

Lounge 404 26/28 Cricklewood Lane

Revised Business Model

Following the reopening of Lounge 404 the venue will operate as a café bar with customers being seated to consume alcohol and all service by staff. A full food offer will be available as per the menu. However customers will be permitted to have a drink without having to have a meal.

The permitted hours for the playing of recorded music are reduced to 00.00 (midnight) Friday and Saturday. The hours for recorded music on Sunday to Thursday remain unchanged (ie 00.00). Only background music may be played after 00.00.

No shisha may be consumed on the premises including the patio at any time.

The following additional conditions are also offered:

1) A noise limiter will be installed through which all amplified music must be played. The noise limiter shall be installed then set and sealed in conjunction with Brent Council's EHO / Noise Team.

2) All doors and windows shall be closed after 23.00 except for entry and exit whenever regulated entertainment is taking place.

3) The premises will publish a phone number to the local Residents Association and any local resident or business requiring it for them to call with any concerns. All complaints will be investigated by the Premises Licence Holder, DPS or Manager nominated by the Premises Licence Holder. Details of all complaints including the outcome will be recorded in the Incident Book.

4) An Incident Book shall be kept at the premises (in an A4 hard bound book) which shall be produced to Police or Authorised Officers on request and record the following:

a) All crimes reported;

b) Lost property;

c) All ejections of customers;

d) All complaints received;

e) Any incidents of disorder;

f) All seizures of drugs or offensive weapons;

g) Any faults with the CCTV system or details of all work undertaken on the system;

h) Any refusal in the sale of alcohol;

i) Any visit by a responsible authority or emergency service;

j) If Police are called the CAD number shall be obtained and recorded.

5) Relevant notices shall be prominently displayed by the entry / exit doors and bar as appropriate that shall advise customers:

a) That CCTV is in operation;

b) That Challenge 25 is in operation as the proof of age policy;

c) The provisions of the Licensing Act regarding underage and proxy (third) party sales;

d) The permitted licensed hours and opening hours;

e) That no glasses, bottles or drinks may be taken outside the premises at any time;

f) That no shisha is available at the premises and that it may not be smoked on the premises or patio at any time.

g) Asking customers to respect local residents leave the premises & area quietly, not to loiter outside and not asking that customers going to their cars do so quietly, do not rev car engines or play loud music outside residential properties.

j) The number of the local cab firm shall be displayed and a message stating that staff will call a cab for any customer wanting one.

6) An arrangement shall be entered into with a local cab firm to provide a cab for any customer requiring one. During permitted opening hours customers waiting for a cab shall be asked to wait inside the premises. The cab office phone number will be clearly displayed and staff shall call a cab for any customer wanting one.

7) Two SIA Licensed Door Supervisors shall be employed at the premises from 21.00 to 02.00 Friday & Saturday nights. Door Supervisors shall record their full details in the Incident Book including name & phone number, SIA Licence number, dates and times of attendance and if employed by an agent the name and phone number of the company.

8) A written dispersal policy shall be prepared by the Premises Licence Holder and submitted to the Police and Council Licensing Teams.

9) On nights when Door Supervisors are on duty at least one of them shall be tasked to stand by the door to remind departing customers to leave the premises and area quietly ensuring (as far as is reasonably possible) that they do so, that guests loitering outside are politely asked to move away from the area and that no glasses or bottles are taken outside the premises. The second Door Supervisor shall be tasked to be outside the premises to proactively check that customers do not linger outside the premises or in Elmsgrove directing them to the local bus stops or cab office.

When all customers have left the premises both Door Supervisors shall be outside the premises to proactively check that customers do not linger outside the premises or in Elmsgrove directing them to the local bus stops or cab office.

10) On nights when Door Supervisors are not on duty a member of staff shall be tasked to stand by the door to remind departing customers to leave the premises and

area quietly ensuring (as far as is reasonably possible) that they do so, that guests loitering outside are politely asked to move away from the area and that no glasses or bottles are taken outside the premises.