orders shall be to a registered residential or business address. There shall be no deliveries to public/communal areas or open spaces.
23. Riders will only be permitted to collect orders and deliver by pedal bike or electric bike.
24. Riders will not be permitted to smoke in the immediate vicinity of the premises.
25. Riders will not be permitted to congregate in the immediate vicinity of the premises.
26. The licence holder shall ensure that its riders do not park vehicles on the highway pavement or in resident parking bays in the vicinity of the premises. This restriction does not apply to the paved area immediately outside of the premises.
27. Riders will be instructed not to loiter in the vicinity of residential premises.
28. No collections of waste or recycling materials (including bottles) from the premises shall take place between 22:00 hours and 08:00 hours on the following day.
29. No deliveries to the premises shall take place between 22:00 hours and 08:00 hours the following day. This restriction does not apply to the delivery of bread, milk, newspapers and magazine. The licence holder will use all reasonable endeavours to ensure that such deliveries between 22:00 and 08:00 are carried out with the minimum amount of noise so as not to disturb residential neighbours.
30. There shall be a dedicated area for delivery personnel to safely park their vehicle and collect the customer order.
31. All delivery riders shall receive training in age restricted sales:
 - a. Induction training must be completed and documented prior to the delivery of alcohol by the rider.
 - b. Refresher/reinforcement training must be completed and documented at intervals of no more than 6 months.
 - c. Training records will be available for inspection by a police officer or other authorised officer on request.
 - d. Training records will be electronically stored by the licence holder for a period of 12 months.
32. 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.
33. Prominent, clear and legible notices must be displayed at all exits requesting staff and couriers to respect the needs of local residents and to leave the premises and the area quietly.

34. 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 is 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.

35. Members of the public will not have access to the premises at any time.