

**Huylas Cafe & Restaurant, 357 Cambridge Heath Road, London E2 9RA**

**Dispersal Policy**

- 1) It is recognised by the Premises Licence Holder that during permitted licensed hours it is a legal requirement that the Licence hours and conditions are strictly complied with.
- 2) No orders of food for take away collection or delivery will be taken from 20 minutes before the terminal hour on any night.
- 3) No orders of food for consumption in the cafe / restaurant will be taken from 30 minutes before the terminal hour on any night.
- 4) A maximum of 60 seated customers in the cafe restaurant plus any customers or delivery drivers waiting to collect a take away order shall be permitted to be on the premises at any time during permitted licensed hours.
- 5) Management & staff will continually monitor the outside of the premises throughout permitted licensed hours by use of the CCTV and physical checks. This will include ensuring that customers smoking do not cause a nuisance while outside the front of the premises & that customers do not loiter outside the premises on the street at any time. Any customers who loiter outside on the street shall be politely asked to return inside during permitted licensed hours or to leave the area outside the premises and vicinity immediately & quietly.
- 6) A maximum of four (4) smokers will be permitted outside the frontage at any time.
- 7) At the closing time specified on the premises licence the member of staff tasked for the purpose shall ask any customers remaining to leave the cafe / restaurant immediately and the staff member must stand by the door to ensure that no new customer or delivery driver enters the premises, until the last customer or driver has left the cafe / restaurant, when the door shall be closed and locked.
- 8) The member of staff tasked for the purpose will also check that customers do not take alcohol drinks, glasses or bottles from the premises and that they do not loiter outside. Any customers who loiter outside on the street shall be politely asked to leave the area outside the premises and vicinity immediately & quietly.
- 9) The member of staff tasked for the purpose shall direct any customer who asks about transport links to the nearest all-night bus stops, Bethnal Green Underground Station or the adjacent minicab office. Staff will call a cab for any customer wanting one or they can call Uber themselves. If it is during permitted opening hours customers waiting for a cab or Uber will be asked to wait inside the premises.

10) An A4 size notice shall be clearly displayed by the exit door reminding customers to respect nearby residents, leave the premises and vicinity immediately and quietly, not to loiter outside and to dispose of litter legally.

11) An A4 size notice shall be clearly displayed by the exit door reminding customers or delivery drivers arriving by car or motor cycle to collect an order not to leave engines running, play loud music, rev engines or slam car doors.

12) Management will contact Uber Eats or other delivery companies to ensure that delivery drivers or motorcycle riders collecting an order are told not to leave engines running, play loud music, rev engines or slam car doors.

13) Police must be called immediately restaurant staff become aware of any incident involving violence or weapons. All such incidents must be recorded in the Incident Book as soon as possible after the incident occurs and reported immediately to the Manager / Supervisor on duty. All such incidents must be reported by the Manager / Supervisor receiving the details to the Police Licensing Officer by email as soon as possible and in any case by the end of the trading session.

14) The Dispersal Policy will be included in staff training given on induction and refresher training.

15) The Dispersal Policy shall be in force and must be implemented by Management & Staff throughout permitted licensed hours.

Signed (Premises Licence Holder)

Date 15/11/20

Drafted by Graham Hopkins GT Licensing Consultants