

# **ALCOHOL MANAGEMENT PLAN**

## **THE OPEN**

### **147<sup>TH</sup> – Carnoustie Golf Club**

The purpose of this document is to define the structure, responsibilities and working practices that will be implemented to fulfil the conditions for the sale of alcohol by retail under the Licensing (Scotland) Act 2005 for this event.

## **1. Event Information**

- The Open Golf Championship 2018 will be held at Carnoustie Golf Club from Sunday, 15<sup>th</sup> July to Sunday 22<sup>nd</sup> July (Monday 23<sup>rd</sup> contingency) 2018, inclusive. The Event Organiser is the R&A Championships Ltd.
- The Course Complex embraces Carnoustie Golf Club, the Practice Grounds and Practice Pitching area, the Carnoustie Golf Hotel, the Carnoustie Golf Centre, the Tented Village.
- Fencing will enclose part of the course with 11 Public Entrances at various sites to facilitate entry by payment, ticket or pass. This enclosed area of the course complex will contain a wide variety of food and drink establishments including a large tented village area featuring a number of sponsored structures, numerous pre-booked hospitality structures and mobile catering and bar facilities. Defined areas will be licensed to sell alcohol. There will be no restriction on consumption of alcohol within the course complex other than in the grandstands (with the exception of the practice ground grandstand Area 8), where consumption will be prohibited. Enforcement of this will be the responsibility of the stewards.

## **2. Company Background Information**

- The food and beverage facilities for this event are run by Sodexo on behalf of the Event Organiser. This does not include the Carnoustie Golf Hotel and the Carnoustie Golf Centre. Sodexo has experience in running large scale events and has a long-standing relationship with the R&A going back over 20 years.
- One Occasional Licence will be applied for, on behalf of the Event Organiser, by Mr. Ian Randell, Beverage Manager at Sodexo and a Personal Licence Holder, Licence Number FI2291. As such, Mr Randall will be responsible for the compliance with the Licensing (Scotland) Act 2005 in respect of this event, on behalf of the Event Promoter.
- Sodexo Prestige Events have worked with the Event Organiser at previous Open Golf events and are experienced in the requirements of such an event. Their Account Manager, Mrs Linzi Purves will be personally managing the arrangements on behalf of Sodexo.

## **3. Operating Structure**

- For this event there will a single Manager in charge of all outlets as the temporary alcohol sales are to be conducted one Occasional Licence. However, the holder of the Occasional Licence for the event effectively takes on this role for all identified areas operated by Sodexo.

- The Licence Holder will have overall control of all outlets engaged in the retail or serving of alcohol and there will be at least one Personal Licence Holder, with a Scottish Personal Licence located at each of the 27 outlets, to oversee all aspects of the individual bar operations and adherence to the Licensing Objectives.
  - Preventing Crime and Disorder
  - Securing Public Safety
  - Preventing Public Nuisance
  - Protecting and Improving Public Health
  - Protecting Children and young persons from Harm
  
- The Licence Holder has applied for one Occasional Licence for the outlets which will be in operation on the site.
- The Occasional Licence is purely for the Control of the Retail of Alcohol as an event of this size and nature requires detailed management in key areas so as to ensure the overall Event Organiser can successfully meet the five licensing objectives. To this end the Event Organiser oversees all key roles and responsibilities for the event including (but not limited to) access and egress from the event site (or any structure within it), general event security, SIA regulatory controls of event security, general event health and safety, general event emergency liaison etc. all managed via R&A control.
- The overall Event Organiser will further detail the management structure that shows who controls what aspects of the event and how the event's management structure interlinks with the key licensing authorities and how control of the event is to be managed should a major incident occur.
- The holder of the Occasional Licences (Ian Randall) will report to the Event Organiser and liaise with the Police Licensing Bronze Commander and Licensing Authority (including Licensing Standards Officers). The Occasional Licence Holder will work with the Account Manager for Sodexo, Linzi Purves who will have responsibility for staff and management of the licensed area.
- Accountability for licensed activity will rest with the Licence Holder, Ian Randall. An overview during the event will be through the MACC via the Bronze Commander working in conjunction with the relevant authorities to ensure a coordinated response to any incident. Please see Appendix A for License Structure.

#### **4. Control of the Sale of Alcohol**

- A variety of well tested methods of operation will be implemented to ensure that the retail of alcohol at this event will be professionally managed and that the consumption of retailed alcohol will be maintained at an acceptable level for the public in attendance to enhance their enjoyment of the event whilst still minimizing the contribution to crime and disorder that could be caused by excessive consumption.
- As stated there will be one Occasional Licence. This will be configured as per the following tables. It should be noted that whilst the event dates are 15<sup>th</sup> July to 22<sup>nd</sup> July the Occasional Licences will be valid for a period of 10 days from 14<sup>th</sup> July 2018.

<b>Area 1 – R&amp;A Complex/Spectator Village and Media Centre</b>			
<b>Facilities</b>	<b>Maximum Capacity</b>	<b>Dates of Operation</b>	<b>Times of Operation</b>
A Media Centre	750 Accredited Guests	Sunday 15 <sup>th</sup> July – Sunday 22 <sup>nd</sup> July	10:00 to 21:00
I HSBC – Part of a two tier structure	100 HSBC Premier Customers	Sunday 15 <sup>th</sup> July – Sunday 22 <sup>nd</sup> July	10:00 to 21:00
J Loch Lomond Whisky Bar	50 public	Sunday 15 <sup>th</sup> July – Sunday 22 <sup>nd</sup> July	10:00 to 21:00
K Links Pavilion	1500 Guests Invited	Sunday 15 <sup>th</sup> July – Sunday 22 <sup>nd</sup> July	10:00 to 00:00
L 1 <sup>st</sup> Floor Trophy Room, Captains Suite, Ground Floor RA Members, Championship Committee, PGA, BIGGA Home unions and RA Affiliates	1250 Guests Invited	Sunday 15 <sup>th</sup> July – Sunday 22 <sup>nd</sup> July	10:00 to 00:00
N - Mastercard	450 Invited Guest	Sunday 15 <sup>th</sup> July – Sunday 22 <sup>nd</sup> July	10.00 to 00:00
AAA – Fever Tree	50 Public	Sunday 15 <sup>th</sup> July – Sunday 22 <sup>nd</sup> July	10:00 to 21:00
E	50 Public	Sunday 15 <sup>th</sup> July – Sunday 22 <sup>nd</sup> July	10:00 to 21:00
<p>A, I K L and N locations will all be operated by Sodexo</p> <p>Outlets A,I,K ,L and N will serve alcohol in glasses. Glassware will be restricted to the outlets including all decked and/or garden areas associated with each</p>			

premise. If customers would like to take alcoholic drinks from the outlets they must first have the drink decanted into a plastic vessel which will be provided.

Outlet J will supply alcohol in plastic vessels and will be operated by Sodexo.

Outlets K and L (Trophy Room and Captains Suite) may host evening functions and to that end a terminal hour of midnight will be provided.

AAA will supply alcohol in plastic vessels and will be operated Fever Tree. Please note that Fever Tree will operate this bar under their own management structure but will be included in the Sodexo licence application. Fevertree will have a license holder within their area of operation.

E Visit Scotland and TNI – sampling only

<b>Area 2 – Public Catering/ Champions Club Hospitality/The Open Shop</b>			
<b>Facilities</b>	<b>Maximum Capacity</b>	<b>Dates of Operation</b>	<b>Times of Operation</b>
O The Open Shop	Public	14 <sup>th</sup> July – 23 <sup>rd</sup> July	10:00 to 21:00
Q Public Bar	600 public	Sunday 15 <sup>th</sup> July – Sunday 22 <sup>nd</sup> July	10:00 to 21:00
S Champions Club	700 invited guests	Sunday 15 <sup>th</sup> July – Sunday 22 <sup>nd</sup> July	10:00 to 21:00

Outlet O – there will be a Saturday night cocktail party (14<sup>th</sup> July) for invited guests only. Alcohol will be restricted to the confines of the structure and will be served in glassware.

When package purchases area made in the shop customers will be advised that this alcohol cannot be consumed on-site. There will be designated till points when the shop with properly trained staff of the right age who will be able to make the necessary transaction.

Outlet O – Will sell Loch Lomond Whisky packaged products

All bars will be operated by Sodexo.

Outlet Q will supply alcohol in plastic vessels

Outlet S will serve alcohol in glasses. Glassware will be restricted to the outlets including all decked and/or garden areas associated with each premise. If customers would like to take alcoholic drinks from the outlets they must first have

the drink decanted into a plastic vessel which will be provided

<b>Area 3 – Patrons Pavilion/Claret Jug Pavilion</b>			
<b>Facilities</b>	<b>Maximum Capacity</b>	<b>Dates of Operation</b>	<b>Times of Operation</b>
T Patrons Pavilion (Double Tier structure)	1,000 invited guests	Sunday 15 <sup>th</sup> July – Sunday 22 <sup>nd</sup> July	10:00 to 00:00
U Claret Jug Pavilion (double tier structure)	600 invited guests	Sunday 15 <sup>th</sup> July – Sunday 22 <sup>nd</sup> July	10:00 to 21:00

All bars will be operated by Sodexo.

Outlets T & U will serve alcohol in glasses. Glassware will be restricted to the outlets including all decked and/or garden areas associated with each premise. If customers would like to take alcoholic drinks from the outlets they must first have the drink decanted into a plastic vessel which will be provided.

Outlet T may host evening functions and to that end a terminal hour of midnight will be provided.

<b>Area 4 – On Course Public Catering</b>			
<b>Facilities</b>	<b>Maximum Capacity</b>	<b>Dates of Operation</b>	<b>Times of Operation</b>
QQ Marshalls/Contractors Catering	200 invited guests	Sunday 15 <sup>th</sup> July – Sunday 22 <sup>nd</sup> July	10:00 to 21:00
RR Public Bar 4	50 Public	Sunday 15 <sup>th</sup> July – Sunday 22 <sup>nd</sup> July	10:00 to 21:00

All bars will be operated by Sodexo.

Outlets QQ, RR will supply alcohol in plastic vessels.

<b>Area 5 – On Course Public Bar &amp; Patrons On course</b>			
<b>Facilities</b>	<b>Maximum Capacity</b>	<b>Dates of Operation</b>	<b>Times of Operation</b>
SS Public bar	50 Public	Sunday 15 <sup>th</sup> July – Sunday 22 <sup>nd</sup> July	10:00 to 21:00
UU Patrons On course	50 Hospitality Guests	Sunday 15 <sup>th</sup> July – Sunday 22 <sup>nd</sup> July	10:00 to 21:00
BBB – Loch Lomond Tasting Buggy	10	Sunday 15 <sup>th</sup> July – Sunday 22 <sup>nd</sup> July	10:00 to 21:00
<p>All bars will be operated by Sodexo.</p> <p>Outlets SS will supply alcohol in plastic vessels.</p> <p>Outlets UU will serve alcohol in glasses. Glassware will be restricted to the outlets including all decked and/or garden areas associated with each premise. If customers would like to take alcoholic drinks from the outlets they must first have the drink decanted into a plastic vessel which will be provided.</p> <p>BBB – Will be operated by Loch Lomond Whisky as a tasting operating. No alcohol will be sold at this unit</p>			
<b>Area 6 – On Course Public Bar</b>			
<b>Facilities</b>	<b>Maximum Capacity</b>	<b>Dates of Operation</b>	<b>Times of Operation</b>
TT Public bar	50 Public	Sunday 15 <sup>th</sup> July – Sunday 22 <sup>nd</sup> July	10:00 to 21:00
CCC Loch Lomond Tasting Buggy	10 Public	Sunday 15 <sup>th</sup> July – Sunday 22 <sup>nd</sup> July	10:00 to 21:00
<p>All bars will be operated by Sodexo.</p> <p>Outlet TT will supply alcohol in plastic vessels.</p> <p>CCC - Will be operated by Loch Lomond Whisky as a tasting operating. No alcohol will be sold at this unit</p>			



<b>Area 7 – On Course Public Bar</b>			
<b>Facilities</b>	<b>Maximum Capacity</b>	<b>Dates of Operation</b>	<b>Times of Operation</b>
DDD Public bar	50 Public	Sunday 15 <sup>th</sup> July – Sunday 22 <sup>nd</sup> July	10:00 to 21:00
All bars will be operated by Sodexo. Outlet DDD will supply alcohol in plastic vessels.			
<b>Area 8 – Grandstand Kiosk</b>			
<b>Facilities</b>	<b>Maximum Capacity</b>	<b>Dates of Operation</b>	<b>Times of Operation</b>
EEE Public bar	50 Public	Sunday 15 <sup>th</sup> July – Sunday 22 <sup>nd</sup> July	10:00 to 21:00
All bars will be operated by Sodexo. Outlet EEE will supply alcohol in plastic vessels. The alcohol served in this area will be PET and be able to be taken into the practice ground grandstand only. The correct stewarding will be in place to properly manage this within the Grandstand. The Capacity of the Grandstand is to be confirmed in due course.			

- There is a total of 27 outlets where alcohol is retailed or served (excluding the Shop). All licensed structures will be detailed on a site plan (Appendix B). Details are provided whether they are retail or hospitality bars (Appendix C).
- Each bar will have a dedicated and experienced manager who is conversant with the requirements and responsibilities for the sale of alcohol under the Licensing (Scotland) Act 2005 and hold a Scottish Personal Licence. This information will be provided to Police Scotland, by the Occasional Licence Holder, one month before the event (Appendix D). The bar managers will report directly to the Sodexo Beverage Manager, Ian Randall.
- There will be sufficient trained personnel on the event site to cover the size and nature of the bar operations., with all bar staff trained to a minimum standard in accordance with The Licensing (Training of Staff) (Scotland) Regulations 2007. A

copy of all staff qualifications and record of relevant training will be kept on site at all times.

- A complete list of all Personal Licence Holders to be used on site will be submitted to the Police Licensing Officer, if requested, no later than seven (7) days prior to the event.
- Each bar manager will be given a written designation of their responsibilities. They will directly instruct, monitor and support their staff in ensuring the requirements of the Licensing (Scotland) Act 2005 and specific requirements relating to the event Licence are adhered to at all times.
- To help reduce the likelihood of drunkenness the staff will be briefed in detail in their training about refusing service to persons they believe to be intoxicated.
- Each area of the site will have an agreed number of SIA registered security personnel as deemed necessary by the Event Promoter. SIA registered stewards deployed to licensed areas will be briefed by the Occasional Licence Holder (Mr Ian Randall) of their responsibilities within this area. Please refer to appendix I regarding Stewarding and ejections
- Security staff and bar management are equipped with radio communications on dedicated frequencies to enable coordinated responses to incidents and for good information flow.
- All staff are further briefed before each shift by their bar manager about any other conditions or requirements to their specific role or place of work and about any changes to the event conditions that may have occurred and will sign an employee's declaration. Appendix E.
- All bars will be closed in a phased manner across site. Bars will close at appropriate times as the demand falls. This will not be a pre-determined shut down but will be undertaken based on how busy each bar is relative to the others, especially those in hospitality areas.
- All bars will be closed no later than 21:00 hours with the exception of A Media Centre, K Links Pavilion, L Trophy Room, Captains Suite, PGA, BIGGA Home Unions and R&A Affiliates, T Patrons, U Claret Jug Pavilion. If these locations are not operating evening functions that will be closed by 21.00hrs

## **5. Age Verification – Challenge 25**

- In terms of the Mandatory Conditions attached to the Occasional Licence, there must be an Age Verification Policy in relation to the sale of alcohol. This policy must articulate what steps are to be taken to establish the age of a person attempting to buy alcohol on the premises if it appears to the person selling the

alcohol that the customer may be less than 25 years of age. In such circumstances the sale must be refused unless the customer is able to provide valid identification to establish their true age.

- All staff will be instructed about the acceptable forms of ID for proof of age in use in accordance with the Age Verification Policy. These are photographic driving licence, passport, Military ID, European ID card and photo ID cards with a PASS hologram.
- Signage at all key bar locations will indicate this scheme is in operation and the event publicises this to their customers in advance via the event website. (Appendix F)
- Refusal logs will be kept at each bar and staff will be made aware of their locations and shown how to fill it in every time a refusal to serve is made. The logs will be available for inspection at anytime and kept for a number of months after the event. (Appendix G)

## **6. Third Party Operations**

- There are a number of sponsor activities and bars on site and though some of the activities are not directly controlled by Sodexo or the Event Organiser, such as sampling of alcoholic drinks; all of these are still the direct responsibility of the Occasional Licence Holder.
- The Occasional Licence Holder will ensure that each of these structures submits relevant paperwork in relation to their operations and that they retain at least one Personal Licence Holder to oversee their alcohol activity.

## **7. Signage**

- Every bar will include signage in accordance with section 110 of the Licensing (Scotland) Act 2005 i.e. "It is an offence for a person under the age of 18 to buy or attempt to buy alcohol on these premises. It is also an offence for any other person to buy or attempt to buy alcohol on these premises for a person under the age of 18. Where there is doubt as to whether the person attempting to buy alcohol on these premises is aged 18 or over, alcohol will not be sold to the person except on production of evidence showing the person to be 18 or over". In addition, bar managers are encouraged to display "Challenge 25" posters in keeping with their Age Verification Policy.

## **8. Control of Illegal Sales**

- It is in everyone's interest to control the illegal sale of alcohol. The Licence Holder will discuss with the event security about the best methods to prevent large quantities of alcohol being brought onto site for illegal sale.
- Police Licensing Officers and plain clothed staff will be used to monitor all areas of the site for illegal sales of any alcohol or any unacceptable products offered for sale.
- The event organisers will work closely with the site security, police and trading standards to ensure the best systems of prevention, detection and apprehension are maintained.
- Where there are cases of illegal alcohol sales on site, indeed any made without the authorisation of the Occasional Licence Holder or a Personal Licence Holder, the persons responsible will be held accountable under the law with the event organisers pressing for charges to be brought.

## **9. Carnoustie Golf Hotel/Carnoustie Golf Centre and evening functions**

- Both the Carnoustie Golf Hotel and the Carnoustie Golf Centre hold their own Premise licences and therefore will operate independently of the occasional licence under which Sodexo will operate.
- Appendix H identifies the operations taking place in the Carnoustie Golf Hotel and the Carnoustie Golf Centre.
- There will be a number of evening functions taking place during the week of the Championship for invited guests only. These are detailed on the table below;

## **10. Spectators exiting the venue**

No spectators will be able to exit the venue with alcohol, unless this is packaged alcohol sold through the Open Shop. This will be controlled by G4S at all exit gates and will be included in the security briefing document.

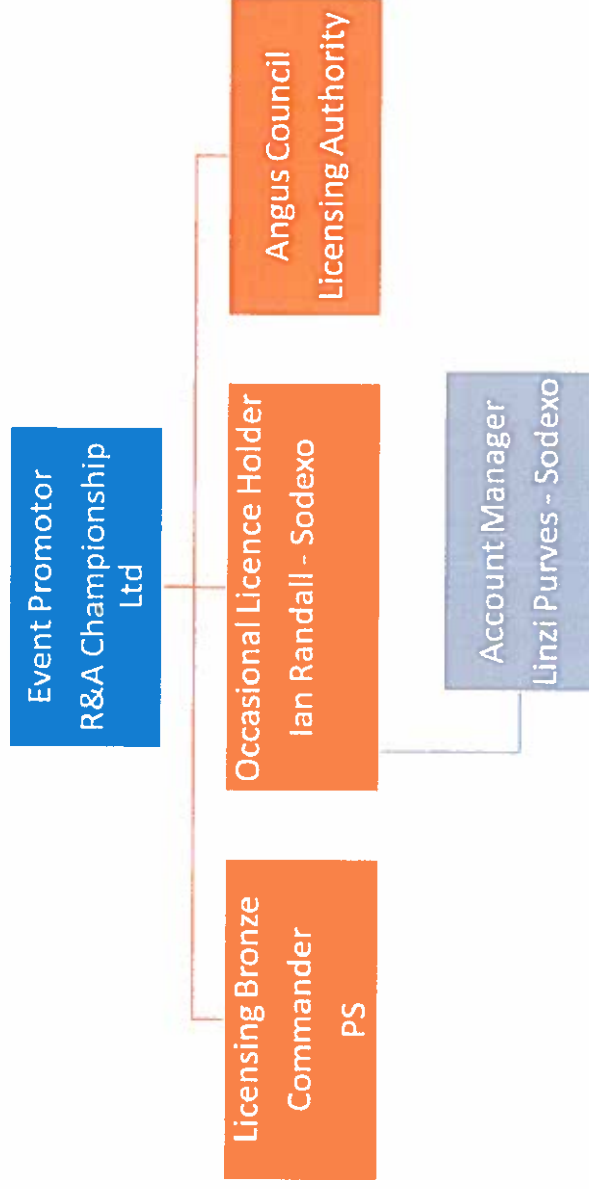
## 11. Children & young persons

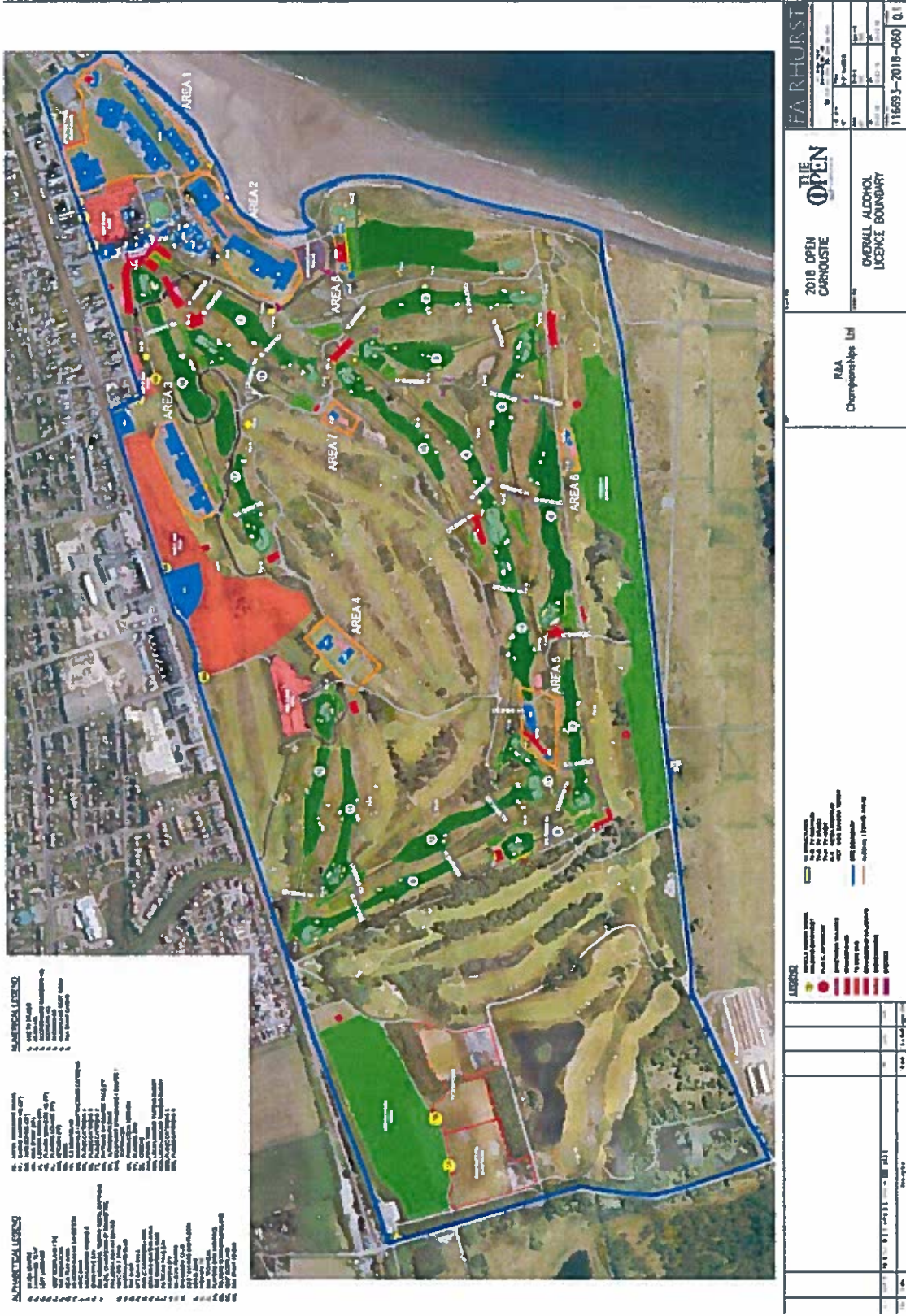
By the nature of The Open, this does not attract a major young person element. Children should not be allowed in a bar area without the supervision of a parent or other adult. We operate a Challenge 25 procedure whereby anyone appearing to look under 25 is challenged to produce photographic evidence to prove their age. We only accept Passports and Driving Licenses. We also enforce the practise that Children are not permitted within 1.5m of a bar area for their own safety.

<b>Date</b>	<b>Location</b>	<b>Number of guests</b>	<b>Times of Operation</b>	<b>Comment</b>
<b>14<sup>th</sup> July</b>	<b>Open Shop</b>	<b>200</b>	<b>19.00 – 22.00</b>	<b>Invited guests</b>
<b>17<sup>th</sup> July</b>	<b>Links Pavilion</b>	<b>250</b>	<b>19.00 – 00.00</b>	<b>Invited guests + Cash Bar</b>
<b>18<sup>th</sup> July</b>	<b>Patrons Pavilion</b>	<b>100</b>	<b>19.00 – 00.00</b>	<b>Invited guests</b>
<b>21<sup>st</sup> July</b>	<b>Links Pavilion</b>	<b>200</b>	<b>19.00 – 00.00</b>	<b>Invited guests</b>
<b>21<sup>st</sup> July</b>	<b>Trophy Room</b>	<b>150</b>	<b>19.30 - 00.00</b>	<b>Invited guests</b>

- Unless stated all alcohol provided will be included in a pre-sold package
- No children or young persons will be in attendance at these events

## Appendix A – Licence Structure





Appendix B – Open Golf 2018 – Spectator Village with Licensed Areas

**Appendix C – Open Golf 2018 – Structures with Alcohol Present**

	Structure Name	Location	Map Number	Hours of Operation	Max Capacity	Public / Hospitality/R&A
1	Media Centre	Area 1	A	10:00 to 21:00	100	R&A
2	HSBC	Area 1	I	10:00 to 21:00	100	Invited Guests
3	Loch Lomond Whisky Bar	Area 1	J	10:00 to 21:00		Retail
4	Links Pavilion	Area 1	K	10:00 to 00:00	1500	Invited Guests
5	1 <sup>st</sup> Floor Trophy Room, Captains Suite, Ground Floor RA Members, Championship Committee, PGA, BIGGA Home unions and RA Affiliates	Area 1	L	10:00 to 00:00	1250	Hospitality / Private Retail
6	Fever Tree Bar	Area 1	AAA	10:00 to 21:00	50	Retail
7	Visit Scotland & TNI	Area 1	E	10:00 to 21:00	50	Sampling
8	The Open Shop	Area 2	O	10:00 to 21:00	1,000	
9	Public Bar 1	Area 2	Q	10:00 to 21:00	400	Retail
10	Champions Club	Area 2	S	10:00 to 21:00	700	Hospitality



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11	Patrons Pavilion	Area 3	T	10:00 to 21:00	1,000	Hospitality
12	Claret Jug Pavilion/Suites/Partner Suites	Area 3	U	10:00 to 21:00	600	Hospitality
13	Marshalls/Contractors Catering	Area 4	QQ	10:00 to 21:00	200	Invited
14	Public Bar 4	Area 4 – near 11 Tee	RR	10:00 to 21:00	300	Public Retail
15	Public Bar 3	Area 5 – near 13 <sup>th</sup> green	SS	10:00 to 21:00	n/a	Public Retail
16	Halfway House	Area 5 – Near 13 <sup>th</sup> Green	UU	10:00 to 21:00	50	Public Retail
17	Lomond Tasting Buggy	Area 5 – Near 13 <sup>th</sup> Green	BBB	10:00 to 21:00	50	Tasting
18	Public Bar 2	Area 6 – near 6 <sup>th</sup> tee	TT	10:00 to 00:00	3000	Public Retail
19	Lomond Tasting Buggy	Area 6 – Near 6 <sup>th</sup> Tee	CCC	10:00 to 21:00	50	Tasting
20	Public Bar 5	Area 7	DDD	10:00 to 21:00	50	Public Retail
21	Grandstand Kiosk	Area 8	EEE	10:00 to 21:00	50	Public Retail

**Appendix D – Open Golf 2016 – Bar Managers**

	Structure Name	Name	Date of Birth	Address	Personal Licence No & Issuing Authority
	Course Complex Occasional Licences Holder	Ian Randall	10.11.1958	63 Cypress Grove, Ash Vale, Hampshire, GU12 5QW	FI2291 Fife Licensing Board
	Course Complex Account Manager	Linzi Purves	10.11.1982	32 St David's Gardens, Eskbank, Midlothian EH22 3FE	261272 City of Edinburgh
1	Public Bar 2	Simon Pritchard	XXXX	13 Wharwell Lane, Great Wyrley, Walsall, WS6 6ET	FI 3905 Fife Licensing Board
2	The Links Pavilion	Alan Webb	XXXX	12 Village Mews, Bawnmore Road, Bilton, Rugby, CV22 7QJ	FI3907 Fife Licensing Board
3	Greenside Club and R&A Members Marquee (Ground Floor) Trophy Room and Captain's Suite (First Floor)	Alan Webb	XXXX	12 Village Mews, Bawnmore Road, Bilton, Rugby, CV22 7QJ	FI3907 Fife Licensing Board

4	Championship Committee Marquee.	Alan Webb	XXXX	12 Village Mews, Bawnmore Road, Bilton, Rugby, CV22 7QJ	F13907 Fife Licensing Board
5	Hospitality- Partners Suite	Julie Bromage	XXXX	14 Argyle Street, Rugby, Warwickshire, CV21 3NB	FI 2290 Fife Licensing Board
6	The Patrons' Pavilion	Julie Bromage	XXXX	14 Argyle Street, Rugby, Warwickshire, CV21 3NB	FI 2290 Fife Licensing Board
7	PGA / Home Unions / BIGGA	Alan Webb	XXXX	12 Village Mews, Bawnmore Road, Bilton, Rugby, CV22 7QJ	F13907 Fife Licensing Board
8	Public Bar 1	Fiona MacGregor	XXXX	3 Dundas Home Farm, Edinburgh, EH30 9SS	09/18680 City of Edinburgh
9	HSBC Bank	Fiona MacGregor	XXXX	3 Dundas Home Farm, Edinburgh, EH30 9SS	09/18680 City of Edinburgh
10	MasterCard Club	Fiona MacGregor	XXXX	3 Dundas Home Farm, Edinburgh, EH30 9SS	09/18680 City of Edinburgh
11	Loch Lomond Whisky	TBC			
12	Open Shop	TBC			
14	Hospitality( 3 structures)	Julie Bromage	XXXX	14 Argyle Street, Rugby, Warwickshire, CV21 3NB	FI 2290 Fife Licensing Board
15	Public Bar 3	TBC			
16	Public Bar 4	TBC			

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17	Public Bar 5	Ian Drewett	FI2286	16 Craven Road, Rugby, Warwickshire, CV21 3HY	FI 2286 Fife Licensing Board
18	Patrons Halfway House	TBC			

**Appendix E – Employee’s Declaration**

**EVENT:**

**DATE:**

Employee Name:..... Employee Signature .....

I hereby agree and sign to confirm understanding that:

- I will at all times remember Challenge 25, if the customer doesn't look 25 I will ask for "proof of age identification". In so doing, I refuse to sell alcohol to anyone unable to supply adequate ID and assume, they are not 18, and I understand that anything other than refusal is breaching the Licensing (Scotland) Act 2005.
- I understand that the only acceptable "proof of age identification" is a valid Photo Driving Licence, valid Passport, Military ID, European ID Card or approved proof of age scheme card with PASS hologram.
- I understand that I must not serve any persons, even if of the legal age, if I believe the alcohol is intended for consumption by someone under the age of 18.
- I understand that I must not serve alcohol to anyone that is or appears to be drunk. Equally, I must not serve someone if I think that the alcohol being purchased is intended for consumption by someone that is or appears to be drunk.
- I have been briefed on Licensing Law and fully understand my responsibilities under the Licensing (Scotland) Act 2005 and the penalties faced for breach of those responsibilities.
- I have been briefed on all products available for sale and how products are to be dispensed.
- I have been briefed upon the location of the First Aid and Fire equipment and told which individuals to notify about injuries. I have been informed that it is my responsibility to record any injuries.
- I have been made fully aware of all Fire Exits and fire evacuation points.

Authorising the Sale of Alcohol at.....Venue/Specific Bar

**Name or Supervisor**

.....

**Name of Authorised Personnel**

.....

**Date of Birth**.....

**Signed**.....

**Signed**.....

**Date**.....

**Date**.....

Appendix F – “Challenge 25” Signage



**UNDER 25?**



**IF YOU ARE LUCKY ENOUGH TO LOOK UNDER 25 YOU WILL BE ASKED TO PROVE THAT YOU ARE AGED 18 OR OVER WHEN YOU BUY ALCOHOL**

**IF YOU ARE UNDER 18 YOU ARE COMMITTING AN OFFENCE IF YOU ATTEMPT TO BUY ALCOHOL**

**BEER & PUB CHALLENGE 25**  
FOR THE BORN & BRED UNDER 25S  
[WWW.CHALLENGE25.ORG](http://WWW.CHALLENGE25.ORG)



**Appendix G – Refusals Log**

**REFUSALS LOG**

**EVENT:** The Open 2016 – Royal Troon

**BAR NAME** .....

**REFUSAL BOOK INSTRUCTIONS:**

1. ALL STAFF MUST RECORD ANY REFUSAL OF ALCOHOL AND TIME, DATE & SIGN THE ENTRY.
2. THE REFUSAL BOOK MUST BE KEPT IN A PLACE ACCESSIBLE AND KNOWN TO ALL STAFF.
3. THE MANAGER SHOULD REGULARLY AUDIT THE REFUSAL BOOK, SIGNING & DATING EACH AUDIT.
4. THE REFUSAL BOOK MUST BE MADE AVAILABLE FOR EXAMINATION BY LICENSING STANDARDS OFFICERS, POLICE CONSTABLE OR OTHER AUTHORISED PERSON ON REQUEST.

**REFUSALS LOG**

**EVENT:** The Open 2016 – Royal Troon

**BAR NAME:**

<b>TIME/DATE:</b>	<b>DESCRIPTION OF PERSON/YOUNG PERSON:</b>	<b>PRODUCT PERSON/ YOUNG PERSON ATTEMPTED TO BUY:</b>	<b>COMMENTS:</b>	<b>NAME/SIGNATURE:</b>
As per time/date of incident.	E.g. Male/white, 5'10", slim build, dark hair, tattoo arm.	E.g. Draught lager, bottled cider, wine etc.	E.g. ID false & retained, No ID & Under age, Appeared to be drunk.	Name of staff member refusing sale/manager audit.



### Appendix H – Carnoustie Golf Hotel Operations

During the week of The Open Championship the following hospitality and food and beverage operations will take place in the Carnoustie Golf Hotel in addition to their day to day business. Please note that the Carnoustie Golf Hotel has its own Premise licence and is therefore not the responsibility of Sodexo. All food and beverage within the hotel will be provided directly by the hotel management and staff.

<b>TIME/DATE:</b>	<b>Location</b>	<b>Capacity</b>	<b>COMMENTS:</b>
Sunday 15 <sup>th</sup> July – Sunday 22 <sup>nd</sup> July	Calders Bistro and Bar External patio area	100 inside 50 outside.	Cash drinks Served in glassware. If drinks are take on to the course they will be decanted in plastic vessels
Sunday 15 <sup>th</sup> July – Sunday 22 <sup>nd</sup> July	Old Restaurant External patio area	60 covers Outside seating available	Hospitality All alcohol is fully inclusive within the package and drinks are served in glassware. If drinks are take on to the course they will be decanted in plastic vessels
Sunday 15 <sup>th</sup> July – Sunday 22 <sup>nd</sup> July	Par 3 External patio area	50 covers Outside seating available	Hospitality All alcohol is fully inclusive within the package and

			drinks are served in glassware. If drinks are take on to the course they will be decanted in plastic vessels
Sunday 15 <sup>th</sup> July – Sunday 22 <sup>nd</sup> July	Hogan Suite & Balcony	45 Covers Guests will have access to the balcony within the suite which overlooks the 18 <sup>th</sup> green	Hospitality All alcohol is fully inclusive with the package

- Please note no alcohol will be sold in the Carnousite Golf Centre

## **Appendix I – Stewarding and ejections**

Security/stewarding cover to the event will be provided by G4S who will be contracted to The R&A. They will provide a pre-determined number of accredited security personnel on a rotational shift basis in order to ensure that appropriate levels of safety and security are maintained.

G4S will provide a high profile uniformed presence to present an overt assurance to all, deterring criminal acts and demonstrating a robust management presence across the venue. The event Stewards will pay particular attention to the risk of unacceptable behaviour. It will be a responsibility of G4S to deal with any outbreaks of disorder or unacceptable behaviour and to remove offenders from site within the capabilities of their operational resources.

All such interface with attendees at the event will be managed in strict accordance with predetermined policies and management plans, including the escalation procedure where threatening or unsafe behaviour may exist.

### **Escalation procedure overview**

**Stage 1** If interventions by a volunteer marshal or staff member is not appropriate/successful then;

**Stage 2** G4S Event Security SIA accredited Stewards will attend and if intervention unsuccessful then;

**Stage 3** Police will be called to intervene

**Stage 4** If there is any indication of criminality i.e. Drugs found on a person the Police will be contacted immediately.

Any person who fulfils the following criteria will leave himself or herself liable for ejection from the event. The decision as to ejection will be at the discretion of the security and stewarding staff under the supervision of the Event Safety Officer and Event Security Consultant.

Persons will be liable for ejection under the following circumstances:

- Entering or being onsite without a valid entry ticket or appropriate accreditation
- Any persons who are found causing any disruptive or antisocial behaviour
- Any person who is arrested and charged by the police, following charging the police will escort the individual to collect their property prior to being escorted from site

- Any person who contravenes the published Site Rules or terms and Conditions of Entry for the event

### Ejection Procedure

Any persons to be removed from site will be taken to nearest Entry/Exit point for ejection.

Wherever possible, all persons who are to be ejected will be escorted to collect their belongings before their ejection.

All persons ejected will have their access rights and event accreditation removed to prevent them from re-entering the venue.

Prior to any intervention or ejection, consideration must always be given to the potential vulnerability of the person and appropriate action taken dependant on the situation. This may include arranging medical attention and/or a period of security supervision etc. prior to the person being considered to be in an appropriate condition to be ejected from the venue.

### Ejection Guidance

Where Security staff may be required to eject persons from the venue, they may be required to use reasonable force. Any use of force by security staff must be proportionate, lawful, accountable and necessary.

Prior to undertaking any ejections, security staff must review the situation and determine the following requirements:- Will the use of force be necessary to carry out the ejection? Are there any other means of the ejection being undertaken, which does not require the use of force? Consideration should be given to the minimum level of force required to attain the ejection and would that force be proportionate or excessive based on the nature and gravity of the incident/scenario.

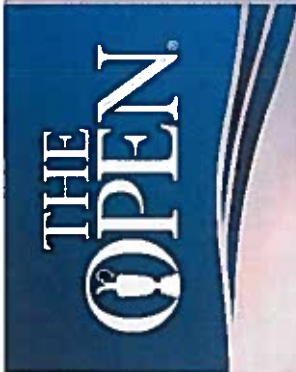
All staff must consider the 5 Stage appeal protocol prior to the use of force.

1. Ask the individual to comply with the security officer's request
2. Explain why the request has been made, why you are asking them to leave and / or what conduct has caused the request to be made.
3. Remind the individual that they may be jeopardizing values that are high priorities to them e.g. possible fines/arrest/criminal conviction/custodial sentence. Staff should use their judgement to provide possible scenarios/options for the individual.
4. If the individual has confirmed their resistance to the request, the Security Officer should make a final appeal to determine if there is anything that can be done to convince the individual to leave the venue.
5. The Security

Officer should highlight that the individual is about to be ejected from the venue. 'Reasonable and Proportionate Force' may require to be used to affect the ejection. It should be noted that Police may be required to attend if there are large numbers of persons to be ejected or there is a threat of violence. Should this be the case, Security staff should lead on the intervention and police will offer assistance.

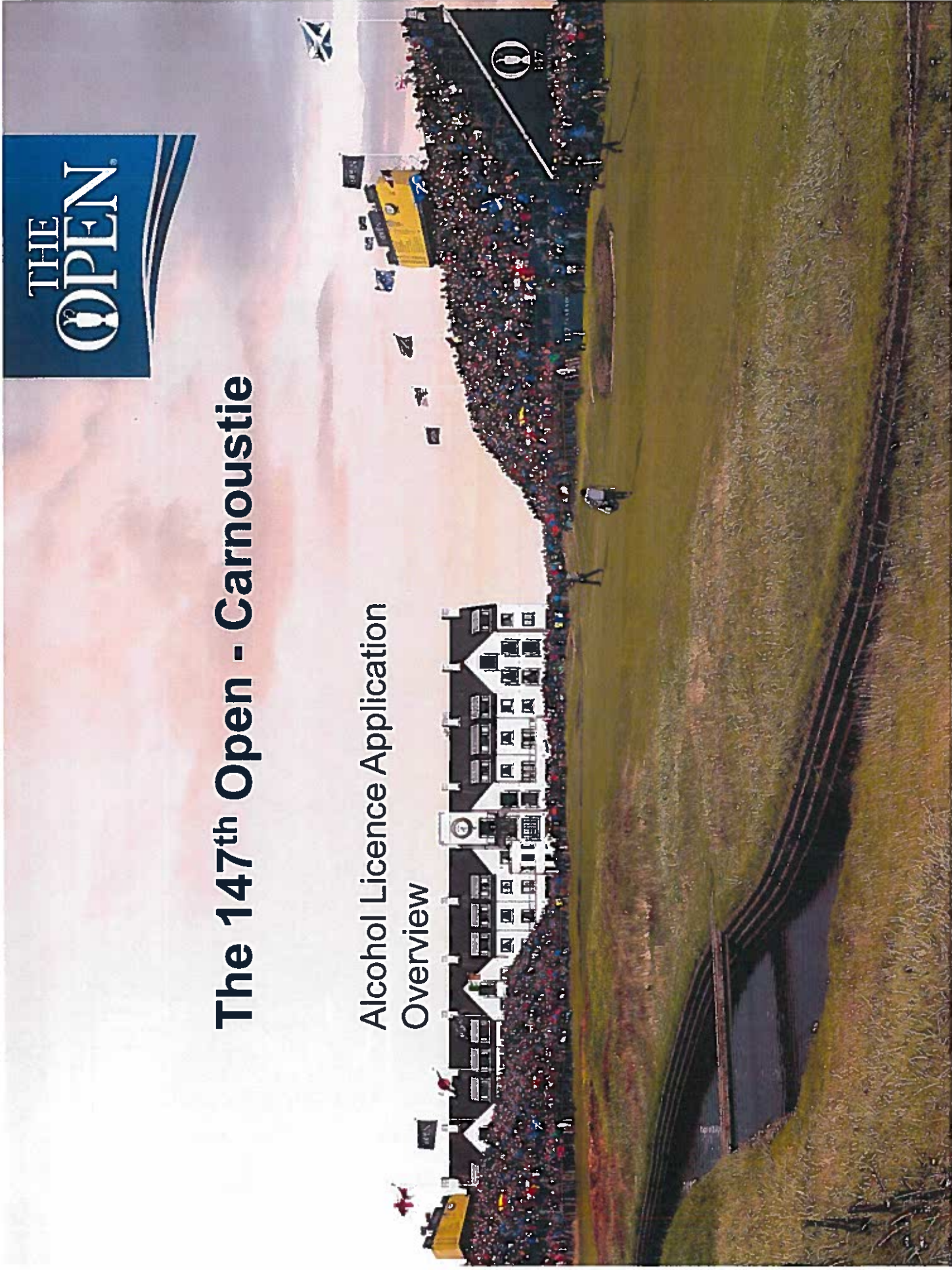
Where any ejection or physical intervention (with force) is required by event security staff it will be a requirement that a detailed report is prepared and provided to the Event Security Consultant. Such reports must also document details of any identified or perceived vulnerabilities of the person being ejected





# The 147<sup>th</sup> Open - Carnoustie

## Alcohol Licence Application Overview



## Site overview – Licence boundary







## Area 1

R&A Complex/ Spectator Village/Media Centre

A – Media Centre – Sunday 15<sup>th</sup> July – Tuesday 24<sup>th</sup> July  
Maximum Capacity – 200

I – HSBC

J- Loch Lomond Whisky

K – Links Pavilion – Sunday 15<sup>th</sup> July – Tuesday 24<sup>th</sup> July  
Maximum Capacity xxxxxx

L – 1<sup>st</sup> Floor Trophy Room & Captains Suite – Sunday 15<sup>th</sup> July –  
Tuesday 24<sup>th</sup>

Maximum Capacity across both suites - 200

Ground Floor – RA Members, Championship Committee, PGA,  
BIGGA Home Unions, R&A Affiliates.

Maximum Capacity across the suites – 400

N – Mastercard Club (double tier structure)  
Sunday 15<sup>th</sup> July – Tuesday 24<sup>th</sup> July  
Maximum capacity - 450



## Area 2

Public Catering/Champions Club Hospitality and The Open Shop

O – The Open Shop – Saturday 14<sup>th</sup> July – Tuesday 24<sup>th</sup> July

Maximum Capacity XXXX

Q – Public Bar – Sunday 15<sup>th</sup> July – Tuesday 24<sup>th</sup> July

Maximum Capacity XXXX

S – Champions Club – Sunday 15<sup>th</sup> July – Tuesday 24<sup>th</sup> July

Maximum Capacity - 700



### Area 3

Patrons Pavilion & Claret Jug Pavilion

T – Patrons Pavilion – Sunday 15th July – Tuesday  
24th July

Maximum capacity – 700

U – Claret Jug Pavilion Sunday 15th July – Tuesday  
24th July

Maximum Capacity - 600



## Area 4

Marshalls & Contractors Catering/Public Bar 4

QQ – Marshalls & Contractors Catering  
Sunday 15<sup>th</sup> July – Tuesday 24<sup>th</sup> July

Maximum Capacity – 200

RR – Public Bar 4  
Sunday 15<sup>th</sup> July – Tuesday 24<sup>th</sup> July

Maximum Capacity 50

## Area 5

Patrons On course/Public Bar 3





### Area 6

TT - Public Bar 2 – Sunday 15<sup>th</sup> July – Tuesday 24<sup>th</sup> July

Maximum Capacity 50

Area 7

