

# Form 3 – On-Licence: New, Renewal, and Variation Application

ON707-R22  
08/11/2022  
Invoiced

An on-licence allows the licensee to sell and supply alcohol to the public for consumption on the premises.

## Notes:

- Use this form for new on-licence applications, renewals, variations, and renewal with variation applications.
- Applications for new licences should be lodged at least six weeks prior to the anticipated opening/takeover date.
- Applications for renewal should be received at least 20 working days prior to the expiry of the current licence.
- Variation applications can be made at any time, however only one application fee is incurred if combined with a renewal.
- Include a separate sheet where necessary if the form does not offer enough space for any question or section.

## Sections 100, 120 and 127(2), Sale and Supply of Alcohol Act 2012

To the Secretary, Queenstown Lakes District Licensing Committee.

Application for an on-licence is made in accordance with the particulars set out below.

1 APPLICATION TYPE <i>What would you like to do?</i>	
1.a	<b>Application for</b> <i>(tick all that apply)</i> <input type="checkbox"/> New Licence <input checked="" type="checkbox"/> Renewal <input type="checkbox"/> Variation
1.b	<b>If applying for a variation, describe change(s) required and reasons for change(s)</b>  <i>E.g. Change to licensed hours, area, designation</i>
1.c	<b>Expected opening / takeover date</b> <i>(new licences only)</i>
1.d	<b>Current premises on-licence number and expiry date</b> <i>(if held)</i>
1.e	<b>Temporary Authority number and expiry date</b> <i>(if applicable)</i>

2 PREMISES DETAILS <i>Where do you want to sell alcohol?</i>	
2.a	<b>Trading name</b> <i>If changing, state both new and previous names</i>
2.b	<b>If premises is a conveyance, what type?</b> <i>E.g. Vessel, train</i>
2.c	<b>Conveyance Registration number</b> <i>If the application relates to a vessel, a Certificate of Survey and Maritime Transport Operator Certificate (MTOC) are required.</i>

<p><b>2.d</b></p>	<p><b>Nature of Business</b> <i>(select one only)</i></p> <p><i>Definitions for tavern, hotel, and restaurant can be found in section 5 of the Sale and Supply of Alcohol Act 2012.</i></p> <p><i>Note: If completing form online, hold the 'Ctrl' button when clicking links to open in a new tab and avoid losing your changes.</i></p>	<p> <input type="radio"/> Bar/Tavern      <input type="radio"/> Hotel  <input checked="" type="radio"/> Restaurant      <input type="radio"/> Cinema/Theatre  <input type="radio"/> Adult Premises      <input type="radio"/> Function Centre  <input type="radio"/> Winery Cellar Door      <input type="radio"/> Other <i>(state below)</i> </p> <p> <input type="radio"/> N/A    <input type="radio"/> Yes    <input type="radio"/> No                 </p>
<p><b>2.e</b></p>	<p><b>If a hotel, will alcohol be offered in mini-bars?</b></p>	<p><input type="radio"/> N/A    <input type="radio"/> Yes    <input type="radio"/> No</p>
<p><b>2.f</b></p>	<p><b>Physical address</b></p> <p><i>Location of premises</i></p>	<p>Shops 6 &amp; 7, Ramada Hotel, 24 Hawthorne Drive, Frankton, Queenstown</p>
<p><b>2.g</b></p>	<p><b>What right does the applicant have to occupy the premises?</b></p> <p><i>E.g. Property owner / leaseholder / tenant</i></p>	<p>Tenant</p>
<p><b>2.h</b></p>	<p><b>Full name of property owner</b></p>	<p>Terminus Restaurant &amp; Bar Limited</p>
<p><b>2.i</b></p>	<p><b>Address of property owner</b></p>	<p>8a Croydon Street, North East Valley, Dunedin 9010, New Zealand</p>
<p><b>2.j</b></p>	<p><b>Phone number / email of property owner</b></p>	
<p><b>2.k</b></p>	<p><b>Is the premises undergoing any building work related to this application?</b></p>	<p><input type="radio"/> Yes    <input checked="" type="radio"/> No</p>
<p><b>2.l</b></p>	<p><b>If yes, please give details</b></p>	

**3 CONTACT PERSON FOR APPLICATION**

*The nominated first point of contact for any queries or requests relating to this application, e.g. an alcohol licensing agent or company representative.*

<p><b>3.a</b></p>	<p><b>Full name</b></p>	<p>Victoria Lethbridge</p>
<p><b>3.b</b></p>	<p><b>Phone number</b></p>	<p>02102742254</p>
<p><b>3.c</b></p>	<p><b>Email</b></p>	<p>victoria@frankshospitalitygroup.co.nz</p>

3.d	Position / role	Signed Authority
3.e	Postal address for service	Eatery by Franks, 7/24 Hawthorne Drive, Frankton ,Queenstown

**4 APPLICANT DETAILS**

*The applicant is the private company, limited partnership, or other entity that receives (or will be receiving) the proceeds from the sale of alcohol in the first instance.*

4.a	<b>Status of applicant</b> <i>Use 'Other' for Body Corporate, Trust, Natural Person, etc</i>	<input checked="" type="radio"/> Private Company <input type="radio"/> Limited Partnership (LP) <input type="radio"/> Territorial Authority <input type="radio"/> Other (state below)
4.b	<b>Full legal name of applicant to be on the licence</b> <i>E.g. Great Hosts Limited</i>	Eatery by Franks Limited
4.c	<b>Business phone number</b>	034511085
4.d	<b>Email</b>	contact@frankshospitalitygroup.co.nz
4.e	<b>Postal address for service</b>	Eatery by Franks, 7/24 Hawthorne Drive, Frankton ,Queenstown
4.f	<b>Business website address</b>	www.eaterybyfranks.co.nz www.gobyfranks.co.nz
4.g	<b>Experience of applicant in regards to the sale and supply of alcohol</b> <i>E.g. Years licence held, or other licensed premises owned</i>	This licence has be held since December 2018. We are currently hold licences for Coco Cabana by Franks, Market by Franks and 11th Avenue by Frank's
4.h	<b>Has the applicant ever appeared before the Alcohol Regulatory and Licensing Authority (ARLA)?</b>	<input type="radio"/> Yes <input checked="" type="radio"/> No
4.i	<b>If yes, please give details including dates and outcome</b>	

5 CONDITIONS & ENDORSEMENTS SOUGHT <i>What would you like on the licence?</i>	
<p><b>5.a Licensed days and hours</b> <i>E.g. Monday to Sunday, 8.00am to 10.00pm</i></p>	<p>Inside areas: Monday to Sunday 8am to 1am the following day</p> <p>Outside areas: Monday to Sunday 8am to 10pm</p>
<p><b>5.b Indicate if a 'Supervised' or 'Restricted' designation will be applied to all or any part of the premises, and if so, describe the relevant area(s)</b>  <i>Minors must not be permitted to enter 'Restricted' areas, and are only allowed in 'Supervised' areas if accompanied by their parent or legally-appointed guardian. Taverns and hotels must include a designated area.</i></p>	<p><input checked="" type="checkbox"/> No designation   <input type="checkbox"/> Supervised   <input type="checkbox"/> Restricted</p> <p>Area(s):</p>
<p><b>5.c If a restaurant, is a <u>s.37</u> BYO endorsement sought?</b> <i>All on-licensed premises can allow BYO. A s.37 endorsement is for restaurants that <u>only</u> offer BYO.</i></p>	<p><input type="radio"/> N/A   <input type="radio"/> Yes   <input checked="" type="radio"/> No</p>
<p><b>5.d Is a <u>s.38</u> caterer's endorsement sought?</b> <i>For catering third-party events at other premises. This cannot be added to an existing licence.</i></p>	<p><input type="radio"/> Yes   <input checked="" type="radio"/> No</p>

6 PREMISES OPERATIONS <i>How will the business operate?</i>	
<p><b>6.a Is sale of alcohol the principal purpose of the business?</b>  If no, state principal purpose of business</p>	<p><input type="radio"/> Yes   <input checked="" type="radio"/> No</p> <p>Sale of food</p>
<p><b>6.b Other goods and/or services offered by the premises</b> <i>E.g. Accommodation, merchandise, activity bookings</i></p>	<p>NA</p>
<p><b>6.c Normal operating days and hours</b> <i>These may be different to the licensed hours sought</i></p>	<p>8am - 4pm Monday - Sunday</p>
<p><b>6.d Food available at the premises</b> <i>Submit food menu(s) with the application. State service times, and any items not listed on supplied menus here. See <u>s.53</u> for food requirements.</i></p>	<p>Menu food and cabinet food available at all times</p>

6.e	<b>Non-alcoholic beverages</b>	Coffee, tea, juices, smoothies, milkshakes
6.f	<b>Low-alcohol beverage(s)</b> <i>State name and brand</i>	Heineken Light 2.5%
6.g	<b>Where will drinking water be available to guests, and how is this promoted?</b>	There is a water station plus all tables are served with water when seated.
6.h	<b>If no access to mains water supply, what is the potability of water available?</b>	NA

**7 SYSTEMS AND STAFF TRAINING** *How will the staff know what to do?*

7.a	<b>What staff training is provided in regards to sale of alcohol compliance and host responsibility practices?</b> <i>E.g. Online courses, shadow shifts, HPA publications, tests and/or sign-off sheets.</i>  <i>Explain content, duration and how often it is provided. Include copies of any alcohol-related in-house training material as supporting documents. Copies of HPA publications are not required.</i>	All staff partake in an induction where they are trained on their responsibilities and requirements of the Sale and Supply of Alcohol. See attached copy of training policy. A refresher takes place every 6 months. We are also introducing the serve wise training on induction.
7.b	<b>What till prompts do you have regarding age checks?</b>	Nil
7.c	<b>What other steps will be taken to prevent the sale and supply of alcohol to prohibited persons?</b> <i>E.g. In-house mystery shopper / pseudo Controlled Purchase Operation (CPO) programs, intoxication assessments</i>	Have a duty manager on site at all times, give the staff the appropriate training and guidance to report to the duty manager. Patrons who are visibly intoxicated will not be served. ID will be checked of anyone who looks under the age of 25.
7.d	<b>Describe any other measures taken to promote the responsible consumption of alcohol</b>	All necessary signage required under the sale & supply of liquor act will be displayed.
7.e	<b>What information is available to guests regarding transport options from the premises?</b>	Available bus schedule, taxi business cards on display. Advise & assistance available around alternative forms of transport including the use of the landline phone.

<p>7.f</p> <p>7.g</p>	<p>Has the premises ever been subject to a Police CPO?</p> <p>If yes, what were the results? <i>(if known)</i></p>	<p><input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> Unsure</p>
<p>7.h</p> <p>7.i</p>	<p>Is there good visibility over the entire premises from the point of sale?</p> <p>If no, how are any blind spots monitored?</p>	<p><input checked="" type="radio"/> Yes <input type="radio"/> No</p>
<p>7.j</p>	<p>What security systems are in place?</p> <p><i>E.g. Outdoor lighting, number of CCTV cameras, alarm, guards</i></p>	<p>Outdoor lighting, CCTV inside Eatery, the lobby areas, entrances and outside the hotel</p>
<p>7.k</p>	<p>What promotions and advertising involving alcohol will the premises be doing?</p> <p><i>Both within the premises, and externally (e.g. Social Media)</i></p>	<p>Nil</p>

**8 AMENITY AND GOOD ORDER OF THE LOCALITY** *Do you know your neighbourhood?*

*The DLC must consider the potential effects the issue (or renewal) of the licence may have on the local area.*

<p>8.a</p>	<p>List number and type of all 'sensitive sites' within 500m of the premises</p> <p><i>Sensitive sites include schools, childcare centres, places of worship, etc</i></p>	<p>Wakatipu Highschool, Remarables Start Early Learning</p>
<p>8.b</p>	<p>List number and type of all licensed premises within 50m of the premises</p>	<p>Thai Siam Kitchen Gaints Bar &amp; Restaurant</p>
<p>8.c</p>	<p>State number of residential neighbours within 50m</p>	<p>Residential Building situated at Wyndham Garden a</p>
<p>8.d</p>	<p>Describe all types of entertainment you will be providing at the premises</p> <p><i>E.g. Amplified music, DJs, televised sports</i></p>	<p>Nil</p>

8.e	Do you have a Noise Management Plan or Acoustic Report for the premises?	<input type="radio"/> Yes <input checked="" type="radio"/> No
8.f	What soundproofing has been undertaken?	We have autex panels in the ceiling and on the walls at Eatery by Fanks, other than that no need for noise management.
8.g	Has the premises ever received any noise or nuisance complaints from neighbours?	No

<b>9 CERTIFIED MANAGERS</b> <i>Who will be responsible for overseeing the supply of alcohol?</i>		
9.a	<b>Manager 1</b> <i>Full legal name, certificate number and expiry date</i>	Loic Bonnefoy 490/CERT/393/2020      12/10/2024
9.b	<b>Manager 2</b> <i>Full legal name, certificate number and expiry date</i>	Hyo Jin (Hailey) Choi 68/CERT/0336/2022      16/08/2023
9.c	<b>Manager 3</b> <i>Full legal name, certificate number and expiry date</i>	Jung Teak Choi 21/CERT/26695/2022      12/08/2025
9.d	<b>Manager 4</b> <i>Full legal name, certificate number and expiry date</i>	Victoria Lethbridge 42/CERT/004/2014      17/12/2022
9.e	<b>Manager 5</b> <i>Full legal name, certificate number and expiry date</i>	
9.f	<b>Manager 6</b> <i>Full legal name, certificate number and expiry date</i>	
9.g	<b>Manager 7</b> <i>Full legal name, certificate number and expiry date</i>	
9.h	<b>Any additional certified managers</b> <i>Full legal name(s) with certificate number and expiry date. Include an additional sheet if necessary.</i>	

**10 DIRECTORS** *Who runs the company?*

List the full names of all directors (if company) or the applicant (if natural person) with their date(s) of birth.

10.a	<b>Director 1</b> <i>Full legal name and date of birth</i>	Aaron John Lethbridge  28/12/1982
10.b	<b>Director 2</b> <i>Full legal name and date of birth</i>	Robert Dean Neil  18/12/1966
10.c	<b>Director 3</b> <i>Full legal name and date of birth</i>	
10.d	<b>Any additional directors</b> <i>Full legal name(s) with date of birth</i>	

**11 CONVICTIONS**

11.a	<b>State all criminal convictions of the applicant, or of the directors of the applicant company</b>  <i>Other than for offences against provisions of the Land Transport Act 1998 not contained in part 6, and offences to which the Criminal Records (Clean Slate) Act 2004 applies.</i>	Nil
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**12 SHAREHOLDERS** *Who owns the company?*

List the full names of all shareholders (if company), along with the allocation of shares held.

12.a	<b>Shareholder 1</b> <i>Full legal name and percentage of shares held</i>	Aaron John Lethbridge  50%
12.b	<b>Shareholder 2</b> <i>Full legal name and percentage of shares held</i>	Robert Dean Neil  50%
12.c	<b>Shareholder 3</b> <i>Full legal nome and percentage of shares held</i>	%
12.d	<b>Any additional shareholders</b> <i>Full legal name(s) with percentage of shares held</i>	



## 13 SUPPORTING DOCUMENTS CHECKLIST *Have you got everything?*

Copies of the following documents must be included for all applications.

- Current premises on-licence (if held)
- Host Responsibility Policy
- In-house training materials used at the premises, relating to the sale and supply of alcohol
- Food menu(s)
- Fire Evacuation Scheme Statement
- Manager's Certificate(s) for any manager listed, if not issued by QLDC
- Map showing the location of the premises in relation to sensitive sites within 500m
- Floor plan showing entire area to be licensed (with licensed area boundary marked in colour), outside area (in second colour), principal entrance(s), bar/service counter, and any area to be designated as 'Supervised' or 'Restricted'.

Additional documents required for new or variation applications.

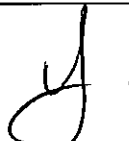
- Application for Compliance Certificate form
- Certificate of Incorporation (if incorporated company)
- Photograph of the exterior of the premises
- Where the applicant does not own the property, a statement from the property owner consenting to the application.  
Note: The property owner must be made aware of the conditions sought, in particular the licensed area and hours.

Additional documents required for applications where the premises to be licensed is a vessel.

- Certificate of Survey
- Maritime Transport Operator Certificate (MTOC)

## 14 DECLARATION

- I confirm that, at the time of writing, all information provided is true and correct to the best of my knowledge.
- I have supplied all required supporting documentation listed above.

<b>14.1</b>	<b>Full name</b>	Victoria Lethbridge
<b>14.2</b>	<b>Date</b>	07/11/2022
<b>14.3</b>	<b>Signature</b>	

## 15 SUBMITTING THE APPLICATION

The application can be submitted over the counter at any QLDC office, or via email to [services@qldc.govt.nz](mailto:services@qldc.govt.nz)

Alternatively, to apply by post, please send the completed application together with all supporting documents to the following address:

The Secretary, Queenstown Lakes District Licensing Committee  
c/o Queenstown Lakes District Council  
Private Bag 50072  
Queenstown 9348

## 16 PAYMENT

Alcohol licence fees can be found using the [Alcohol Licence Fee Calculator](#). Applications will not be processed until full payment is received. Payment can be made as follows:

- **In person.** Visit any QLDC office to pay at the counter (listed at bottom of form).
- **Over the phone.** Call our customer service team on 03 441 0499.
- **By bank transfer.** Account number for payment is 02 0948 0002000 00.
- **Via the [QLDC website](#).** After lodgement, you will be emailed an Application Reference to use for the payment.

Use the Application Reference (if known) or "Alcohol" and the premises name as a reference for the payment.

**Please note:** Payments by credit card incur an additional 1.5% fee.

## 17 FURTHER INFORMATION

For more information on applying for an alcohol licence, please visit the [QLDC website](#) or contact:

**Phone:** 03 441 0499 (Queenstown) or 03 443 0024 (Wānaka)  
**Email:** [services@qldc.govt.nz](mailto:services@qldc.govt.nz)

### QLDC Offices

#### Queenstown

10 Gorge Road  
Queenstown 9300

74 Shotover Street  
Queenstown 9300

#### Wānaka

47 Ardmore Street  
Wānaka 9305

**Opening Hours:** 8.00am – 5.00pm, Monday to Friday (except public holidays).

*The Alcohol Licensing team is based at the Shotover Street office.*

# EVACUATION SCHEME STATEMENT

To accompany all new and renewal applications for On, Off & Club Licences

Section 100(d) of the Sale and Supply of Alcohol Act 2012 requires one of the statements below to be signed by the applicant:

The relevant building by reason of its current use, does not require such a scheme, or the relevant building is exempt from having to meet the requirements of such a scheme.

Signed by the applicant \_\_\_\_\_

**OR**

The relevant building in which the premises are situated has an evacuation scheme for public safety which meets the requirements of Section 76 of the Fire and Emergency Act 2017.

Signed by the applicant \_\_\_\_\_

## Evacuation Scheme

An evacuation scheme is typically required for a building used for 1 or more of the following purposes:

- The gathering together, for any purpose, of 100 or more persons:
- Providing employment facilities for 10 or more persons:
- Providing accommodation for 6 or more persons (other than in 3 or fewer household units):
- Storing or processing hazardous substances in quantities exceeding the prescribed minimum amounts.

Please direct enquiries to:

Risk Reduction Department  
Fire & Emergency NZ  
PO Box 2360  
Wakatipu  
Phone: (03) 441 4550

# Alcohol Licence Public Notice – WEBSITE

## Form 7a

From the 1<sup>st</sup> September 2020, public notices of alcohol licence applications will appear on the QLDC website, rather than in the local newspaper. Complete the form below and include it in your application – this will be displayed on the website.

**Note:** Notice of the application still needs to be displayed at the premises (see next page).

### Section 101, Sale and Supply of Alcohol Act 2012

The Queenstown Lakes District Licensing Committee has received the following application for an alcohol licence:

PUBLIC NOTICE DETAILS	
Application type <i>(New/renewal and/or variation)</i>	Renewal <input type="text"/>
Type(s) of licence <i>(On/Off/Club)</i>	On <input type="text"/>
Applicant <i>E.g. Company name</i>	Eatery by Franks Limited
Trading name	Eatery by Franks and Frank's Go
Nature of business <i>E.g. Restaurant, bowls club, cellar door</i>	Cafe / Restaurant
Premises Address	Shop 6 & 7, 24 Hawthorne Drive, Frankton, Queenstown
Proposed licensed days and hours <i>(inside area)</i> <i>E.g. Monday to Sunday, 8.00am to 4.00am</i>	Monday to Sunday 8am to 1am the following day
Proposed licensed days and hours <i>(outside area)</i> <i>If no outside area is to be licensed, enter "N/A"</i>	Monday to Sunday 8am - 10pm
Publication date <i>(To be completed by alcohol inspector)</i>	11/11/2022

The application may be inspected during ordinary office hours at the office of the Queenstown Lakes District Licensing Committee at 74 Shotover Street, Queenstown.

Any person who is entitled to object and who wishes to object to the issue (or renewal) of the licence may, not later than 15 working days after the date of the publication of this notice, file a notice in writing of the objection with the Secretary of the District Licensing Committee at Private Bag 50072, Queenstown.

No objection to the issue of a licence may be made in relation to a matter other than a matter specified in section 105(1) of the Sale and Supply of Alcohol Act 2012. No objection to the renewal of a licence may be made in relation to a matter other than a matter specified in section 131 of the Sale and Supply of Alcohol Act 2012.

Office use only: This notice was displayed on the QLDC website from 11/11/2022 to 02/12/2022

# Alcohol Licence Public Notice – PREMISES

## Form 7b

Complete Part 1 and display in a conspicuous place on or adjacent to the site to which the application relates.

- The assigned alcohol licensing inspector will advise once public notice of the application has been published on the QLDC website. The notice below must be displayed at the premises for at least 10 days following this date.
- Once the display period has ended, complete Part 2 and return the form to [alcoholinspectors@qldc.govt.nz](mailto:alcoholinspectors@qldc.govt.nz).

### Section 101, Sale and Supply of Alcohol Act 2012

The Queenstown Lakes District Licensing Committee has received the following application for an alcohol licence:

PART 1 - PUBLIC NOTICE DETAILS	
Application type <i>(New/renewal and/or variation)</i>	Renewal <input type="button" value="v"/>
Type(s) of licence <i>(On/Off/Club)</i>	On <input type="button" value="v"/>
Applicant <i>E.g. Company name</i>	Eatery by Franks Limited
Trading name	Eatery by Franks and Frank's Go
Nature of business <i>E.g. Restaurant, bowls club, cellar door</i>	Cafe / Restaurant
Premises Address	Shop 6 & 7, 24 Hawthorne Drive, Frankton, Queenstown
Proposed licensed days and hours <i>(inside area)</i>	Monday to Sunday 8am to 1am the following day
Proposed licensed days and hours <i>(outside area)</i>	Monday to Sunday 8am - 10pm
Publication Date <i>(Leave blank until advised by inspector)</i>	11/11/2022

The application may be inspected during ordinary office hours at the office of the Queenstown Lakes District Licensing Committee at 74 Shotover Street, Queenstown.

Any person who is entitled to object and who wishes to object to the issue (or renewal) of the licence may, not later than 15 working days after the date of the publication of this notice, file a notice in writing of the objection with the Secretary of the District Licensing Committee at Private Bag 50072, Queenstown.

No objection to the issue of a licence may be made in relation to a matter other than a matter specified in section 105(1) of the Sale and Supply of Alcohol Act 2012. No objection to the renewal of a licence may be made in relation to a matter other than a matter specified in section 131 of the Sale and Supply of Alcohol Act 2012.

### PART 2 – DECLARATION

This notice was displayed at \_\_\_\_\_

from *(date)* \_\_\_\_\_ to \_\_\_\_\_

Signed \_\_\_\_\_ Name \_\_\_\_\_

**ON-LICENCE**

Sections 14 to 16 and 64, Sale and Supply of Alcohol Act 2012

Pursuant to the Sale and Supply of Alcohol Act 2012 (the Act), **Eatery by Franks Limited** (the licensee) is authorised to sell and supply alcohol at the premises situated at **Shops 6 & 7, Ramada Hotel, 24 Hawthorne Drive, Frankton, Queenstown** and known as **"Eatery by Franks"** and **"Franks & Go"** to any person for consumption on the premises and to let people consume alcohol there.

The authority conferred by this licence must be exercised through a manager or managers appointed by the licensee in accordance with Subpart 7 of Part 2 of the Act.

**CONDITIONS**

This licence is subject to the following conditions:

- a) No alcohol is to be sold on the premises on Good Friday, Easter Sunday, Christmas Day, or before 1 pm on Anzac Day to any person who is not present on the premises to dine.
- b) Alcohol may be sold only on the following days and during the following hours:

**Inside****Monday to Sunday 8:00 am to 1:00 am the following day****Outside****Monday to Sunday 8:00 am to 10:00 pm**

- c) The following steps must be taken by the licensee to promote the responsible consumption of alcohol:
  - i) A range of food choices must be readily available at all times that the premises are authorised to be open for the sale of alcohol. Menus must be visible and food should be actively promoted. A minimum of three types of substantial food must be available. The range or style of food will be as shown on any menu submitted.
  - ii) The licensee must have available for consumption on the premises, at all times when the premises are open for the sale of alcohol, a reasonable range of non-alcoholic refreshments and low-alcohol beverages.
  - iii) Drinking water must be freely available to customers whilst the premises are open for business.
  - iv) The licensee must ensure that signs are prominently displayed within the licensed premises detailing information regarding alternative forms of transport from the premises.
- d) The following steps must be taken to ensure that the provisions of the Act relating to the sale of alcohol to prohibited persons are observed: display of appropriate signs detailing the statutory restrictions on the supply of alcohol to minors and the prohibition on sales to intoxicate persons, identification of minors.
- e) The whole of the premises is **undesigned** in accordance with the plans of the premises submitted to the District Licensing Committee on 24 October 2017 and 2<sup>nd</sup> September 2021.
- f) According to the Sale and Supply of Alcohol (Fees) Regulations 2013 the premises is assigned the fees category: **Low – Class 3 Restaurant**.

**DURATION**

Subject to the requirements of the Act relating to the payment of fees, and to the provisions of the Act relating to the suspension and cancellation of licences, this licence continues in force –

- a) Either-
  - i) Until the close of the period for which it was last renewed; or
  - ii) If it has never been renewed, until the close of the period of 12 months after the day it was issued; but
- b) If an application for the renewal of the licence is duly made before the licence would otherwise expire, either –
  - i) Until the close of the period of 3 years after the period for which it was last renewed; or
  - ii) If it has never been renewed, until the close of the period of 4 years after the day it was issued.

ORIGINALLY DATED at QUEENSTOWN on the 6<sup>th</sup> day of December 2018

Anthony Hall  
Secretary

**Queenstown Lakes District Licensing Committee**



Subject to the requirements of the Act relating to the payment of fees, and to the provisions of the Act relating to the suspension and cancellation of licences, this licence expires on: **6<sup>th</sup> day of December 2022.**

**NOTE:** - This licence replaces licence number 68/ON/1510/2020 issued by the Queenstown Lakes District Licensing Committee.



## Host Responsibility Policy

- The Management and staff of Frank's believe that we have a responsibility to provide an environment that is not only comfortable and welcoming but also where alcohol is served responsibly
- Along with our fine range of drinks we also provide a range of non-alcoholic drinks, including low alcohol beer, fruit juices, soft drinks, tea, coffee and water
- A range of food as per the menus are available at all times
- Patrons may not take alcohol into the premise and no alcohol to be taken outside the designated areas, unless off-licence sale.
- We promote transport options to our customers to get home safely, this includes having taxi numbers displayed and making it known that we don't mind ringing taxi's, spouses or partners etc, when necessary
- We will engage in practises and promotions which encourage the responsible consumption of liquor
- It's against the law to serve minors, If we are in doubt as to your age, we will ask for identification. Acceptable forms of proof of age are: a valid NZ driver's licence, HANZ 18+ card or a current NZ or overseas passport.
- Patrons who are visibly intoxicated will not be served alcohol. They will be asked to leave the premises and encouraged to take advantage of safe transport options
- We display all the necessary signage required under the Sale and Supply of Alcohol Act
- We will maintain a training and management policy to give our staff the skills and support they need to do their job responsibly
- Our Licensed hours are 8am - 1am the following day Monday-Sunday & Outside 8am - 10pm Monday-Sunday. No liquor will be sold on Good Friday, Easter Sunday, Christmas Day or before 1.00pm on ANZAC day.

Please be our guest and take advantage of the services we offer. Host responsibility makes sure that everyone has a good time and leaves in safe shape for the road home. It could save our licence and it could save your life.

\*We Pride Ourselves on being Responsible Hosts\*

# Sale and Supply of Alcohol Staff Training Policy Under Host Responsibility Statement

It is imperative that we do not serve underage (under 18) people. Check ID's from anyone under 25. It is a \$10,000 fine for us, a \$10,000 fine for the Duty Manager and a \$2000 fine for you plus serious disciplinary action should any member of staff serve any underaged.

The staff will only serve alcohol in a responsible manner, and will not serve underaged or intoxicated persons.

- As an alternative to our alcoholic beverages we have a wide range of non-alcoholic drinks including our full range of teas, coffees, soft drinks, juices, milkshakes and smoothies; which are listed on our large wall mounted beverage menu and on the menu boards. We also offer self-service still & sparkling water during day !!!!!service all customer so they are aware of the large range of Non-Alcoholic drinks we have.
  - All staff are to keep an eye on any customer they serve alcohol to or meet in the course of their shift. Not only to ensure they are getting the best possible service from us and their needs are being met, but also to check on their general behaviour.
  - If a customer is drinking alcohol please understand that for most people 3 alcoholic drinks will be affecting them and their behaviour. Should any individual or group get over 3 drinks each please inform the Shift manager so that they can be better informed to then oversee the person/persons consumption and behaviour.
  - Always offer food at every and any opportunity whilst someone is drinking and ensure water bottles on the table is always full this will slow the effects of the alcohol.
  - Do not encourage excessive consumption of alcohol
  - Do not serve more than double shot spirits
  - Be aware that intoxicated persons may come in- WE CANNOT serve intoxicated people - this is the law & there are heavy fines associated to this offence for the person that serves the alcohol, for the licence holder, and for the person served. Be aware of the signs of intoxication; use the intoxication assessment tool: SCAB: speech, coordination, appearance and behaviour (*See attached poster*) if unsure get the shift manager who will confirm or deny service. It is not worth our while serving an already intoxicated person, should that person commit an offence - say cause a road accident after leaving these premises intoxicated and we have served them alcoholic drinks, then we could all be accountable for that offence and be charged accordingly.
  - Intoxicated persons are not allowed on premise and must be removed, allowing intoxicated persons to remain on site may also result in fines for the manager and the premise.
  - Our house policy is to check ID of anyone who looks under 25. It is up to the customer to prove they are old enough to buy alcohol. If they can't supply proof, you're not obliged to serve them alcohol.
- By law the only acceptable forms of photo identification are:**  
**Kiwi Access Card, Hospitality NZ 18 + card, NZ photo Drivers Licence or Passport.** You must make sure that the person is who they say they are according to the identification offered and the date, month & year validate the age restriction.

*The year on the identification +18 should add up to less than the year we are in. Be sure to take*



*into account the month & the days date.*

- Alcohol can be purchased by a parent or legal guardian and then passed onto a minor (people under the age of 18). *Legal Guardian means a person legally in charge of a minor - not just an aunt or uncle or friend of the family. It is not likely that the legal guardian will have proof on them, making this a difficult one to police, however, if their word is proof and we keep to our policy on service and monitoring, all should go well. It is also unlikely that 1 (or 2) adult/s will be the legal guardian for a group.*
- Should any patron not be in a position to drive due to intoxication we have a phone available for use at no charge for the purpose of arranging alternative transport. Whether it be a taxi or a friend/family member, please offer the use of our phone to make the connection or phone the connection yourself.
- We do not tolerate unruly behaviour or excess consumption of alcohol. Such behaviour will lead to those concerned being asked to leave the premise. Let's hope it doesn't get to this, but should it immediately notify the duty manager who will then take action to calm the customer.
- Our Licence hours are inside: Monday - Sunday 8am - 1am the following day and outside 8am - 10pm. No Liquor will be sold on Good Friday, Easter Sunday, Christmas Day or before 1pm on ANZAC day.

On our premise there are no exceptions **NO ID = No service**

If you have any doubt, please contact the Duty Manager.

If you feel uncomfortable with a customer at any time, signal the duty manager as soon as possible. These situations are best dealt with by experienced and qualified people.

Please be aware that this premise takes its obligations under the sale and supply of alcohol Act very seriously and any breach of these requirements may jeopardise your future employment.

Acknowledgement:

I have read and understood these requirements:

Employee: \_\_\_\_\_

Dates this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_\_

## **PALEO ALMOND MACADAMIA GRANOLA** | NGP | VE\*

Frank's coconut yoghurt, poached pear, NZ seasonal fruit, berries, your choice of milk | 16

**PORRIDGE** | VE | dates, Goji berries, hazelnut, preserved fig, maple, almond, buckwheat groats | 16

**SMASHED AVOCADO** | NGP\* | NDP\* | VE\* | Frogel's, poached egg, roasted pumpkin, pickled onion, whipped feta, dukkah, pomegranate seeds, basil oil | 20  
ADD cured salmon OR/ prosciutto | 6

**HOONS CHILLI SCRAMBLE** | NGP\* | NDP\* | fresh chilli + herbed scrambled eggs, baby spinach, chilli oil, chermoula, mushrooms, sourdough ciabatta | 22  
ADD Frank's hot smoked salmon | 6  
GO VEGAN | tofu scramble

**AUNT BIRD** | NGP | NDP\* | V\* | VE\* | roast kumara + pumpkin, sauteed spinach + kale, edamame + rocket blitz, broccolini, poached eggs, streaky bacon, smashed avo, cashew cream, turmeric nuts + seeds | 23  
GO VEGAN | swap bacon + egg for mushroom + quinoa

**FRANK EINSTEIN** | NGP\* | NDP\* | stack of streaky bacon, pork + apple sausage patty, 'over easy' egg, hash browns, roast onions, Frank's BBQ sauce, Whitestone shaved Havarti, English muffin | 22

**CREAMY MARKET MUSHROOMS** | NGP\* | sourdough ciabatta, streaky bacon, baby spinach | 22  
ADD EGG | poached or fried | 3

**SOURDOUGH PANCAKES** | caramelised banana, streaky bacon, almond crumb, coconut whip, maple | 20

**FRENCH EATERY VOL. 2** | brioche french toast, meringue cookie, poached pear, roasted pistachio crumble, whittaker dark chocolate panna cotta, NZ seasonal fruit, whipped mascarpone, raspberry gin coulis | 23

## **BENNY'S**

**THE 'OG'** | NGP\* | V\* | Poached eggs, dressed spinach + ghee hollandaise on muffin splits with either:  
streaky bacon | 23  
Frank's hot smoked OR/ cured salmon | 24

**SOUTHERN FRIED CHICKEN** | NGP | sauteed spinach + kale, poached eggs, chipotle hollandaise, avocado dressing, salted pepitas | 24

**PORK BELLY HASH** | NGP | Zamora pork belly, poached eggs, new potatoes, green cabbage, cider hollandaise, apple | 24

**TOFU** | V | fried tofu, kale, quinoa, crispy potato skin, pickled onion, carrot, broccolini, cider hollandaise | 23

## **MAKE A PLATE**

**BREAD**  
Frogels | ciabatta | english muffin |  
NGP grain | 5

**EGGS**  
poached | scrambled | fried | 6

**MEAT**  
streaky bacon | Frank's cured salmon |  
Frank's hot smoked salmon | 8

**GREEN**  
dressed spinach | 5 | smashed avo | 6

**CHEESE**  
feta | 6 | halloumi | 7

**FIELD**  
hash browns | 5  
sautéed market mushrooms | 7

**SPREADS**  
Pic's peanut butter | marmalade | honey | raspberry jam | 2.5  
Ghee hollandaise | 3

*KEY: NGP: not made with gluten products | NDP: not made with dairy products | V: vegetarian | VE: vegan  
| \*: option available. Dishes may contain allergens. If you have any dietary requirements please speak to a staff member*

# **BREAKFAST**

# EATS

## SMOKED FISH CHOWDER

Frank's smoked market fish, garlic ciabatta | 16

## SUSHI BOWL | VE\* | NGP |

coconut rice, pickled ginger, edamame + rocket blitz, smashed avocado, wasabi mayo, spring onions, collar + thai sauce, black + white sesame, harissa, seaweed salad | 22

## CURED SALMON

OR/ KARAAGE FRIED CHICKEN

OR/ CRISPY CALAMARI

OR/ FRIED MUSHROOMS

## NACHO AVERAGE

## VEGAN LUNCH | VE | NGP |

Tio pablo corn chips, sauteed secret rub seasonal veg, organic black beans, vegan mozzarella, smashed avocado, salsa facu, cashew sour cream, spring onion GO VEG | cheese + sour cream | 23

## ONLY IF IT SWIMS | NGP | NDP\* |

pan seared blue cod, tossed roasties, herb new potatoes, onion, kumara, pumpkin, parsnip, carrots, kale + spinach, pine nuts, basil, lemon | 26

## BABA LAMB | NGP\* | NDP\* |

smoked baba ghanoush, overnight lamb leg, chick peas, cranberries, feta, rocket, pomegranate, stone baked pita | 24

# RISOTTO

**STRADA** | NGP | chicken, mushroom, rocket truffle oil, parmesan, zucchini, pistachio | 24

**VEGANO** | NGP | VE | roast pumpkin, pepitas mushrooms, brussel sprouts, coconut cream | 23

# SALADS

## SUPER SALAD | NGP | NDP\* | V\* | VE\* |

quinoa, almonds, feta, brussel sprouts, artichokes, broccolini, cos, rocket, bok choy, sesame seeds, pomegranate dressing | 23

## SEARED HALLOUMI

OR/ SOUS VIDE CHICKEN BREAST

OR/ FRANK'S HOT SMOKED SALMON

OR/ S + P CALAMARI

# BURGERS

## THE JACKIE CHAN | NDP\* | NGP\* |

Karaage fried chicken, collar + thai sauce, cos, sriracha mayo, Frank's sesame seed bun, fries | 23

## MAD MAX | NDP\* | NGP\* |

Timaru skirt steak, cheddar cheese, cos, McClure's pickles, brown sauce, roast onions, jalapeno aioli, Frank's sesame seed bun, fries | 24

# SIDES

## FRIES | NGP | VE |

Frank's seasoning, tomato sauce + aioli | 8.5

## POTATO SKINS | NGP | NDP\* |

sour cream + sweet chilli | 12.5

## KARAAGE FRIED CHICKEN | NGP |

sriracha mayo, collar + thai sauce | 19

## CRISPY MUSHROOM BOWL

| NGP | VE | coconut cream | 18

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*\*Contactless & credit surcharge of 1.8% applies*



Outside Eatery by Franks and Franks & Go Takeaway



Proposed new licensed area



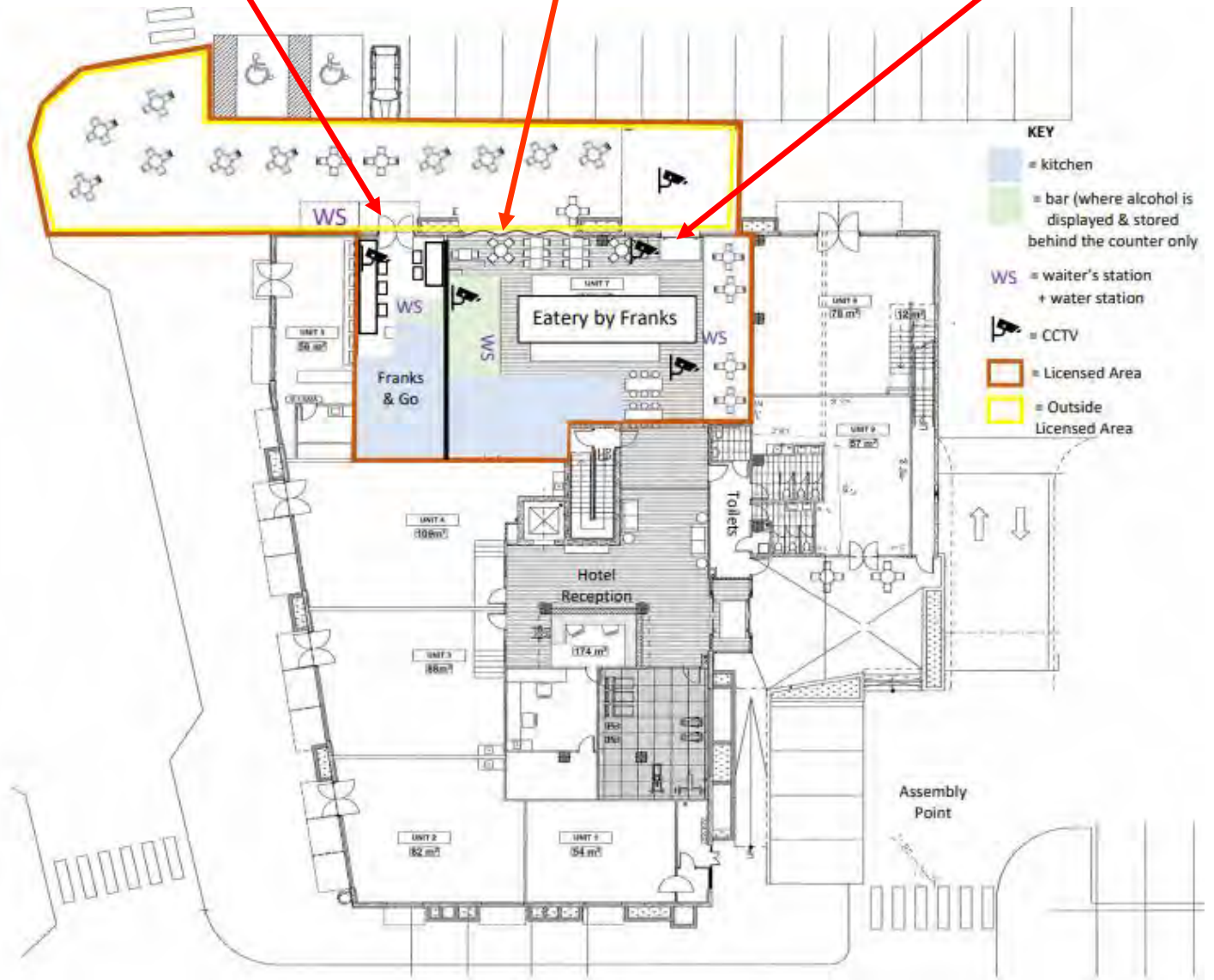
Inside Franks & Go Takeaway



Entrance to Franks & Go

Principal entrance to Eatery by Franks

Secondary entrance to Eatery by Franks via hotel entrance



View of Eatery by Franks from principal entrance



View of Eatery by Franks from hotel lobby



View of principal entrance to Go by Franks (previously Franks & Go)



View of service counter and take away waiting area





Seating area to the right of the entrance



Seating area outside Eatery by Franks

