

ALCOHOL MANAGEMENT PLAN

The AIG Women's Open 2021 – 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

- 1.1. The 2021 AIG Women's Open will be held at Carnoustie Golf Club from Sunday, 15th August to Sunday 22nd August (Monday 23rd August contingency) 2021, inclusive. The Event Organiser is the R&A Championships Ltd.
- 1.2. The Course Complex embraces Carnoustie Golf Club, the Practice Grounds and Practice Pitching area, the Carnoustie Golf Hotel, the Links House, the Tented Village.
- 1.3. Fencing will enclose part of the course with 1 public entrance to site 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 moderate sized tented village area featuring a number of sponsored structures, some pre-booked hospitality structures, 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, where consumption will be prohibited. Enforcement of this will be the responsibility of the stewards.

2. Company Background Information

- 2.1. The food and beverage facilities for this event are run by Amadeus on behalf of the Event Organiser. This does not include the Carnoustie Golf Hotel and Links House. Amadeus have experience in running large scale events and have a long-standing relationship with The AIGWO of over 25 years.
- 2.2. One Occasional Licence will be applied for, by the Event Organiser (The R&A), by Claire Baxter, Project Manager at The R&A on behalf of Elizabeth Mallinson (Amadeus) a Personal Licence Holder, Licence Number: **FI 2175**. As such, Mrs Mallinson will be responsible for the compliance with the Licensing (Scotland) Act 2005 in respect of this event, on behalf of the Event Promoter.
- 2.3. Amadeus have worked with the Event Organiser at previous Open Golf events and are experienced in the requirements of such an event. Their Account Manager, Samantha Bates will be personally managing the arrangements on behalf of Amadeus.

3. Operating Structure

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

- 3.2. 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 6 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 from Harm
- 3.3. The Licence Holder has applied for one Occasional Licence for the outlets which will be in operation on the site.
- 3.4. 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.
- 3.5. 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.
- 3.6. The holder of the Occasional Licences (Elizabeth Mallinson) 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 Amadeus, Samantha Bates who will have responsibility for staff and management of the licensed area.
- 3.7. Accountability for licensed activity will rest with the Licence Holder, Elizabeth Mallinson. 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.
- 3.8. It is the licence holders responsibility to ensure they are up to date in respect of all COVID guidelines throughout the duration of this occasional licence. To protect and improve public health the licence will only be operated in accordance with,

legislation, regulations and directions of the UK and Scottish Governments relative to the COVID-19 pandemic.

4. Control of the Sale of Alcohol

- 4.1. 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.
- 4.2. 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 15th August to 22nd August the Occasional Licences will be valid for a period of 10 days from 14th August 2021 to 23rd August 2021.

Area 1 – Main Spectator Village			
Facilities	Maximum Capacity	Dates of Operation	Times of Operation
AA Public Catering	200 Public	Thursday 19 th August – Sunday 22 nd August	10:00 to 21:00
U Loch Lomond Whiskey	50 Public	Thursday 19 th August – Sunday 22 nd August	10:00 to 21:00
W Merchandise	50 Public	Thursday 19 th August – Sunday 22 nd August	10:00 to 21:00
<p>AA and U locations will all be operated by Amadeus.</p> <p>Outlets AA will serve alcohol in plastic vessels (Please refer to Appendix J for boundary).</p> <p>U will be served in 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>W - Will sell Loch Lomond Whisky packaged products. All products will be sold in a sealed packaging. These products will not be opened or consumed on site.</p>			

Area 2 – 18th Hole Hospitality (Champions Club/AIG Suite)			
Facilities	Maximum Capacity	Dates of Operation	Times of Operation
D 18 th Hole Hospitality (AIG Suite & Champions Club)	350 Invited Guests	Thursday 19 th August – Sunday 22 nd August	10:00 to 21:00
Outlet D – 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. Please refer to appendix I to show			

Area 3 – On Course Public Catering			
Facilities	Maximum Capacity	Dates of Operation	Times of Operation
G – On course mobile bar	50 Public	Thursday 19 th August – Sunday 22 nd August	10:00 to 21:00
Outlets G will serve alcohol in plastic vessels only.			

Area 4 – On Course Hospitality			
Facilities	Maximum Capacity	Dates of Operation	Times of Operation
E – AIG Suite (on course)	50 Invited Guests	Thursday 19 th August – Sunday 22 nd August	10:00 to 21:00
Outlets E will serve alcohol in plastic vessels only.			

- 4.3. There is a total of 6 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).
- 4.4. 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 Amadeus Beverage Manager, Elizabeth Mallinson.
- 4.5. 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.
- 4.6. 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. To be submitted to james.gordon4@scotland.pnn.police.uk
- 4.7. 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.
- 4.8. 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.
- 4.9. 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 (Elizabeth Mallinson) of their responsibilities within this area. Please refer to appendix H to see the Stewarding schedule for the bar operations.
- 4.10. Security staff and bar management are equipped with radio communications on dedicated frequencies to enable coordinated responses to incidents and for good information flow.
- 4.11. 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).

- 4.12. 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.
- 4.13. All bars will be closed no later than 21:00 hours.

5. Age Verification – Challenge 25

- 5.1. 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.
- 5.2. 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.
- 5.3. 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)
- 5.4. 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)
- 5.5. Children are permitted to bar areas when accompanied by a person over the age of 18 for the purchase of alcohol but will not be permitted to stay within the public bar boundary.

6. Third Party Operations

- 6.1. There are a number of sponsor activities and bars on site and though some of the activities are not directly controlled by Amadeus or the Event Organiser, such as sampling of alcoholic drinks; all of these are still the direct responsibility of the Occasional Licence Holder.

- 6.2. 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

- 7.1. 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

- 8.1. 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.
- 8.2. 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.
- 8.3. 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.
- 8.4. 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 and evening functions

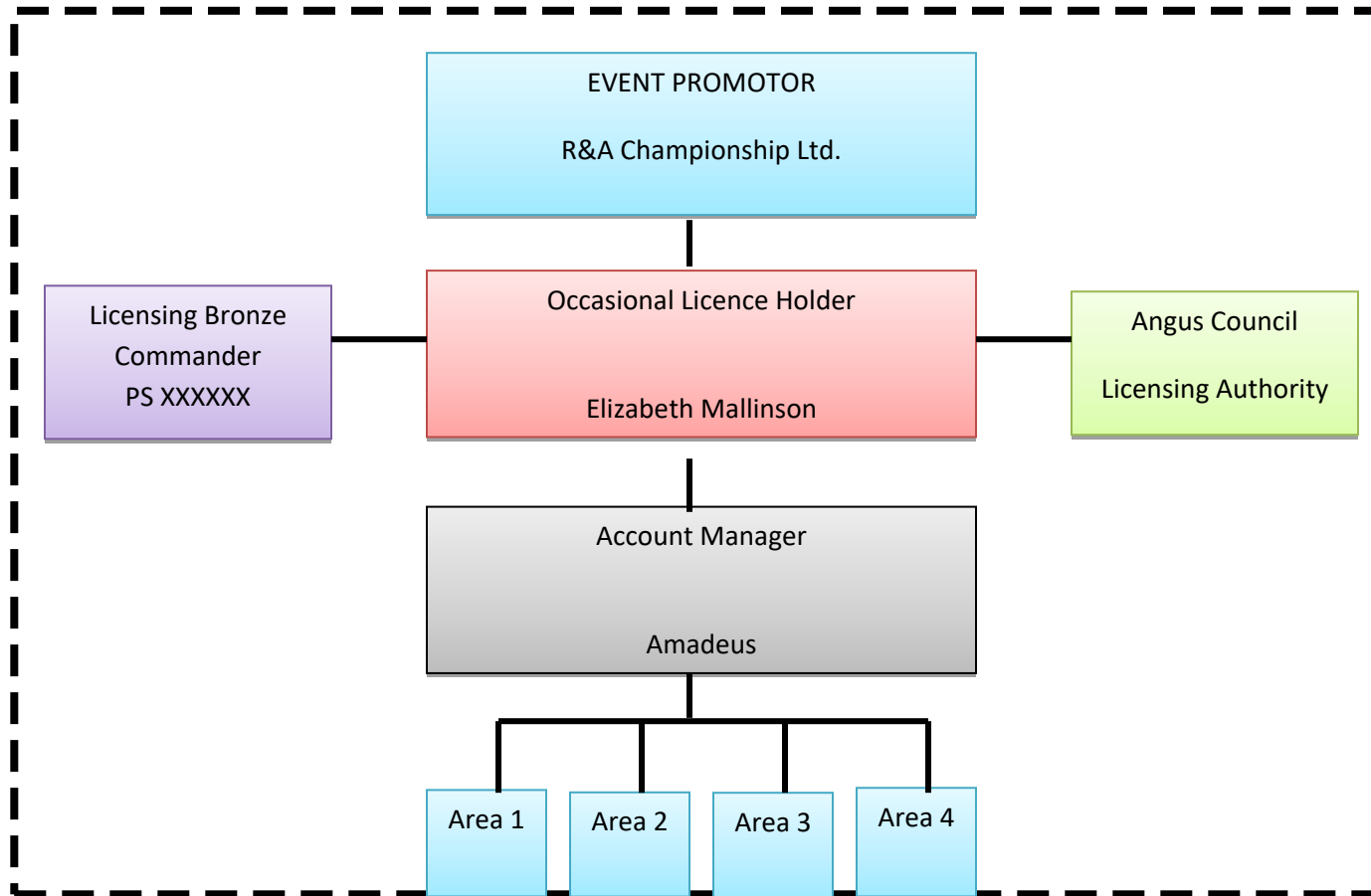
- 9.1. Both the Carnoustie Golf Hotel and the Links House hold their own Premise licences and therefore will operate independently of the occasional licence under which Amadeus will operate.

9.2. Possibility of evening functions taking place during the week of the Championship for invited guests only. These are detailed on the table below;

Date	Location	Number of guests	Times of Operation	Comment
20th August	TBC	TBC	TBC	TBC

- Unless stated all alcohol provided will be included in a pre-sold package

Appendix A – Licence Structure



Appendix B – AIGWO 2021 – Spectator Village with Licensed Areas (please note a clear PDF version of general layout is accompanied with this application)



Appendix C – AIGWO 2021 – Structures with Alcohol Present

	Structure Name	Location	Map Number	Hours of Operation	Max Capacity	Public / Hospitality/R&A
1	Public Catering	Area 1	AA	10:00 to 21:00	100	Retail
2	Loch Lomond Whiskey Bar	Area 1	U	10:00 to 21:00	100	Retail
3	Merchandise	Area 1	W	10:00 to 21:00	100	Retail
4	Hospitality (AIG Suite & Champions Club)	Area 2	D	10:00 to 21:00	350	Invited Guests
5	On Course Public Catering	Area 3	G	10:00 to 21:00	50	Retail
6	AIG on course	Area 4	E	10:00 to 21:00	50	Invited Guests

Appendix D – AIGWO 2021 – Bar Managers

	Structure Name	Name	Date of Birth	Address	Personal Licence No & Issuing Authority
	Course Complex Occasional Licences Holder	XXXXX			
	Course Complex Account Manager				
1	Public Catering 1				
2	Loch Lomond Whiskey Bar				
3	Merchandise				
4	Hospitality AIG Suite Champions Club				
5	On Course Public Catering				
6	AIG on Course				

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**



FOR THE
BEER & PUB
INDUSTRY
drinkaware.co.uk
For the facts about alcohol

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

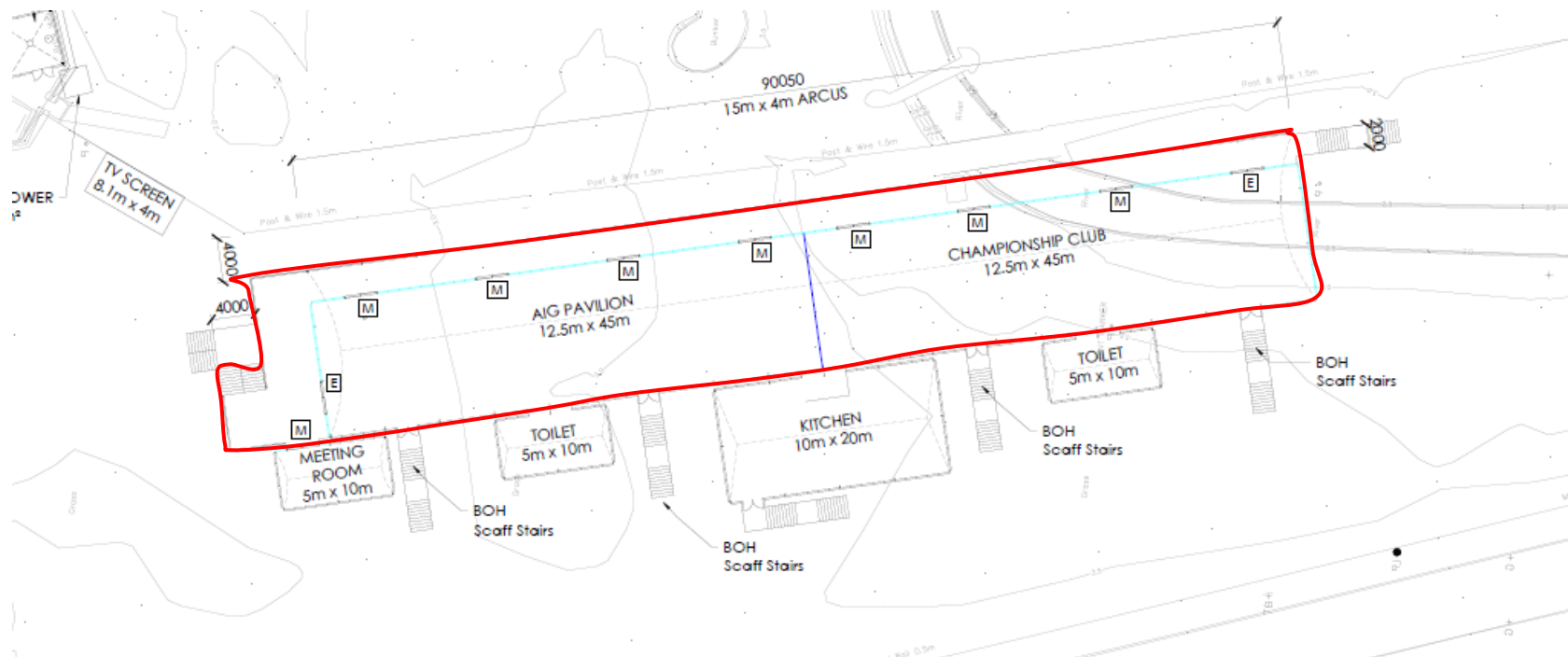
BAR NAME:

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

Appendix H – Security Presence

Area	Numbers	Dates
18 th pavilion	2 security guards – 1 per entrance to the structure	Tuesday 17 th – Monday 23 rd August
Links House (includes bar area)	3 security guards – 1 per entrance/exit to the facility	Sunday 15 th – Monday 23 rd August
Spectator village	1 roaming security guard, covering bar area within this remit.	Thursday 19 th – Sunday 22 nd August
13 th hole spectator village	1 roaming security guard, covering bar area within this remit	Thursday 19 th – Sunday 22 nd August
13 th hole hospitality structure	1 security guard on entrance to structure	Thursday 19 th – Sunday 22 nd August
Links Club catering area – currently suggested	2 security guards, 1 for access from patio and 1 for access point adjacent to foyer	Sunday 15 th – Monday 23 rd August

Appendix I – 18th Hole Hospitality Alcohol Boundary (including AIG decking area)



Appendix J – Spectator Village Bar (10m x 10m covered area highlighted red)

