

Bar Rules and Policies

The Bye-Laws dictate the main bar rules and policies on which the Premises License is awarded to Delamere Park and therefore take overriding priority. Bar Rules (Extracted from current Bye-Laws) The Licensed Premises pertain to the following areas: Main Building, the front patio area and the raised patio area outside the Park Room. Note the Lodge is not licensed premises.

Bar Rules (Extracted from the current Bye- Laws)

3 BAR AND KITCHEN RULES

- 3.1 The opening/closing times of the Bars will be determined by the Trustees/Directors and displayed on a notice board on the Licensed Premises.
- 3.2 Licensed premises area's must be vacated as soon as possible after the normal drinking up time but no later than 30 minutes after closing time.
- 3.3 Young Persons
 - i. Young Persons up to the age of 14 are allowed into the Lounge and Sports Bars whilst accompanied by an adult until 9.00 p.m. when they must leave. If such Young Persons are watching a sports event on TV they may, at the discretion of the bar staff, remain until the end of the event.
 - ii. Young Persons over the age of 11 and under 15 are allowed into the Lounge and Sports Bars on Friday and Saturday evenings until closing time whilst accompanied by an adult.
 - iii. Young Persons between the ages of 15 and 18 are allowed into the Lounge and Sports Bars until closing time whilst accompanied by an adult.
 - iv. Young Persons up to age 18 attending a private function in the Park Room may remain in that room until the end of the function.
 - v. Failure to adhere to these rules or unacceptable behaviour will result in the bar staff requiring the Young Person and their accompanying adult to leave the club premises immediately.
 - vi. Young Persons up to age 16 may not purchase drinks, order food or come within 1 metre of the Bar within licensing hours (other than to pass through to the pool table area). They are not permitted to consume alcoholic drinks.
 - vii. Use of the pool table will be restricted to young persons of minimum age 12 years, provided they can display competent use of the equipment and are tall enough to play without the use of a chair or other assistance.
 - viii. Nobody under the age of 16 years will be permitted to use the dartboard.
- 3.4 Persons using the Bar are required to dress in accordance with accepted standards. Persons after participating in a sporting activity are required to change (and shower if appropriate) if they are likely to remain in the Bar.
- 3.5 All guests must sign the 'Visitors Book'.
- 3.6 The kitchen at the rear of the bar area is the responsibility of the User utilising the facility (or Bar Manager and staff when applicable). Personnel wishing to use this facility must book by completing a Request Form and submitting it to reception for entry in to the Electronic Diary. Please note in using the kitchen, accept that DPML will not be responsible for any injury or damage they may suffer or cause to others arising from their use of the facility.

Additional Bar Rules (including Mandatory Licensing Conditions)

Purchase of Alcohol

It is an offence for persons under 18 years to purchase or attempt to purchase alcohol. It is also a criminal offence to buy alcohol on behalf of a child. The Bar therefore operates a 'Challenge 25 Policy' and encourage anyone seeking to purchase alcohol who is over 18 but looks under 25 to carry acceptable ID (a card bearing the PASS hologram, a photographic driving license or a passport) if they wish to buy alcohol on Delamere Park's licensed premises.

Consumption of Alcohol

Only alcohol purchased from the Delamere Park Bar may be consumed on Delamere Park's licensed premises.

Any alcohol to be served at any function, private party, or event (including Community Group events) held on the Licensed Premises, must be conducted through the Designated Premises Supervisor and the DPML bar service.

Community Groups are not permitted to supply their own alcohol or promote or sell tickets for events on the Licensed Premises that include the sale or supply of alcohol. Any breach of this condition will be brought to the attention of the Trustees and could lead to the closure of the Community Group concerned.

The Kitchen (Addendum to Bye Law 3.6)

A Community or User Group may use the kitchen area by completing a Request Form and submitting it to reception for entry in to the Electronic Diary.

Consumption of Food

The consumption of food is permitted in the Park Room but is not permitted under normal circumstances in either the Bar or the Lounge in respect to other users of the bar or Lounge. Under some circumstances it may be allowed but only with specific permission, granted in advance, which is at the discretion of the Bar Manager.

If no prior arrangement has been made and no permission granted, anyone attempting to consume food in the Bar or Lounge may be asked by bar staff to immediately leave the licensed premises. Failure to do so may result in action being taken by the Trustees:

Special Provisions for User & Community Groups

Wine purchased by the bottle: Four events per year each group will get a discounted price of £3.00 / bottle.

Debit Card Cash Back Service

The bar provides a cash back service offered to residents whereby an amount may be added to the total purchase price of a bar transaction paid by debit card and the resident receives that amount in cash along with their purchase.

This service is only offered to residents and the maximum amount of cash back on a debit card transaction is £50. Furthermore the provision of the cash back facility is subject to the bar having enough surplus cash in the till to allow such a payment to be made without compromise to the bar and is at the discretion of the bar staff on duty.

Bar Policy for Televised Sport in the Sports Bar

The Club currently subscribes to both SKY & BT Sports packages, so all Football Premier League, Champions League, Europa League & domestic cup games scheduled for live TV coverage can be screened in the Sports Bar and all in HD. These subscriptions also allow the screening of other sporting fixtures including (but not limited to) Rugby Union, Rugby Super League, International Cricket and Golf Tournaments.

The two TV screens provide the opportunity to screen two different sporting events at the same time. Fixtures selected for screening will be advertised in the Sports Bar on the various notice boards. In the event two different fixtures are advertised, the Bar Manager will determine the viewing arrangements, including which match will be shown on which screen.

When there is a conflict in schedules and both screens have to be employed, it is inevitable that one set of supporters will have to watch their fixture on the second screen. This decision will be made by the Bar Manager taking into consideration a range of factors primarily the anticipated level of resident interest (affecting seating arrangements) but also if a local team is playing at home or away. If a resident wishes to view a particular sporting event that is not advertised for screening, they can make their request of the bar staff on duty who will try and accommodate their request. However, if it clashes with an upcoming sporting fixture that has been advertised, the latter will take precedence.

In a situation where there is a dispute over which event is to be shown on the big screen when neither fixture has been advertised, the Bar Manager (or in his absence the bar staff on duty) will decide what shall be shown and their decision will be final.

In arriving at his decision the Bar Manager (or in his absence the bar staff on duty) will primarily be guided by the relative numbers wanting to view each fixture. Any resident who feels aggrieved by the decision, has the right to complain to the Bar Manager.

We request that all residents accept and respect the decisions made on which sporting fixtures are shown and on which screen and remind residents to treat all bar staff in a polite manner at all times. Should any resident wish to take issue with this policy then please contact the Bar Manager by letter, or send an e-mail to: bar@delamerepark.co.uk.

Bar Policy regarding verbal or physical abuse

DPML will not tolerate any verbal or physical abuse of staff by any resident or their guests. Staff have a right to be treated politely and with respect at all times.

Any such behaviour will result in the resident and their family being banned from using any DPML facility and may lead to prosecution.

The Notes below are answers to questions raised over and above those raised by the Community Groups that relate but are not to be included in the Bar Rules, for information only: -

Communications already transmitted to the Events Group in response to questions raised: -

We are changing the Booking Process: - Request Forms will be submitted to Reception who in turn will enter into the Electronic Diary The Diary will be visible on the DPML Website.

The Bye-laws expressly state the kitchen area is the responsibility of the Community or User Group utilising the facility (or Bar Manager and staff when applicable). It is therefore the Community or User who are Groups responsible for cleaning up afterwards and ensuring the kitchen is left clean and ready for use by the next user. It is not a duty of bar staff to clean up after others who have used the kitchen facilities. Furthermore the Bye-laws state that DPML (and by definition DPML employees) will not be responsible for any injury or damage caused to others arising from their use of the facility.

The Cleaners will inspect the Kitchen Area each morning and report if it has not been left the way it was found.

The Kitchen Dishwasher is not like a domestic dishwasher. It is a fast cycle (minutes) which is required by restaurants and bars etc. It is not designed to manage food waste. The idea is that plates etc. are pre-washed and then loaded. In summary it is a fast cycle washer and sterilizer. Kris Landells has undertaken to clean the Dishwasher and the responsibility for cleaning going forward. However, policing the Washer is difficult because misuse is not evident after a cycle it maybe after a number of cycles that contamination is evident. The conclusion we have come to, is to put laminated instructions on the use on the door of the Washer.

Changing for a Domestic Washer will introduce longer washing cycles, so we are hoping education on the way to use it will solve the issue