

Application for Occasional Licence

Applicant	Premises	Event	Dates Requested	Times Requested
Neil Edward Worcester	Royal Troon Golf Course Craigend Rd Troon	Golf Open 2024	13 th to 22 nd July 2024	On Sale 10:00 – 00:00* Off Sale 10:00 – 22:00 *Outwith Board Policy
Kevin Quinn	Troon and District Sports Club Marr Rugby Club Isle of Pin Road Troon	Golf Open 2024	14 th to 21 st July 2024	On Sale 10:00 – 23:00* *Outwith Board Policy

Neil Edward Worcester – Personal Licence Holder
Occasional Licence Application – 13th to 22nd July 2024
Report by Licensing Standards Officer

I refer to the Occasional Licence application made by Neil Edward Worcester, who holds a Scottish personal licence. The application is to cover the full hospitality provision for the 152nd Open Golf Championships which are being held on the Royal Troon Golf Course in Troon and the dates requested are Saturday 13th to Monday 22nd July 2024.

A licence is requested from 10am until 12 midnight each day for the whole site which includes outdoor drinking (not beyond 10pm) and drinking within the tents and structures that are being erected for this purpose.

Considerable work and discussions have taken place prior to the submission of the Occasional Licence application and an alcohol management plan and additional document regarding the use of glass bottles have been lodged on behalf of the applicant by the event organiser as the applicants representatives have been made aware of South Ayrshire Licensing Board Policy statement and their practices in relation to compliance with the licensing objectives.

Whilst the majority of what is proposed by the applicant now meets the Board's policy, as LSO I am aware that the proposal to permit Champagne bottles to be carried by patrons out of the 'Champagne Tent and designated external seating/drinking area' and on to the course is NOT a practice that the Board has permitted at any large outdoor event and it is generally a condition on outdoor Occasional Licences that alcohol must be decanted into non-glass receptacles. I would therefore request that the Board considers refusal of this part of the application under the licensing objective 'Securing Public Safety' and to remain consistent with the licenses granted to other large events in South Ayrshire over the past year.

A document has been lodged by the event organiser with the Occasional Licence application to provide further information in relation to this proposal as I have made it clear from my first discussions with the Royal and Ancient that I would object to any glass being taken out with the hospitality venues and their designated outdoor seating areas.

With reference to this document, I note that the R & A and its safety advisors do recognise the safety risk of glass receptacles and agree to decanting all drinks into non-glass alternatives to eliminate the risk of breakages and any associated injuries as a result. However, the applicant has indicated their intention to allow patrons to leave the champagne area with a bottle (and a non glass drinking receptacle) so that they may carry the bottle around the entire site (excluding the stands which are not covered by the licence) and pour the champagne themselves as and when required. In practice this means that patrons would have a glass bottle anywhere throughout a very large site and whilst there are numerous bins and security staff and I accept that the robust nature of the structure of a champagne bottle makes it less likely to break, it does not reduce the risk of the bottle being used as a 'weapon' in the event of any altercation. Indeed on the Scottish Government website, a paper produced to discuss the recorded crimes in Scotland gives details of crimes where an 'offensive weapon' has been used and gives the example of an offensive weapon which includes 'Glass Bottles'. Similarly a study produced by Glasgow Caledonian University in 2010 was specifically commissioned to research 'The use of glass as a weapon in violent assault' and a simple internet search provides details of injuries sustained to individuals who have been hit on the head by glass bottles within the past week in the UK.

Whilst these examples may seem extreme, I believe they demonstrate the point that glass bottles do have to be considered when complying with the licensing objective 'Securing Public Safety' and the risk is not just one of potential breakages.

I am also aware that the event organiser has indicated that the only glass bottles they intend to permit on the golf course are specifically champagne bottles from one of the event sponsors. Whilst I understand the reasons for this in terms of advertising and support for the event, I am unable to see how the Board could find reason to allow this but not a specifically branded wine bottle or other alcoholic beverage at this or any other local event and how permitting this particular bottle would be any different to other receptacles such as fish bowls, jugs or a variety of other containers which are now popular for the storage and distribution of more than one serving of alcohol.

As the applicant for the Occasional Licence, Neil Worcester will have overall responsibility for the sale of alcohol at the event and will have a team of staff to ensure that this is in accordance with the Licensing (Scotland) Act 2005, the Board's policy and in accordance with the 5 licensing objectives. Since the introduction of the Licensing (Scotland) Act 2005 (in 2009) there have been many studies in relation to 'Scotland's Relationship with Alcohol' and the Chief medical officer has also issued updated guidance that the maximum recommended intake of alcohol for both male and females is 14 units a week. South Ayrshire Licensing Board have been addressed in relation to this information over the years by Alcohol Focus Scotland and Ayrshire Alcohol and Drug Action Team and other health organisations, and as a result the Board have expressed (through their development of their policy statement, discussions with the Local Licensing Forum and their decisions) their desire to ensure staff are correctly trained when serving alcohol and have the necessary training, experience and support to ensure refusal of service when appropriate.

If a bottle of champagne (on average 9 units of alcohol) is permitted to be taken away from the service area by an individual patron then the staff who sold that bottle may have to assume that the purchaser will consume the contents by themselves. Whereas when the individuals are served directly at the service area or consume it within a designated area it is easier for staff to make an assessment on the suitability of that individual before more alcohol is served to them.

The Board have encouraged this practice which has been operated successfully by other Occasional Licence holders at large high profile events within South Ayrshire, the most recent example of this has been the Scottish Grand National Festival at Ayr Racecourse where champagne can be purchased in bottles and consumed outside within the champagne lawns but is not permitted to be carried out of that area.

The condition that South Ayrshire have added to the Occasional Licence for two other large outdoor events recently, namely Nigefest and the Pavillion Festival and Streetrave is; 'All alcohol is to be decanted and not served in glassware or bottles'.

Also whilst I understand this is a 'sporting event' and not a 'music festival' or similar, I do not feel that this provides enough of a mitigation to permit the use of glass and encourage the Board to deviate from their usual practice. In South Ayrshire we have other sporting stadiums such as football and rugby and as LSO I would equally object to the request to have glass outdoors at these events and venues.

The request for an Occasional Licence includes a curfew of 12midnight for on sales and having spoken to the applicant I am aware that this is only to permit consumption of alcohol within the premises and structures, not for any to be taken outside as this will cease at 10pm, even if a patron wants to leave for fresh air or to smoke for example. With this in mind I can confirm that this part of the application is not out with the Boards policy and I have no objections to any other part of this Occasional Licence application which has been made after full discussions.

I am comforted by the information provided within the alcohol management plan and by the experience of the applicant and the staff that will be supporting him throughout the event, and whilst I understand that the demographic of those attending the event is deemed to be a lower risk in terms of any violence or disorder, as LSO I feel there is a need to be consistent and to consider the Board's own knowledge of the area and the recent (and future) licences applied for and granted in South Ayrshire.

In Summary I would ask the Board to grant the application for the Occasional Licence as requested with the exception of the intention to allow champagne bottles to be taken out with the Champagne area which in my submission would not be in keeping with the licensing objective 'Securing Public Safety'. For this reason, I would ask the Board to add a condition to the licence to state;

All alcohol is to be decanted and not served in glassware or bottles. With the exception of Champagne bottles which may be used within the designated champagne premises and an associated outdoor delineated area but must not be taken out with this area.

Catrina Andrew
Licensing Standards Officer
29th April 2024

ALCOHOL MANAGEMENT PLAN

THE OPEN

152nd – Royal Troon

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 Open Golf Championship 2024 will be held at Royal Troon Golf Course from Sunday, 14th July to Sunday 21st July (Monday 22nd July contingency) 2024, inclusive. The Event Organiser is The R&A Championships Ltd.
- 1.2. The course complex embraces The Royal Troon Golf Course, the practice grounds, adjacent golf courses, practice pitching area, the tented village, Troon Ladies Golf Club, Portland Golf Club and The Marine Hotel.
- 1.3. Fencing will enclose parts of the course (full perimeter will be enclosed via security, existing walls, structures etc) with two public entrances to facilitate entry by ticket and accreditation only, there will be no cash sales on the gates. This enclosed area of the course complex will contain a wide variety of food and drink establishments including a two 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 geographical restriction on consumption of alcohol within the course perimeter 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 Absolute Taste and Ascot Racecourse Ltd t/a 1711 on behalf of the Event Organiser. Absolute Taste and Ascot Racecourse Ltd t/a 1711 by Ascot have experience in running large scale events in both fixed venues and greenfield sites.
- 2.2. One Occasional License will be applied for, by the Event Organiser (The R&A), on behalf of Neil Worcester, Account Manager at Absolute Taste (Personal Licence Holder, FI6081). As such, Neil Worcester 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. Absolute Taste and Ascot Racecourse Ltd t/a 1711 have worked at various sporting events and bring a wealth of experience needed to meet the requirements of such an event as The Open. Their Account Managers, Mr Neil Worcester and Anthony Boyton will be personally managing the arrangements on behalf of Absolute Taste and Ascot Racecourse Ltd t/a 1711 respectively.

3. Operating Structure

- 3.1. For this event there will be a single Manager in charge of the site wide sales of Alcohol. The Occasional Licence holder for the event effectively takes on this role for all identified areas operated by Absolute Taste (areas 1,2,3,5,6 and 7) and Ascot Racecourse Ltd t/a 1711 (area 4). Breakdown of these areas can be found below in section 4.2 of this plan.
- 3.2. The Licence Holder will have overall control of the respective zoned outlets engaged in the retail or serving of alcohol and there will be at least one Personal Licence Holder, with a Scottish personal licence, present in each respective area (see appendix D), to oversee all aspects of the individual bar operations and adherence to the licencing 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 to cover areas 1 to 7 of 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 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 Licence Neil Worcester will report to the event organiser and liaise with the police licensing silver commander and licensing authority (including Licensing Standards Officers). The Occasional Licence Holder manager for Absolute Taste, Neil Worcester will work with the event organiser and Anthony Boyton for Ascot Racecourse Ltd t/a 1711 to ensure appropriate responsibility for staff and management of their respective licensed areas are being met.
- 3.7. Accountability for licensed activity will rest with the licence holder, Neil Worcester. An

overview during the event will be through the MACC via the silver 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

- 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 minimising 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 14th July to 21st July the occasional licence will be valid for a period of 10 days from 13th July 2024 to 22nd July 2024 inclusive.

Area 1 –The Open Clubhouse			
Facilities	Maximum Capacity	Dates of Operation	Times of Operation
I The Open Clubhouse	1600 Invited guests	Sunday 14 th July – Sunday 21 st July	10:00 to 00:00
<p>Location I will all be operated by Absolute Taste and is accessed by players and guests only. There is no cash sales of alcohol.</p> <p>Outlets I will serve alcohol in glassware or cans. Glassware will be restricted to internal structure, all decked and/or garden areas associated with location I. If players and guests would like to take alcoholic drinks from the structure they must first have the drink decanted into a plastic vessel which will be provided by either security staff on the entrance and exit points or by staff in the area.</p>			

Area 2 – R&A Complex/Links Pavilion/Champagne Bar/Public Bar 2			
Facilities/structure	Maximum Capacity	Dates of Operation	Times of Operation
N R&A Complex 1st Floor Trophy Room Captains Suite Ground Floor R&A Members Marquee	Invited guests 220 40 120	Sunday 14 th July – Sunday 21 st July	10:00 to 00:00
O Links Pavilion	800 invited guests	Sunday 14 th July – Sunday 21 st July	10:00 to 00:00
R Champagne Bar	200 public	Sunday 14 th July – Sunday 21 st July	10:00 to 00:00
T Public Bar 2	100 public	Sunday 14 th July – Sunday 21 st July	10:00 to 00:00
<p>Outlets N, O, R and T will be operated by Absolute Taste.</p> <p>Outlet N will serve alcohol in glassware. Glassware will be restricted to the structure including all decked and/or garden areas associated with each this area. If guests would like to take alcoholic drinks from the structure they must first have the drink decanted into a plastic vessel which will be provided by security staff on entry and exit points. Plastic vessels are also readily available within the structure.</p> <p>Outlet N (Trophy Room and Captains Suite) may host evening functions and to that end a terminal hour of midnight will be provided.</p> <p>Outlets O, R & T will supply alcohol in plastic vessels (excluding R where champagne bottles themselves will be sold).</p>			

Area 3 – Ticket Plus (Limited Access Public Retail Bar)			
Facilities	Maximum Capacity	Dates of Operation	Times of Operation
P Public bar 1	600 public	Sunday 14 th July – Sunday 21 st July	10:00 to 00:00
<p>Outlet P will be operated by Absolute Taste. Outlet P supply alcohol in plastic vessels only.</p>			
Area 4 – Patrons Pavilion			
Y Patrons Pavilion (Triple Tier structure)	1,000 invited guests	Sunday 14 th July – Sunday 21 st July	10:00 to 00:00
<p>Outlet Y will be operated by Ascot Racecourse Ltd t/a 1711 and serve alcohol in glassware. Glassware will be restricted to the structure including all decked and/or garden areas associated with each suite. If guests would like to take alcoholic drinks from the outlets they must first have the drink decanted into a plastic vessel which will be provided by security at the main entrance and exit point. Plastic vessels will also be ready available within Patrons individual suites.</p>			
Area 5 – The Shop/Loch Lomond Whiskies/HSBC Premier Lounge/Mastercard Club/Public Bar 1/Origins Pavilion/Scorers Premium			
Facilities	Maximum Capacity	Dates of Operation	Times of Operation
Z The Open shop	500 public	Sunday 14 th July – Sunday 21 st July	10:00 to 00:00
JJ Loch Lomond Whiskies	50 public	Sunday 14 th July – Sunday 21 st July	10:00 to 00:00
BB HSBC Premier Lounge	200 public	Sunday 14 th July – Sunday 21 st July	10:00 to 00:00

DD Mastercard Club	200 public	Sunday 14 th July – Sunday 21 st July	10:00 to 00:00
KK Public bar 1 (lower floor)	600 public	Sunday 14 th July – Sunday 21 st July	10:00 to 00:00
KK Palmer Suite (upstairs)	150 Invited guests	Sunday 14 th July – Sunday 21 st July	10:00 to 00:00
<p>NN Origins</p> <p>Ground Floor</p> <p>Scorers</p> <p>1st Floor</p> <p>Origins</p> <p>VS/ES</p> <p>SPARE</p> <p>SPARE</p> <p>Caddies</p> <p>2nd Floor</p> <p>Champions</p> <p>Engravers</p> <p>UPS</p> <p>NBC</p>	1000 invited guests	Sunday 14 th July – Sunday 21 st July	10:00 to 00:00
OO – Scorers Premium	300 invited guests	Sunday 14 th July – Sunday 21 st July	10:00 to 00:00
<p>All bars will be operated by Absolute Taste.</p> <p>Outlet Z and JJ – Will sell Loch Lomond Whisky packaged products. All products will be sold in a sealed packaging.</p> <p>Outlets NN, KK, BB and DD will supply alcohol in plastic vessels.</p>			

Outlet NN and OO will serve alcohol in glassware. 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 at exit points.

Area 6 – Public Catering 3			
Facilities	Maximum Capacity	Dates of Operation	Times of Operation
WW Public Bar 3	100 public	Sunday 14 th July – Sunday 21 st July	10:00 to 00:00
Outlet WW will be operated by Absolute Taste.			
Outlet WW will supply alcohol in plastic vessels.			

Area 7 – Public Bar 4			
Facilities	Maximum Capacity	Dates of Operation	Times of Operation
ZZ Public Bar 4	200	Sunday 10 th July – Sunday 17 th July	10:00 to 00:00
Outlet ZZ will be operated by Absolute Taste.			
Outlet ZZ will supply alcohol in plastic vessels.			

- 4.3. There is a total of 17 outlets where alcohol is retailed or served (excluding the Shop). All licensed structures will be detailed on a site plan (Appendix B), please note a PDF version of site map is also accompanied with this application. 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 an Scottish Personal Licence. This information will be provided to Police in Scotland, by the Occasional Licence Holders, one month before the event (Appendix D). The bar managers will report directly to the Absolute Taste, Neil Worcester and Robert Ozog/Paul Boon, 1711 for their respective zoned outlined throughout the plan.

- 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 2005. A copy of all staff qualifications and record of relevant training will be kept on site at all times. This can be requested via Neil Worcester and Anthony Boyton.
- 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.
- 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 Organiser. SIA registered stewards deployed to licensed areas will be briefed by the bar manager of their respective area. All training documents to be in manager packs and signed briefing sheets to track training. Please refer to appendix E 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 F).
- 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 are anticipated to be closed no later than 21:00 hours with the exception of Links Pavilion, Trophy Room, Captains Suite, The Open Clubhouse, R&A Members Marquee, Patrons and 15th hole hospitality. These areas may be open until 00:00 in order to host evening functions. If these locations are not operating evening functions they will be closed by 21.00hrs.
- 4.14. In the event that an individual is intoxicated and alone at end of day, G4S/Security Scotland security will assist in ensuring individual is safely escorted to nearest taxi rank or appropriate transport link.

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 G)
- 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 H)

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 Absolute Taste 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

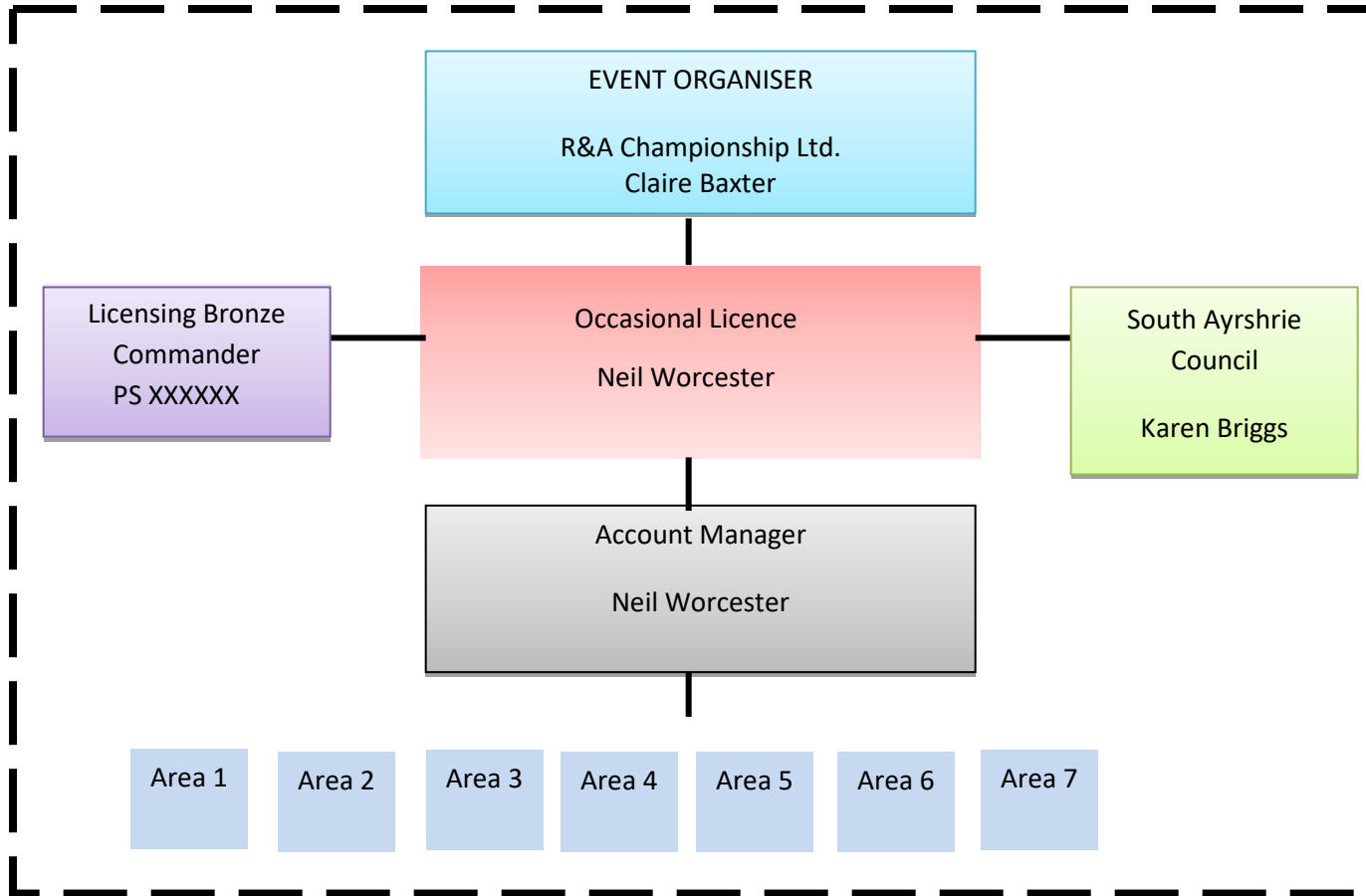
- 8.1. It is in everyone's interest to control the illegal sale of alcohol. The Licence Holders will discuss with the event security about the best methods to prevent large quantities of alcohol being brought onto site for illegal sale.
- 8.2. Police Licensing Officers and plain clothed staff will be 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 organiser's 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 Holders 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.
- 8.5. The table below highlights evening functions carried out throughout the week
- 8.6. Note that busses will run each evening of Guest Dining to take guests that are staying in Blackadder (St. Andrews university accommodation) to their accommodation

Table 1: The 152nd Open Evening functions

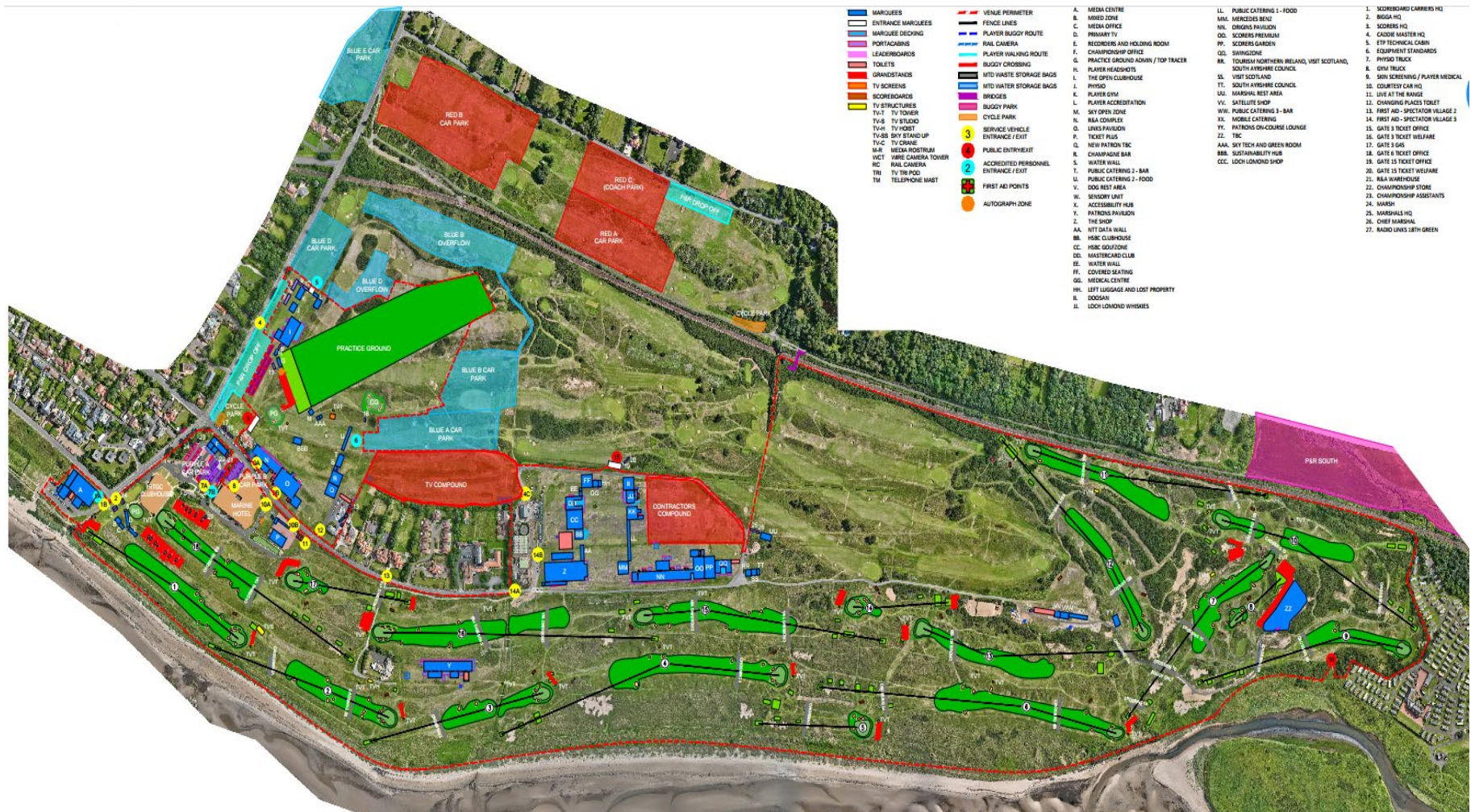
Date	Location	Number of guests	Times of Operation	Comment
15th July 2024 to 21st July 2024	Trophy Room	180	19.30 – 00.00	Guest Dining
16th July 2024 and 20th July 2024	Captain Suite	40	19:00 – 00:00	Captains Functions
16th July 2024	TBC	250	19.00 – 00.00	AGW Dinner
14th July 2024	Spectator Village 1 Bar	200	19.00 – 00.00	Contractors Party

- All alcohol is provided by the event organiser to invited guests

Appendix A – Licensing Structure



Appendix B – Open Golf 2024 Site Boundary (PDF version also shared with application)



Appendix C – Open Golf 2024 – Structures with Alcohol Present

	Structure Name	Location	Map Number	Hours of Operation	Max Capacity	Public / Hospitality/R&A
1	The Open Clubhouse	Area 1	I	10:00 to 00:00	1600	Invited guests
2	The R&A Complex	Area 2	N	10:00 to 00:00	480	Invited guests
3	Links Pavilion	Area 2	O	10:00 to 00:00	800	Accredited Retail
4	Champagne Bar	Area 2	R	10:00 to 00:00	200	Retail
5	Public Bar 2	Area 2	T	10:00 to 00:00	100	Retail
6	Public Bar Ticket Plus	Area 3	P	10:00 to 00:00	200	Retail
7	Patrons Pavilion	Area 4	Y	10:00 to 00:00	1000	Invited Guests
8	The Shop	Area 5	Z	10:00 to 00:00	600	Retail (off sales)
9	Loch Lomond Whiskies	Area 5	JJ	10:00 to 00:00	50	Retail
10	HSBC Premier Lounge	Area 5	CC	10:00 to 00:00	200	Retail
11	New Partner TBC	Area 5	??	10:00 to 00:00	???	???

12	Mastercard Club	Area 5	DD	10:00 to 00:00	200	Retail
13	Public Bar 1	Area 5	KK	10:00 to 00:00	600	Retail
14	Origins	Area 5	NN	10:00 to 00:00	1700	Invited Guests
15	Scorers Premium	Area 5	OO	10:00 to 00:00	300	Invited Guests
16	Public bar 3	Area 6	WW	10:00 to 00:00	100	Retail
17	Public Bar 4	Area 7	ZZ	10:00 to 00:00	100	Retail

Appendix D – Open Golf 2024 – Bar Managers

	Structure Name	Name	Date of Birth	Address	Personal Licence No & Issuing Authority
	Course Complex Occasional Licences Holder	Neil Worcester	10.08.1971	8 Brecon Ave, Lindley, Huddersfield, West Yorkshire, HD3 3QF	PA1715 Bolton Council
	Public Areas (PC1 – PC4) & Ticket Plus	Kevin Hindmarsh	08.06.1972	95 Richardson Street, Ashington, Northumberland, NE63 0PN	Pending – Highland Council
	Patrons				
	15 TH Hospitality Ground Floor Scorers 1st Floor Origins VS/ES SPARE SPARE Caddies 2nd Floor Champions Engravers UPS NBC	Paul Thomas	18.04.1973	85 St Lawrence Road, Denton, Manchester, M34 6PB	Pending – Highland Council

Alcohol Management Plan
Open Golf 2024

	The Open Clubhouse	Claire Worsfold	06.06.1995	65 Bristol Road, Bicester, OX25 4TH	Pending – Highland Council
	R&A Areas	Andy Ward Dave Mills	22.11.1985	West Oxfordshire District Council Flat 4, 10 Hamilton Road, Bournemouth, Dorset, BH1 4EH	W/16/00131/PERA HC/INBS/7967 – Highland Council

Appendix F – 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 (England) Act 2003.
- 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.....

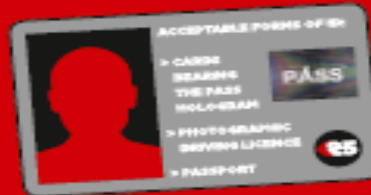
Signed.....

Date.....

Date.....

Appendix G – “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**



drinkaware.co.uk

For the facts about alcohol

WWW.CHALLENGE25.ORG



Appendix H – Refusals Log

REFUSALS LOG

EVENT: The Open 2024 – 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 2020 – St. Andrews

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>

CONCEPT PAPER: Sale of Glass Champagne Bottles at The 152nd Open

SUBMITTED BY: Claire Baxter – Head of Catering

Purpose of paper

The R&A, event organiser of The Open championship, would like to take this opportunity to offer South Ayrshire Council information regarding plans for selling glass champagne bottles at The 152nd Open. It has come to light, that allowing the sale of glass bottles at an event taking place in South Ayrshire would be against normal practices. Therefore, this paper offers to cover the following:

- The Open champagne bottle selling operation explained
- Thoughts and consideration from Fairhurst (who consult the event organiser on all health and safety aspects of the championship)
- Why is it important to The R&A to sell champagne bottles?
- Mitigations that will be in place at the event to ensure low risk of selling glass bottles of champagne
- Why allow champagne bottle to move around site and not glass?
- Information regarding waste streams on site
- Historical information of champagne bottles sales from previous Open championships

The R&A – Champagne bottle selling information

Firstly, there will only be one location on site that will sell champagne bottles at The 152nd Open being played at Royal Troon. This will be sold from our champagne bar in spectator village 2. The footprint of this area is 20m x 20m and includes a garden surrounded by white picket fence. The R&A would look for these champagne bottles to be sold alongside polycarbonate champagne flutes. These flutes can be used for decanting the champagne at any location within the sitewide licensed perimeter.

Why does The Open sell glass champagne bottles and doesn't allow other glass around site?

Champagne is a commercial partner category within The R&A generating increased revenue that is put back into the game of golf. In order for this to be attractive to potential partners there must be a mechanism in which we can sell higher volumes than just those in the garden area of the champagne tent. In total approx 6000 champagne bottles will be sold during the 8 days of the championship.

Mitigations at The Open to further reduce safety concerns

The R&A as the event organiser can stop the sale of champagne bottles at any time. This can be done with a direct call into The MACC (multi-agency co-ordination centre) where the message can be communicated to the champagne bar operators to immediately halt sales. R&A representatives in the MACC will deploy appropriate resources, including management staff and SIA accredited Stewards, as required, to ensure that the dynamic policy change is implemented, as instructed by the MACC.

Historical information of champagne bottles sold

Xxxxx

Health & safety consultant remarks

The policy of permitting the sale and carriage of glass champagne bottles around the venue has been adopted at previous Open Championships, and at other similar high-profile golfing events.

The R&A has adopted this policy with careful consideration of associated risks, including personal injury risks relating to anti-social behaviour and personal injuries associated with the glass vessels. The typical cliental and crowd demographic (largely a 'compliant crowd') for the event has been a significant factor in the evaluation.

Careful monitoring of the application of the policy has been upheld, over a number of years, in order to monitor an accurate perception of the risk levels involved.

While it is recognised that actual risk levels will always be influenced by a number of variable factors, such as crowd demographic; the availability of other facilities on site; and even the weather, accident & incident statistics gathered over previous years have not identified glass champagne bottles as being a contributor to any accidents or incidents at the event.

The R&A is demonstrably committed to maintaining the highest levels of safety at all times, and actively resists against unacceptable levels of safety risk when planning event operations. The R&A is, however, also committed to delivering a high-quality event experience for those persons attending The Open, and will work to ensure that appropriate and proportionate management measures are in place to balance potential risks against high-quality service delivery.

Following careful risk evaluation, The R&A does not permit glass champagne flutes or drinking glasses to be carried in the external environment of the venue. Only polycarbonate, paper or other similar vessels are permitted. This is in recognition of the increased likelihood, and resultant increased risk, of personal injury to those persons using the glass drinking vessels, and moreso the increased risks of injury to other third-parties, should such a glass drinking vessel break onto glass walking surfaces. The larger size of the champagne bottle itself, together with the value of the product contained within, have been deemed to be significant mitigating factors in this regard.

In overview, after careful evaluation of risks associated with glass vessels on site, The R&A has determined that risks associated with permitting glass champagne bottles are at an acceptable level, while risks associated with glass drinking vessels are not. Careful monitoring of the application of this policy, over a number of previous years at The Open and at other similar events, has not presented any cause for The R&A to reconsider it's position in respect of this Policy.

Summary

Hopefully, the above information can gain further insight into The Open championships operations around the selling of champagne bottles during event. Taking into considertaion the low volume of sales, mitigations in place and health & safely consultant remarks, The R&A would appreciate if South Ayrshire Council will review its position of sale of glass for this major event.

Troon & District Sports Club, Isle of Pin Road, Troon
Occasional Licence Application – 14th to 21st July 2024
Report by Licensing Standards Officer

I refer to the Occasional Licence application made on behalf of Troon & District Sports Club, which is known locally as Marr Rugby Club. The application is to cover the use of these premises as a campsite and facilities for visitors attending the 152nd Open Golf Championships which are being held on the Royal Troon Golf Course in Troon and the dates requested are Sunday 14th to Sunday 21st July 2024.

A licence is requested from 10am until 11pm each day for the period of the Open Golf for the purpose of permitting non-members access to the premises which will be run by a specialist hospitality company as a campsite and entertainment venue.

Board members will be aware that these premises are currently licensed as a 'Members Club' and therefore access to them is restricted to members and guests of those members. To allow the premises to be utilised by non-members an Occasional Licence is required and I have been in discussion with committee members from the Club who understand the requirements and their responsibilities as licence holders. It is proposed that a campsite will be set up on the pitches and further tented structures will host a bar and hospitality area and wash tent. The permanent Clubhouse will also be in use and the facilities utilised by current club members as well as those visiting the area. Whilst it will not be 'staffed' by members of Troon & District Sports Club, the Committee have ensured that personal licence holders and fully trained staff will be utilised by the company operating the temporary units during the period covered by the Occasional Licence.

The application requests a curfew of 11pm, which includes the use of an outdoor area which is out with the Board's usual policy. However, it is anticipated that due to the layout of the camping village there are likely to be people outside beyond the usual 10pm and therefore the application is to ensure this is covered by the licence.

There are not any direct neighbours and those that are within the vicinity will be aware of the additional people and provisions in the area during this period and the anticipated increase in noise and potential mild disturbance as a result.

As the applicant has asked for information and guidance prior to lodging this application and being aware that this is a major event in the area, I would suggest that the grant of the 11pm as requested is appropriate in these circumstances.

Catrina Andrew
Licensing Standards Officer
1st May 2024