



Business & licensing compliance assessment

Commission

This is the report of the detailed assessment visit of Bond, 27-28 Tombland, Norwich which took place overnight, between 10.55pm on Friday 22nd and 12.30am on Saturday 23rd February 2019.

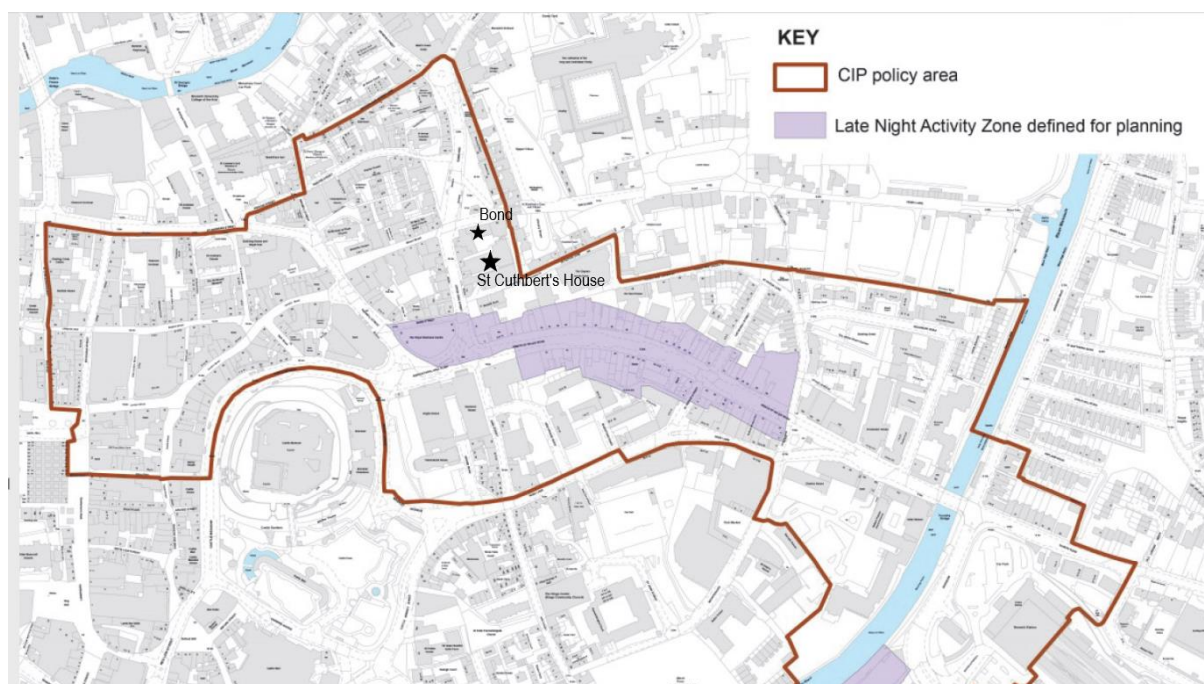
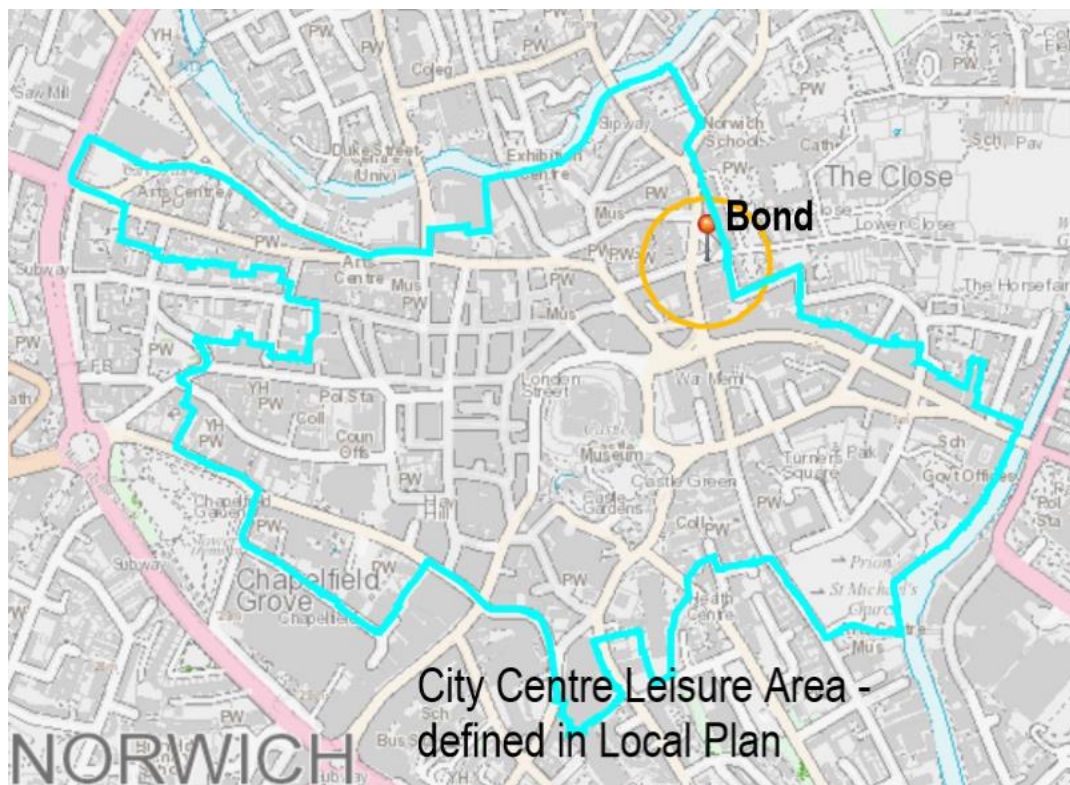
The brief was to carry out 'an evening/night-time survey and expert report on the premises'. Although the visit was arranged with the Owner Mr Powers and the Operations Manager Mr Sarabi, staff were not informed that it would be taking place, to provide an element of independent scrutiny.

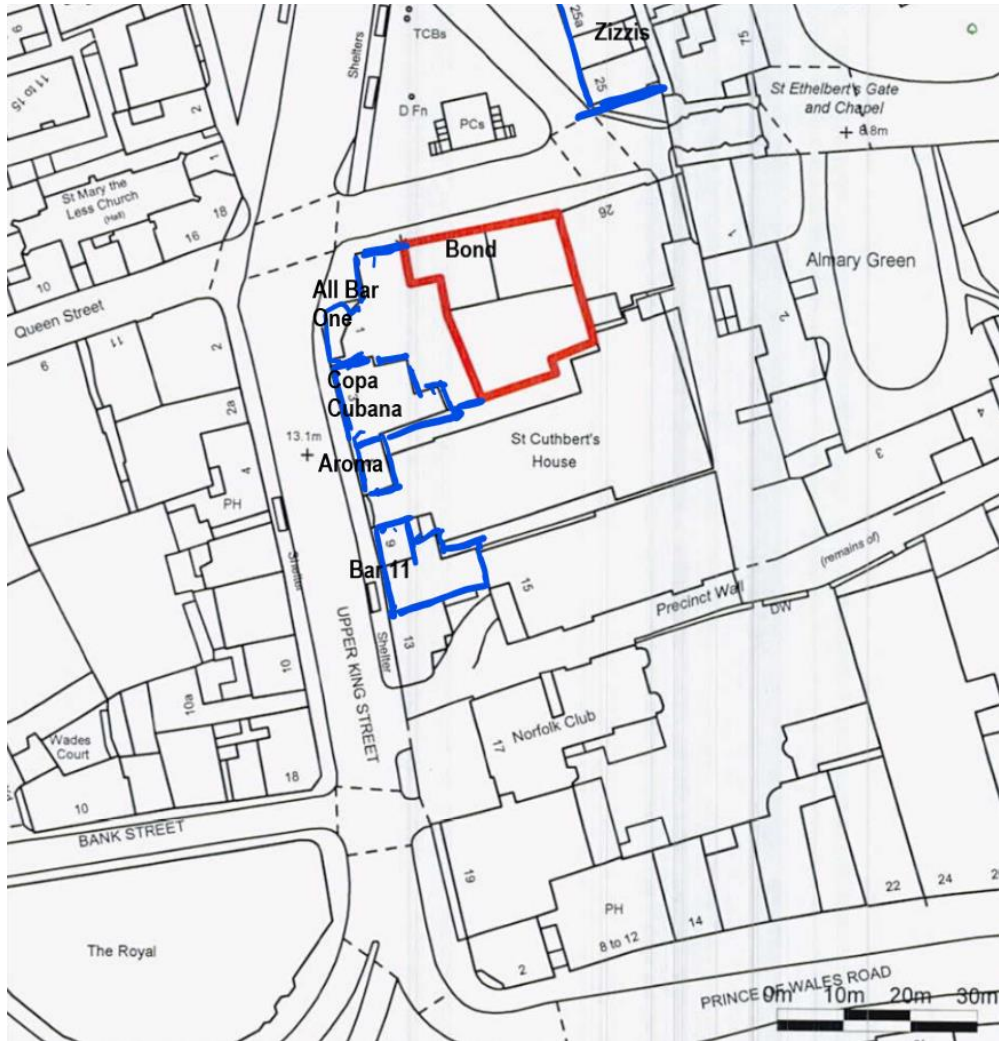
Background Information

During a visit on a routine late evening operation our Assessor probed in depth the operating schedule, testing compliance with and promotion of the Licensing Objectives. Some rigour was applied to observing and testing recognised good practice against Best Bar None* and Purple Flag** criteria to offer a view as to how the business can be valued in terms of social responsibility. The author is grateful to the General Manager, Will, and his team for enduring some disruptive requests, such as providing details from staff training records at the same time as maintaining a positive and high-quality experience for customers who were clearly enjoying their night out. Written evidence in the assessment should be seen as validation of due diligence for this operator.

The Assessor, Gavin Tempest*** was present at Bond between 10.55pm on Friday 22nd February and 12.30am on Saturday 23rd February. The visit included an inspection of the venue and its associated documentation, conversations with staff and some customers, prolonged observation of business activities and the the behaviours of customers. Where appropriate photos are included in support of our findings.

Bond operates with Norwich City Council Premises Licence 13/00214/PREMTR. The venue sits within Norwich City Centre Leisure Area as defined in the Local Plan. Although it is just outside the defined planning area, the 'Late Night Activity Zone' it is located in Norwich City Council's 'Cumulative Impact Policy' area. It sits alongside other late opening bars and restaurants as shown in the following map. Bond has been open and trading successfully and without problem for over 5 years.





Nearby venues



Zizzi restaurant, 25 Tombland



All Bar One, 29 Tombland



Copa Cubana, 3 Upper King Street



Aroma café, 5 Upper King Street and pedestrian entrance to St Cuthbert's House



Bar 11, 9-11 Upper King Street.

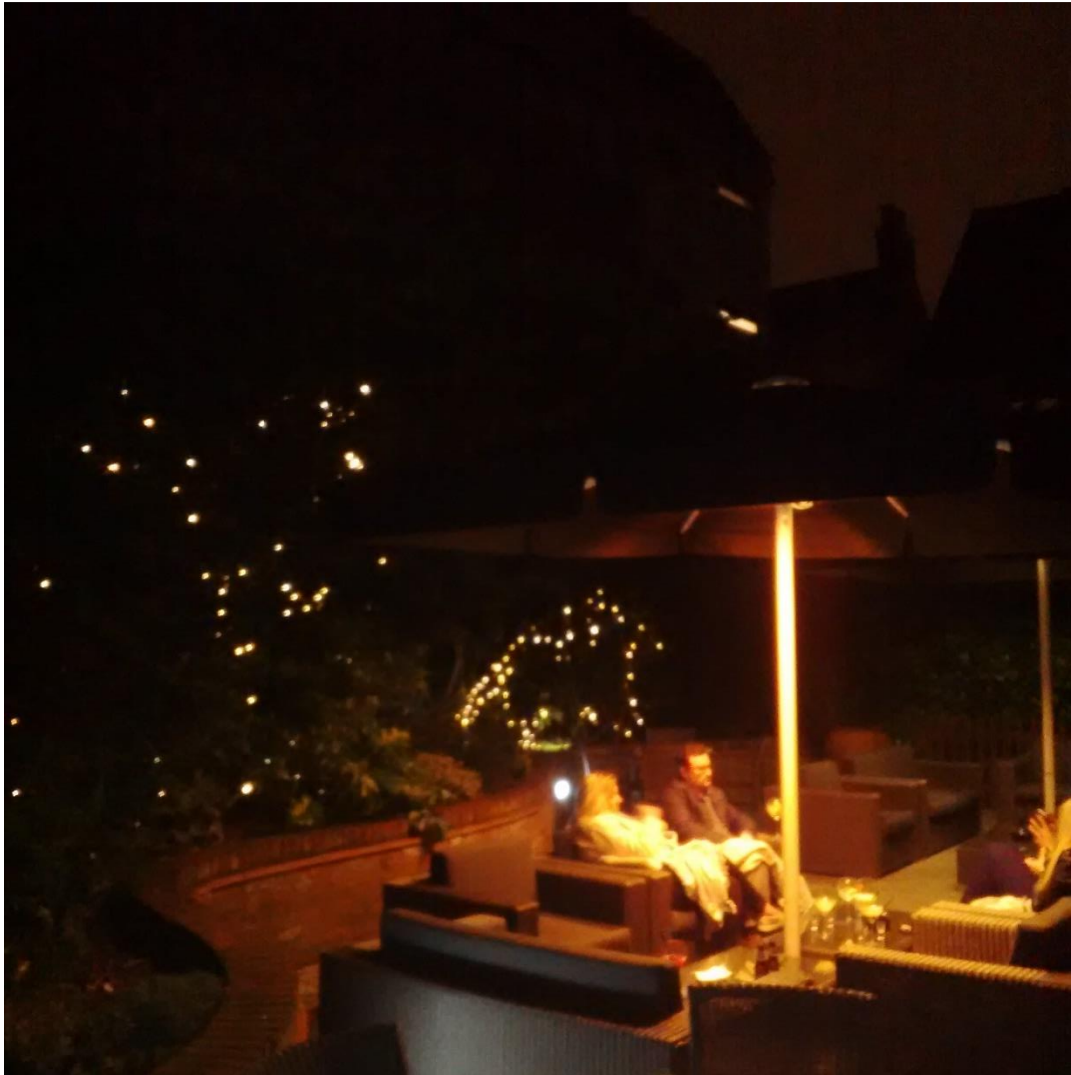
Bond's website describes its concept as, *'set in the heart of Norwich's Tombland, neighbouring its beautiful cathedral gardens, we proudly introduce Bond. Relax in a stunning Neo-Georgian venue with a contemporary twist, enjoy delicious cocktails or*

venture downstairs to Whisky & Rum for a taste of the City's most exciting new concept'.

This description is apt. Although scheduled to open each Thursday, Friday and Saturday, the venue hosts other events taking advantage of its stylish and quite luxurious fitting and environment. Norwich Cathedral School, for example, use the venue for training events. On the night of the visit, the basement lounge (Whisky & Rum) was closed to the public to host the after party for the premiere of the highly publicised movie, 'Fighting with my family'. The offer is best described as a high-end cocktail lounge. During this visit there was a resident DJ although the music played was largely incidental to the behaviour of the clientele who were all sitting at tables and stools in conversations. The music might be described as timeless pop, including Stevie Wonder, Outkast and the like. The clients varied in age with the youngest mid 20's and average 35 years of age. There were no all-male parties, some all-female and most mixed couples or groups. Bond has a relatively low capacity of 130 customers. At this capacity the majority of patrons would be seated. On weekend evenings, the venue operates with 2 SIA Door Supervisors from Regency Security. The two on duty at the time of the visit were mature and experienced and regularly work at Bond. They were knowledgeable about their clientele and were acting as much as hosts for guests as they were providing the security presence. Since signing in on this Friday evening, the Door Supervisors had counted 147 individuals into the venue and at 11.33pm there were 59 people inside including myself. The General Manager, Will, was in charge of 10 members of staff plus the DJ. Smartly dressed staff were interacting with those customers who were spending longer in the venue and providing a table service. The minimum priced cocktail is charged at £8 and I saw customers ordering non-alcoholic cocktails and soft drink alternatives. Alcoholic drinks can best be described as 'higher-end' with wine ranging from £4 for the small measure glass up to £688 for a bottle of Rose Champagne. I saw some tables had ordered cold hors-d'oeuvre like food along with their drinks and the hot food menu was on offer.

Although there is no dress code notice on display, it seems that customers are self-selecting in that all of them inside at the time of my visit were 'dressed to go out' in smart and fashionable clothing. Both Door Supervisors recognised customers and greeted them by name. I watched as customers approached the door who were not recognised and every one was engaged in conversation before being allowed past into the venue. I did not see any queueing during the visit.

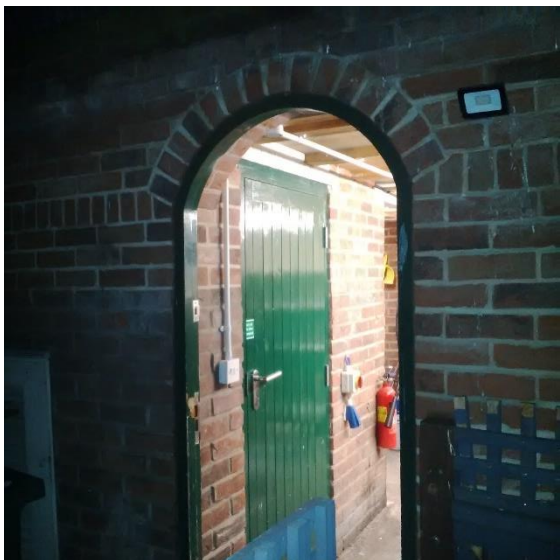
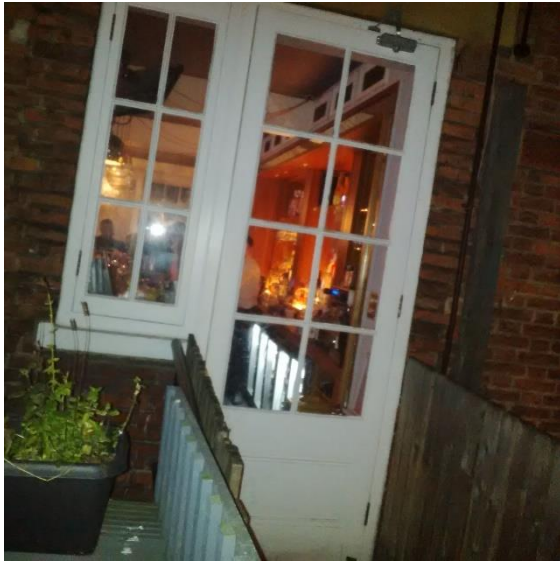
Outside at the rear of the venue there is a patio garden area. This is enclosed by solid walls on each side and landscaped with mature tree growth.



There are 2 small seating areas partly covered by lit and heated large umbrellas. Lighting here is subtle and does not reflect above head height. The photo here was taken around midnight. This was a cold but clear night. There was one set of 2 couples, evidently smokers, who were enjoying drinks seated outside. At a separate table I saw a group of 4 come out to smoke and then go back inside and 2 more separate couples did the same. At the time I was present, the sound of voices was low with the only variation being when a member of a party came outside and spoke to their friends from the double doors when they called across. Music coming from inside when the doors opened did not interrupt these conversations or result in raised voices. The main doors here are self-closing and are an effective seal against noise escape from the ground floor.



There is another (single) door into this garden area. That door comes directly from the bar and was in use several times as a member of staff was in the outside building taking away and cleaning glassware and dealing with food service.



This building provides a useful depository for glassware and has been fitted with a roof so that it is, in effect, a brick constructed enclosure.

Will outlined the capability for handling an emergency. There are 3 first aid kits and relevant training for members of staff. He has not had cause to use these or been aware of them being needed since starting as Manager.

Licensing compliance with operating schedule

All 4 licensing objectives –

2. All bar staff will be trained in the basic law relating to the sale/supply of alcohol and training records will be kept for inspection by the police or licensing authority.

This was not a planned visit. On my request, Will produced the printed training record for a member of staff. The record starts as a pro-forma which is filled in on induction

for each new member of staff. As that individual completes relevant training, the record is updated and signed by the individual and it becomes part of their contract of employment. I saw in the record presented to me some recent updates showing that the member of staff had been through some refresher training. Each person therefore has a dynamic record of training. There is a health & safety module which includes alcohol and drugs awareness and information about intoxication, etc. Although it is common practice to use staff training records as the means to instil awareness, good practice includes having an up to date venue policy as well. **Recommendation 1.**

- Gambling Act 2005
- Health Act 2006

There are strict laws and company rules concerning the sale of alcohol. This form is designed to ensure that you understand your responsibilities. You must therefore sign this form before you are allowed to serve alcohol.

Breaking the law can result in heavy fines and the loss of our licence. At the very least, in the event of the authorities finding you have served alcohol to someone under the age of 18 or someone who is drunk, you could be issued with a notice which would be your personal responsibility to pay. A conviction for any of the matters listed below not only results in a criminal record but may also prevent you from becoming a personal licence holder in the future. In addition, if you do not follow these rules disciplinary action may be taken against you which could result in the loss of your job.

It is essential that if you do not understand any of these instructions or require further information that you discuss this with the Manager.

1. Do not sell alcohol to anybody who is under 18. If you are in any doubt about their age simply do not sell alcohol. If a customer looks under 21 you must ask for identification. The only acceptable forms of identification are an international driving licence, a UK photo card driving licence, a proof of age card bearing the PASS hologram or a Military ID card.
2. Do not sell alcohol to anybody who you suspect is drunk. In addition, you should not sell to anyone whom you suspect is purchasing on behalf of an individual who is drunk or appears to be drunk. If you suspect that someone is drunk you must inform the Manager immediately.
3. Do not serve alcohol outside the hours listed on your premises licence. You must also make sure that drinking is restricted to within 30 minutes.

You must be aware of any conditions which are attached to the licence for your premises and abide by them.

Always ensure that you serve a correct measure. It is an offence to give an under measure.

6. It is forbidden and against the law to smoke anywhere within the premises.
7. It is against the law for people under the age of 18 to play on gaming machines and their use must therefore be restricted. If a player looks under 21 you must ask for identification.
8. It is against the law for people under the age of 18 to purchase cigarettes; if a customer looks under 18 you must ask for identification.
9. Hand wash basins must be only used for hand washing and should always contain soap, hot water and a supply of paper towels.

These requirements must be observed at all times. Both you and the company can be prosecuted if they are not observed. If you are found guilty of an offence you may receive a criminal conviction and/ or a fine.

I can confirm that I have received training in all the above matters and have read and understood the details of the above instructions.

Server of alcohol

Name Toussaint

Good practice was observed in that Bond has a 'Section 57 Notice' clearly displayed by the door into the ground floor at the top of the stairwell. The poster shows who the DPS has delegated responsibility to for sale of alcohol. This can be married with individual training records to show due diligence in respect of handling sale of alcohol. Ideally one or more of the named delegates would also have a Personal Licence. **Recommendation 2.**

3. There will be a 30 minute 'chill out'/wind down period after all licensed activities have ended.

This condition is intended for louder, more music and dance led venues which attract crowds who might be stimulated and excitable leaving a venue at the end of their night out. You would not expect to have it in a restaurant for example. The music offer at Bond is 'middle of the road'. There is space for dancing, basically 2 open areas formed between tables and chairs, and I was told that customers use that at times. As there is a DJ for the weekend evenings that person can control the music to influence the mood and behaviour of customers. This was calm and subdued 2 hours before closure so not likely to ramp up as the evening draws to a close at the venue.

Prevention of crime & disorder

4. The Licensee shall ensure that there are sufficient competent staff on duty....

See 1 above re training provided. At the time of my visit there were 10 members of staff and a DJ led by the General Manager (Will). The venue has a high quality atmosphere and the hosts and hostesses engage with customers at their table so that there is constant monitoring of behaviour and the food and drink consumption of customers. Glasses were cleared almost immediately. I observed a wet floor in the Gents toilet then, just as I left it, a member of staff went in to clear this with mop and cleaning materials. There is no requirement for Door Supervision but there were 2 on duty, smartly dressed in suits and Regency Security branded waistcoats. These were also acting as hosts meeting and greeting people on entry. There is a Hackney carriage (taxi) rank along the length of Tombland outside the club and with spaces for 4 more on the corner outside Zizzi. It is evident that the Regency Door Supervisors provide an informal (and unpaid) taxi marshalling service. They are on the door effectively in the middle of the rank which is apparently at its busiest around midnight and 1am (as bars and restaurants in this part of the City empty). I understand that the whole area outside can become very crowded with people all from other venues. The de facto provision of taxi marshals for this area goes above and beyond the responsibilities of the premises licence holder to promote the licensing objectives and is in effect a public benefit.

6. The licensee shall keep an incident book which must be available for inspection by the police or authorised officer at all times during opening hours.

This was an unplanned visit. Will produced two large folders containing Door Supervisor signing in records and copies of incident records. Incident records are handwritten on carbonated forms. There were relatively few such records, 2-3 per year on average. The most recent record was dated Saturday 15th December 2018. It was written by a Door Supervisor (SIA Licence 1012354413646714) and related to an ejection of a '55year old male' who was ejected after attempting to smoke a cigarette inside Bond at 9.41pm. This record did not say whether the Police had been called but it is unlikely as Police public order patrols do not start until 10.30pm or after. Written incident records can provide vital evidence for crime investigations and to help protect vulnerable people. There have apparently been no occurrences in or around Bond

where the Police have needed to gather evidence quickly (so-called 'golden-hour' of investigation). However, good practice would be to file and sort incident records so that each can be accessed quickly and in date and time order. **Recommendation 3.** There are multiple conditions which can show due diligence in the operation of licensed premises and this is one of them. Accepting that it is unlikely that a person under 18 would enter Bond and attempt to buy alcohol, it might be beneficial to keep records of 'refusals' incorporating basic information about individuals refused entry and any refused service at the bar or by hosts serving drinks. These refusal records can be written onto the same documents currently used as 'incident records'. **Recommendation 4.**

7. No persons carrying open or sealed glass bottles shall be admitted to the premises. This did not happen while I was present. There is no condition that there should be Door Supervision on duty yet there are 2 on weekend evenings. There is at least one SIA registered Door Supervisor at the entrance at all times from late evening. On my visit, the second was seen periodically walking through the inside - which is good practice. I saw the Door Supervisors talking with everyone who approached the door. This clearly gives them the facility to apply this condition. They certainly came across as vigilant and professional individuals.

8. No person shall be allowed to leave the front curtilage of the premises whilst in possession of any drinking vessel or open glass bottle. Glass bottles in use are, small (33cl) beer bottles, 75cl wine and champagne bottles. Glassware otherwise is mainly wine and cocktail glasses. There is at least one Door Supervisor at the exit at all times on weekend evenings. The Door Supervisors were aware of this condition but had not had cause to have to use it.

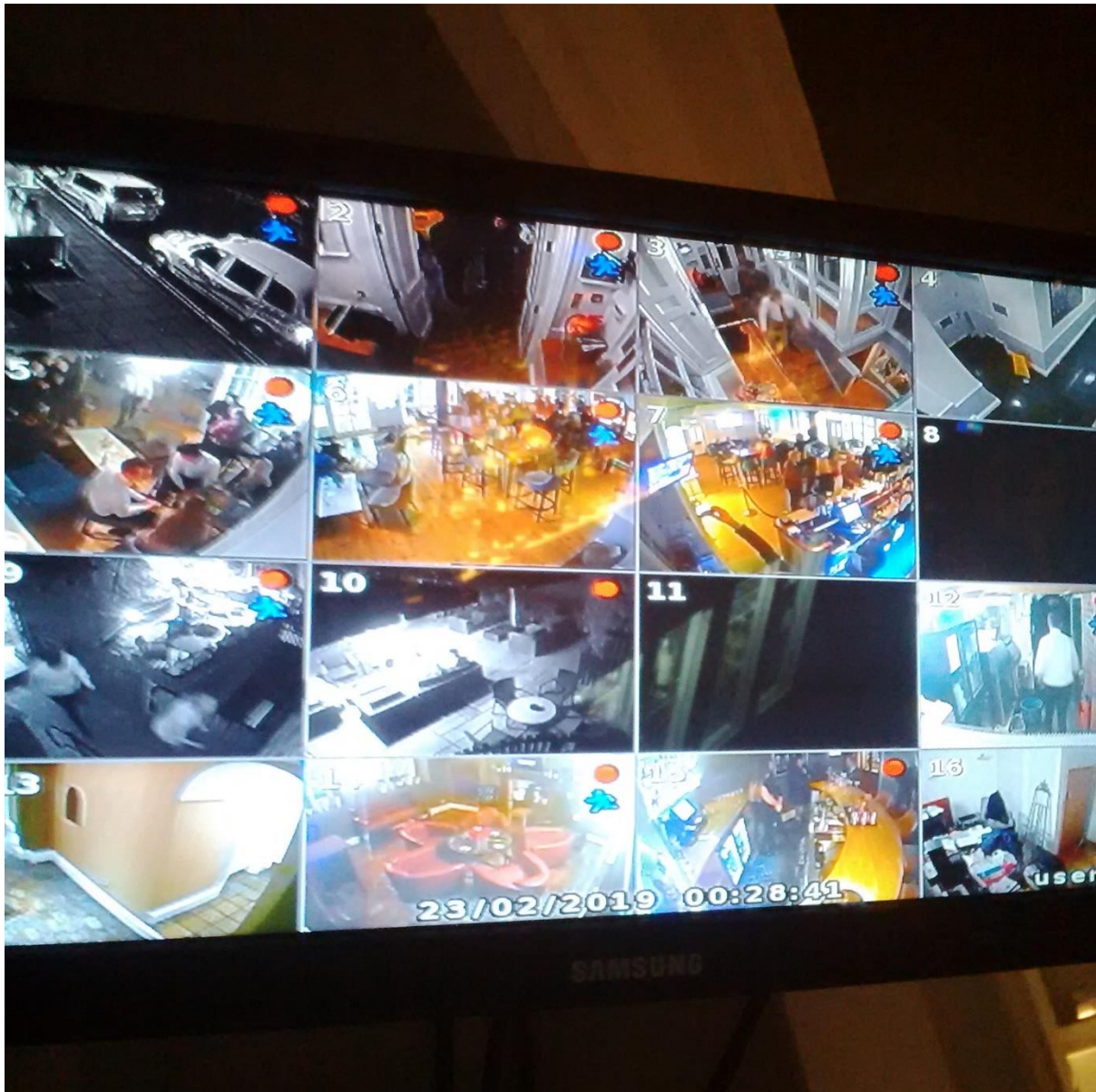
9. All members of staff should seek credible photographic proof of age evidence from any person who appears to be under 21. During my visit I did not come across anyone inside or coming to the door who looked under 21. The average age of the clientele was estimated to be 35. Bond operates 'Challenge 25' with the current bold red sign of such clearly displayed at the bar and an A4 sized notice clearly on view near the entrance.



10. A suitably worded sign must be displayed asking customers that they may be asked to produce proof of age. As above, the signage with this message is clearly on display.



11. A CCTV system is installed, etc. Bond is equipped with a state-of-the art system. I was told that the camera facing away from the premises outside has been used by the Police in their enquiries investigating crime near the taxi rank (not associated with the venue). There is a multi-screen monitor showing live images on view at the bar (facing staff). Another single screen monitor is in the foyer in use by the Door Supervisor Team. Images are predominantly full colour, clear and capable of facial identification. There is a large clear notice on display at the entrance alerting customers that CCTV is in use on the premises.



12. *The licensee shall not sell or promote alcohol sales in a way that will encourage excessive alcohol consumption.* Alcoholic drinks are quite expensive compared to other wine and cocktail bars. There are no promotions – the wine, champagne and cocktail drinks menus are published on line and again in the bar and are fixed in price.

Public Safety

13. *The provisions of the Regulatory Reform (Fire Safety) Order 2005 apply and risk assessments will be in place.* I examined the fire safety risk assessment folder. Recommended actions from the most recent fire safety assessment were signed off in February 2019. Bond is within a listed terraced building structure underneath Leathes Prior Solicitors Office. The building manager conducts regular broader Health & Safety audits for all leaseholders.

ADDITIONAL MEASURES NEEDED TO REDUCE FIRE RISK – IF APPLICABLE		
Existing control measures that require amending or additional control measures that will reduce the risks further require to be listed.		
ADDITIONAL CONTROL MEASURES	RESPONSIBLE PERSON	COMPLETION DATE
List any additional control measures that should be introduced to reduce the risk, either below or on the Action Plan.		
PAT TESTING		FEB 2019
HELIUM CYLINDER REMOVED TO OUTSIDE STORAGE		FEB 2019
CONTACT LAND LORD FOR FIRE ALARM CHECK RECORDS		FEB 2019
Taking into account the nature of the building and the occupants, as well as the fire protection and procedural arrangements observed at the time of this risk assessment, including the additional control measures identified above, it is considered that the risk to life in the event of fire would be.		

RESIDUAL ASSESSMENT OF OVERALL RISK	LOW	MEDIUM	HIGH
		<input checked="" type="checkbox"/>	

RISK ASSESSMENT CIRCULATION LIST:			
Employees	<input checked="" type="checkbox"/>	Management	<input checked="" type="checkbox"/>
Contractors			
Other – Specify:			
Signature of responsible person:		Date:	
		Jan 2019	
Assessor:			

The prevention of public nuisance

16. *No live music will be played outside from Monday to Friday between 8.30am and 5.30pm. Bond does not offer live music performances.*

17. *External and internal lighting provided for the purpose of customer and staff safety and for the security of the premises must be positioned so as not to cause nuisance to neighbouring properties.* This condition is written focussing on emergency lighting. The reality is that all lighting is subtle and subdued fitting with the historic buildings in the vicinity. Care and attention has been given to the outside lighting in the enclosed rear garden. This is decorative and contained at head height (see earlier photo).

18. *Lighting associated with activities or entertainment must be positioned so as not to cause nuisance.* See 17. The lighting on the outside of the building on Tombland is commended as subtle while adding to the appeal of the historic building and its surroundings.

19. *The premises must remove their waste and refuse in a timely manner.* Bond clearly takes its environmental responsibilities seriously. There is no sign of littering, waste bins, etc, anywhere at the front of the building and the bin store is sectioned off at the rear with all glass handling taking place in a brick building out of view of customers. I was told that this building has recently had new construction so that it is entirely enclosed under a solid roof which should mean that it is virtually sound proof when glass is being deposited and stored prior to collection for waste recycling.

20. *There must be clear and legible notices displayed at exits and other circulatory areas requesting customers to leave the premises having regard to the needs of local residents in particular emphasising the need to refrain from shouting and slamming car doors.* This is a standard wording for a relevant condition albeit there are no cars parked or collecting associated with Bond as there is a (Norwich City Council) taxi rank along the street outside.

There are notices as follows clearly on display by the exit and in the walkway into the garden.





21. Authorised staff and/or the DPS must monitor the activity of persons leaving the premises and remind them of their public responsibilities where necessary.

The 2 SIA Door Staff remain on duty for 30 minutes after closure of the premises to facilitate safe and quiet dispersal of customers. The Duty Manager and some hosting staff are involved in the winding down and closure to see regular repeat customers on their way. This is also good practice to encourage loyalty and promote repeat business.

22. Suitable ventilation and extraction systems must be provided to eliminate noxious odours.

Not examined during this inspection.

23. Volume levels from licensable music both live and recorded will be monitored by responsible persons both inside and outside the premises with particular regard to excessive noise to neighbouring properties. Will showed me a 'Daily Noise (db) monitoring sheet'. He loaned me a 'Precision Gold, N09AQ Environment Meter' which is routinely used throughout the venue and outside. My observation is that the music is relatively insignificant in that conversation is possible at any place inside the venue and the customers I saw were all involved in conversations with each other rather than just listening to the music on offer. I was approached by a mature couple (early 40's) who believed me to be a Noise Assessor. They said that they wanted louder music. When I asked why they both said, "We just want to dance – we're not interested in talking". They spoke to Will in my presence and he politely asserted that "we are a cocktail lounge". The entrance to Bond is made up of a lobby which has a stairway in it down to 'Whisky and Rum' Lounge. During a conversation with the Door Supervisors they told me that they monitored the music from downstairs when the entry door opened and took action to get the DJ to adjust this if there it meant that they could hear it at the outer door.

Daily Noise (db) Record Sheet

Date: 15/12

LOCATION	22:00	23:00	0:00:00	01:00	02:00	03:00	Read
Main Bar	79.2 db	79.5 db					
Main Floor Area	80.2 db	78.4 db		77.0 db			
Reception	66.2 db						
Garden	58.2 db		57.2 db	58.9 db			
Basement Bar	66.5 db						
Kitchen	59.4 db			57.8 db			

Action Log

Action taken:	
By Whom:	
Impact on noise level	

24. All doors and windows (except for access and egress) to be kept closed when any regulated entertainment is taking place. The ground floor is effectively sealed with doors onto Tombland and into the rear garden kept closed. These are self-closing doors and in such a position that it would be unlikely that anyone would want to stand holding them open apart from going in and out of them.

The protection of children from harm

26. All members of staff shall seek credible proof of age evidence from anyone who appears to be under 21 and who is seeking to purchase or consume alcohol on the premises.

See 9 above.

Summary of recommendations

Recommendation 1.

Consider drafting Bond policies to supplement the training of individuals. These policies can be made available to staff to brief themselves and set the tone for the venue's operating schedule. They are widely welcomed by Responsible Authorities adding transparency to show the management culture for the business. While there are examples of policies including 'Sale and consumption of alcohol' and 'Conflict management' it would perhaps not be proportionate to write those for the current operation. However, it is recommended that Bond draft and implement a policy in respect of controlled and other so-called recreational drugs.

Recommendation 2.

To further promote the culture for responsible alcohol sales, ideally one or more of the named delegates (on the Section 57 Notice) would also have a Personal Licence.

Recommendation 3.

File and sort incident records so that each can be accessed quickly and in date and time order.

Recommendation 4.

Expand the use of incident records so that they document basic information about individuals refused entry and refused alcohol.

APPENDICES

1. Reference – Notes

* 'Best Bar None' – A national scheme endorsed by the Home Office whose aim is '*Working to reduce crime, recognise excellence and raise standards of alcohol licensed premises*'. Venues are assessed against a range of criteria including specific considerations elaborating on the Licensing Objectives. Trained independent Assessors look at venues marking them against these criteria so that they can apply to be accredited to be among the best.

** 'Purple Flag' – A voluntary scheme run by the Association of Town Centre Management for '*excellence in managing the evening and night-time economy*'. Here trained and qualified Assessors visit to assess Towns and Cities at night with criteria falling under the areas, Wellbeing, Movement, Place, Appeal and Policy Envelope.

*** 'Gavin Tempest' - Former Head of Community Safety for Norfolk Constabulary. As a Police Chief Inspector Gavin was responsible for policing the night-time economy in Norfolk and overseeing the licensing function. Gavin has the BIIAB Level 2 Award in Assessment of Licensed Premises (Social Responsibility) and is an experienced Best Bar None Assessor. He is Vice Chair of the Institute of Licensing Eastern Region and an experienced Licensing Consultant specialising in compliance and partnership working with Responsible Authorities. Gavin is a Lead Purple Flag Assessor and is founder of 'National Licensing Associates'.

2. Bond premises licence – operating schedule

Annex 2 – Conditions consistent with the Operating Schedule

- 1 **General - all four licensing objectives**
- 2 All bar staff will be trained in the basic law relating to the sale/supply of alcohol and training records
- 3 will be kept for inspection by the police or licensing authority.
- 4 There will be a 30 minutes "chill out"/wind down period after all licensed activities (except late night refreshment) have ended.
- 5 **The Prevention of Crime and Disorder**
- 6 The Licensee, that is the person in whose name the Premises Licence is issued, shall ensure that at all times when the premises are open for any licensable activity, there are sufficient, competent staff on duty at the premises for the purpose of fulfilling the terms and conditions of the licence and for preventing crime and disorder.
- 7 The Licensee shall keep an Incident Book which must be available for inspection by the police or authorised officer at all times during opening hours.
- 8 No persons carrying open or sealed glass bottles shall be admitted to the premises at any time when the premises are open for any licensable activity.
- 9 No person shall be allowed to leave the front curtilage of the premises whilst in the possession of any drinking vessel or open glass bottle, whether empty or carrying any beverage.
- 10 All members of staff at the premises shall seek "credible photographic proof of age evidence" from any person who appears to be under the age of 21 years and who is seeking access to the premises or is seeking to purchase or consume alcohol on the premises.
- 11 A suitably worded sign of sufficient and size and clarity must be displayed at the point of entry to the premises and in a suitable location at any points of sale, advising customers that they may be asked to produce evidence of their age.
- 12 A CCTV system is installed and tapes or digital recordings will be kept for a reasonable time as advised by the police authority.
- 13 The licensee shall not advertise, promote, sell or supply alcoholic drinks in such a way that is intended or likely to encourage persons to consume alcohol to an excessive extent.
- 14 **Public Safety**
- 15 The provisions of the Regulatory Reform (Fire Safety) Order 2005 apply to these premises and accordingly all fire and health and safety risk assessments will be fully implemented.
- 16 **The Prevention of Public Nuisance**
- 17 No live music will be played outside from Monday to Friday between the hours of 08:30 and 17:30, excluding public holidays.
- 18 Internal and external lighting provided for the purpose of customer and staff safety and for the security of the premises must be so positioned to not cause nuisance to neighbouring or adjoining properties.
- 19 Lighting associated with activities of entertainment must be positioned so as not to cause nuisance to neighbouring or adjoining properties.
- 20 The premises must remove their waste and refuse in a timely manner to a licensed waste disposal facility.
- 21 There must be clear and legible notices displayed at exits and other circulatory areas requesting patrons to leave the premises having regard to the needs of local residents, in particular emphasising the need to refrain from shouting and slamming car doors.
- 22 Authorised staff and/or the designated premises supervisor must monitor the activity of persons leaving the premises and remind them of their public responsibilities where necessary.
- 23 Suitable ventilation and extraction systems must be provided to eliminate noxious odours. Such systems must be maintained on a regular basis.
- 24 Volume levels from licensable music, both live and recorded, will be monitored by responsible persons throughout the period both inside and outside the premises with particular regard to excessive noise to neighbouring properties.
- 25 All doors and windows, except for access and egress, to be kept closed whilst any regulated entertainment is being played.
- 26 **The Protection of Children From Harm**
- 27 All members of staff at the premises shall seek "credible photographic proof of age evidence" from any person who appears to be under the age of 21 years and who is seeking to purchase or consume alcohol on the premises.