



RUSHMOOR BOROUGH COUNCIL

PREMISES LICENCE

Licensing Act 2003

Part 1 – Premises Details

Postal address of premises, or if none, ordnance survey map reference or description

Address:	De Lounge Townstead House 111-113 Victoria Road Aldershot Hampshire GU11 1JE	Map Ref (E):	486418
		Map Ref (N):	150627
		UPRN:	200003209344
Telephone	Not Known		

Where the licence is time limited the dates

- This licence is **NOT** time limited

Licensable activities authorised by the licence

- (1) The sale by retail of alcohol;
- (2) The provision of regulated entertainment by way of the exhibition of film(s) (indoors only);
- (3) The provision of regulated entertainment by way of live music (indoors only);
- (4) The provision of regulated entertainment by way of recorded music (indoors only);
- (5) The provision of regulated entertainment by way of the performance of dance (indoors only);
- (6) The provision of regulated entertainment by way of anything of a similar description to items (3), (4) and (5) above (indoors only);
- (7) The provision of late night refreshment (indoors only).

Times the licence authorises the carrying out of licensable activities

- (1) The provision of late night refreshment:-
 - Fridays, Saturdays and Sundays preceding a Bank Holiday – 23:00pm to 01:00am the following day;
- (2) The provision of regulated entertainment by way of recorded music:-
 - Sundays - Thursdays – 12:00noon to 23:30pm; and
 - Friday, Saturday & Sundays preceding a Bank Holiday – 12:00noon to 03:00am the following day

- (3) The provision of any other permitted regulated entertainment:-
➤ Friday, Saturday & Sundays preceding a Bank Holiday – 12:00noon to 18:00pm and 19:00pm to 01:00am the following day
- (4) The retail sale of alcohol:-
➤ Sundays – Thursdays – 12:00noon – 23:00pm
➤ Friday, Saturday & Sundays preceding a Bank Holiday – 12:00noon to 02:30am the following day

The opening hours of the premises

- Sundays – Thursday – 12:00noon to 23:30pm; and
➤ Fridays, Saturdays & Sundays preceding a Bank Holiday – 12:00noon to 03:00am the following day

Where the licence authorises supplies of alcohol whether these are on and/or off supplies

- Alcohol may be sold / supplied for consumption **ON** the premises **ONLY**.

Part 2

Name, (registered) address, telephone number and email (where relevant) of holder of premises licence

Name: De Lounge Ltd
Address: Townstead House
111-113 Victoria Road
Aldershot
Hampshire, GU11 1JE
Telephone: Not Known
Email: Not Known

Registered number of holder, e.g. company number, charity number (where applicable)

- 11363793

Name, address and telephone number of designated premises supervisor where the premises licence authorises for the supply of alcohol

Name: Tularam Gurung
Address:
Telephone: Not Known
Email: Not Known

Personal licence number and issuing authority of personal licence held by designated premises supervisor where the premises licence authorises for the supply of alcohol

Personal licence number: 22/00905/LAPER
Issuing authority: Rushmoor Borough Council

Granted by Rushmoor Borough Council, as licensing authority pursuant to the Licensing Act 2003 and regulations made thereunder

Date Licence Granted: 13th June 2007
Date Licence Effective: 13th June 2007
Date Last Modified: 10th October 2023
(Change of DPS)

SIGNED on behalf of the
Executive Head of Operations
(Authorised Officer)

Annex 1 – Mandatory conditions

- (1) No supply of alcohol may be made under the premises licence:-
- (i) at a time when there is no designated premises supervisor in respect of the premises licence, or
 - (ii) at a time when the designated premises supervisor does not hold a personal licence or his/her personal licence is suspended.
- (2) Every supply of alcohol under the premises licence must be made or authorised by a person who holds a personal licence.
- (3)
- (i) The premises licence holder or club premises certificate holder must ensure that an age verification policy is adopted in respect of the premises in relation to the sale or supply of alcohol.
 - (ii) The designated premises supervisor in relation to the premises licence must ensure that the supply of alcohol at the premises is carried on in accordance with the age verification policy.
 - (iii) The policy must require individuals who appear to the responsible person to be under 18 years of age (or such older age as may be specified in the policy) to produce on request, before being served alcohol, identification bearing their photograph, date of birth and either—
 - (a) a holographic mark, or
 - (b) an ultraviolet feature.
- (4) A relevant person shall ensure that no alcohol is sold or supplied for consumption on or off the premises for a price which is less than the permitted price. For the purposes of this condition –
- (a) “duty” is to be construed in accordance with the Alcoholic Liquor Duties Act 1979
 - (b) “permitted price” is the price found by applying the formula –
$$P = D + (D \times V)$$

Where –

- (i) P is the permitted price
- (ii) D is the amount of duty chargeable in relation to the alcohol as if the duty were charged on the date of the sale or supply of the alcohol, and

- (iii) V is the rate of value added tax chargeable in relation to the alcohol as if the value added tax were charged on the date of the sale or supply of the alcohol;
 - (c) “relevant person” means, in relation to premises in respect of which there is in force a premises licence –
 - (i) The holder of the premises licence
 - (ii) The designated premises supervisor (if any) in respect of such a licence, or
 - (iii) The personal licence holder who makes or authorises a supply of alcohol under such a licence;
 - (d) “relevant person” means, in relation to premises in respect of which there is in force a club premises certificate, any member or officer of the club present on the premises in a capacity which enables the member or officer to prevent the supply in question; and
 - (e) “value added tax” means value added tax charged in accordance with the Value Added Tax Act 1994.
 - (f) Where the permitted price given by Paragraph (b) would (apart from the paragraph) not be a whole number of pennies, the price given by that sub-paragraph shall be taken to be the price actually given by that sub-paragraph rounded up to the nearest penny.
 - (g) Paragraph (b)(ii) applies where the permitted price given by Paragraph (b) on a day (“the first day”) would be different from the permitted price on the next day (“the second day”) as a result of a change to the rate of duty or value added tax.
 - (h) The permitted price which would apply on the first day applies to sales or supplies of alcohol which take place before the expiry of the period of 14 days beginning on the second day.
- (5)
- (i) The responsible person must ensure that staff on relevant premises do not carry out, arrange or participate in any irresponsible promotions in relation to the premises.
 - (ii) In this paragraph, an irresponsible promotion means any one or more of the following activities, or substantially similar activities,

carried on for the purpose of encouraging the sale or supply of alcohol for consumption on the premises—

- (a) games or other activities which require or encourage, or are designed to require or encourage, individuals to—
 - (i) drink a quantity of alcohol within a time limit (other than to drink alcohol sold or supplied on the premises before the cessation of the period in which the responsible person is authorised to sell or supply alcohol), or
 - (ii) drink as much alcohol as possible (whether within a time limit or otherwise);
 - (b) provision of unlimited or unspecified quantities of alcohol free or for a fixed or discounted fee to the public or to a group defined by a particular characteristic in a manner which carries a significant risk of undermining a licensing objective;
 - (c) provision of free or discounted alcohol or any other thing as a prize to encourage or reward the purchase and consumption of alcohol over a period of 24 hours or less in a manner which carries a significant risk of undermining a licensing objective;
 - (d) selling or supplying alcohol in association with promotional posters or flyers on, or in the vicinity of, the premises which can reasonably be considered to condone, encourage or glamorise anti-social behaviour or to refer to the effects of drunkenness in any favourable manner;
 - (e) dispensing alcohol directly by one person into the mouth of another (other than where that other person is unable to drink without assistance by reason of disability).
- (6) The responsible person must ensure that free potable water is provided on request to customers where it is reasonably available.
- (7) The responsible person must ensure that—
- (a) where any of the following alcoholic drinks is sold or supplied for consumption on the premises (other than alcoholic drinks sold or supplied having been made up in advance ready for sale or supply in a securely closed container) it is available to customers in the following measures—

- (i) beer or cider: ½ pint;
 - (ii) gin, rum, vodka or whisky: 25 ml or 35 ml; and
 - (iii) still wine in a glass: 125 ml;
- (b) these measures are displayed in a menu, price list or other printed material which is available to customers on the premises; and
- (c) where a customer does not in relation to a sale of alcohol specify the quantity of alcohol to be sold, the customer is made aware that these measures are available.
- (8) Where, at any specified time(s), one or more individuals must be at the premises to carry out a security activity (within the meaning of the Private Security Industry Act 2001), each individual must be licensed by the Security Industry Authority (SIA).
- (9) (i) In respect of the exhibition of films, the admission of children (ie: anyone aged under 18) must be restricted in accordance with any recommendation(s) made by the film classification body specified (as designated by S4 of the Video Recordings Act 1984 - the British Board of Film Classification).
- (ii) Where a film classification body is not specified, the admission of children must be restricted in accordance with any recommendation(s) made by the licensing authority.

Annex 2 – Conditions consistent with the Operating Schedule

- (1) No licensable activities shall be undertaken except during permitted hours.
- (2) A suitable written policy on entry refusals shall be developed for the premises. This policy shall be actively implemented and enforced at the premises and shall be reviewed, revised and updated as often as maybe necessary. The Premises Licence Holder shall ensure that the refusals log is checked, signed and dated on a weekly basis by the venue manager/manageress. The refusals log will be kept and maintained at the premises and will be available for inspection immediately upon request by Hampshire Constabulary and responsible authority.
- (3) An incident book shall be maintained to record any activity of a violent, criminal or anti-social nature. The records will contain the time and date, the nature of the incident, the people involved, the action taken and details of the person responsible for the management of the premises at the time of the incident. This record shall be produced to a Police Officer or an authorised Officer of the Local Authority on reasonable request. This record shall be retained for a period of 12 months.
- (4) Before commencing their duties all new staff must receive information and training concerning the sale of age restricted products.
 - (i) This training must cover their legal responsibilities and action to be taken in the event of suspicions being aroused that someone is purchasing or attempting to purchase an item under the legal age.
 - (ii) All employees will sign a letter to acknowledge that they have completed this training and have understood their responsibilities on this area.
 - (iii) The training should be reviewed and updated at reasonable intervals but at least annually.
 - (iv) All staff shall be fully trained to perform their role. They will also be trained in the contents of the premises licence including times of operation, licensable activities and all conditions.
 - (v) Training shall be recorded in documentary form that will be available for inspection at the request at all reasonable times by an authorised officer from a relevant responsible authority. The records will be retained for at least 12 months.

- (5) On Fridays, Saturdays and Sundays preceding a Bank Holiday from 19.00pm, at least one member of SIA staff who shall be positioned at the main entrance of the venue shall wear and operate body worn video (BWV)
- (i) Another member of SIA staff operating within the venue shall also wear and operate BWV.
 - (ii) The equipment shall be maintained and the images will be made available as soon as practicable but at least within 48 hours to the police on request as long as the request is lawful with regards to data protection legislation.
 - (iii) The equipment shall record high definition colour images and be able to capture sound, specifically conversation. The equipment shall be able to operate in all levels of illumination, images shall be time/date stamped.
 - (iv) The BWV shall be of a similar specification to those currently utilised by Hampshire Constabulary and as such shall be of sufficient quality to produce evidential data.
 - (v) There shall be sufficient number of devices or batteries at the venue to ensure that the devices are able to operate continually.
 - (vi) Where the equipment fails the police licensing department responsible for the area, shall be notified immediately in writing or by e-mail as soon as is practicable and the defect rectified within 14 days of the failure.
 - (vii) Data obtained on the BWV shall be downloaded as soon as practicable and be retained at the venue for at least 28 days.
 - (viii) At all other times the need for door supervisors is to be considered as part of a written risk assessment. A copy of the risk assessment must be made available to the responsible authorities on request.
- (6) A zero-tolerance approach shall be taken towards the presence and use of illegal drugs on the premises. This policy shall be actively enforced at all times and any individual found in possession or use of such drugs shall not be permitted to enter or remain on the premises.
- (7) The premises licence holder shall ensure that a system is in place to ensure that every individual who appears to be under 25 years of age seeking to purchase or be supplied with alcohol at or from the premises, shall produce acceptable means of identification and age confirmation. Acceptable identification shall be a passport, photo driving licence or PASS accredited photo ID. If the person seeking

alcohol is unable to produce acceptable means of identification, no sale or supply of alcohol will be made to or for that person.

- (i) For the purposes of this condition, suitable identification is photo driving licence, passport, or any other photographic identification bearing the "PASS" logo and the person's date of birth.
 - (ii) Suitable and sufficient warning signs shall be displayed in the premises providing information in respect of the above challenge 25 policy and the request for suitable identification in connection thereof.
- (8) A colour recording CCTV system that captures images from the main public areas must be fully operational whilst licensable activities are taking place.
- (i) A competent person conversant with the operation, retrieval and recording of information contained in the CCTV system / footage shall be available to attend the premises at all times.
 - (ii) So far as is reasonably practicable, the CCTV system must be maintained in good working order at all times.
 - (iii) Digital systems shall have sufficient storage capacity for 28 days evidential quality recordings (minimum 4 frames per second.)
 - (iv) The images produced shall be date and time stamped.
 - (v) A notice shall be displayed at the entrance to the premises advising that CCTV is in operation.
 - (vi) An additional recording CCTV camera shall be installed and fully operational whilst the venue is open to the public to cover the area immediately outside the front of the premises.
 - (vii) It is important that the Police are able to access data from the systems quickly and easily and therefore provision shall be made that all times a person in attendance who is nominated by the data controller who has access to the secure area who is able to operate the equipment.
 - (viii) Ensure all operators receive training from the installer when the equipment is installed and that this is cascaded down to new members of nominated staff.
 - (ix) Have a simple operator's manual available to assist in replaying and exporting data (particularly important with digital systems) and to produce images to the police

responsible authority for the purpose of the prevention and detection of crime as long as the request is lawful and complies with GDPR.

- (x) In the event of a technical failure of the CCTV equipment, the Premises Licence Holder or DPS shall notify the police licensing department responsible for the area within 24 hours.
 - (xi) The Premises Licence Holder will ensure that a CCTV system is fully compliant with the guidance contained in the Information Commissioner's Office (ICO) guidance document (www.informationcommissioner.gov.uk) regarding installation of CCTV is provided at the premises.
 - (xii) The system shall be able to cope with all levels of illumination.
 - (xiii) The recording equipment shall be stored and operated in a secure environment with limited access, to avoid damage, theft unauthorised viewing and maintain the integrity of the system.
 - (xiv) The system shall be serviced at twelve monthly intervals and maintained to a standard that is acceptable to the police licensing department responsible for the area.
 - (xv) The system clock shall be checked regularly for accuracy taking account of GMT and BST.
- (9) The Premises Licence Holder shall operate and maintain in good working order, an electronic identification scanning system such as "Scannet" or similar electronic document scanning device if commercially available.
- (i) All customers entering the premises (not including children under the age of 18 years) shall be asked to produce photographic identification, such as a valid passport, valid driving licence or PASS card and agree to the said identification being used for scanning. Customers who do not agree to this will be refused entry.
 - (ii) All identification provided by customers shall be scanned electronically.
 - (iii) The premises licence holder or venue representative will notify the Police Licensing Department responsible for the area in writing or by e-mail as soon as reasonably practicable if any

issues arise in respect of the operation of the scanning system or the internet service accompanying it.

- (iv) Details of persons banned at the venue are to be entered onto the device used by the venue and that information shared locally and nationally with other venues using the same or similar scanning system by the Information Technology System (internet protocol)
- (10) (i) On Fridays, Saturdays and Sundays preceding a Bank Holiday, one SIA door supervisor shall be employed at the venue from 19.00pm and another one SIA door supervisor from 21:30pm until the closing time of the venue.
- (ii) For any event or private function where SIA staff would not be required by virtue of the above condition and the premises is not operating as a restaurant a written risk assessment shall be produced and made available to the responsible authorities detailing the appropriate number of SIA door supervisors.
- (11) The Premises Licence Holder or nominated person shall provide a written drugs policy detailing the actions to be undertaken to minimize the opportunity to use or supply illegal substances within the premises.
- (12) The Premises Licence Holder shall ensure that a suitably trained member of the management team or security team makes regular patrols of the inside of the premises including beer garden and smoking area, to check for early signs of drunkenness and behaviour that could lead to disorder. This is to achieve early intervention with potentially problematic customers.
- (13) (i) On Fridays, Saturdays and Sundays preceding a Bank Holiday, from 19:00 hours the venue shall use polycarbonate drinking vessels and where commercially available polycarbonate. No glass bottles shall be dispensed to customers and therefore either plastic bottles must be used or the beverage decanted from the glass to bottle.
- (ii) At all other times the type of drinking vessels is to be considered as part of a written risk assessment. A copy of the risk assessment must be made available to the responsible authorities on request.
- (14) No licensable activities or the consumption of food or drink shall be permitted in any external area(s) of the premises used by customers / patrons between 22:00pm and the end of specified opening hours on any day. Only smoking may be permitted in any authorised external area(s) of the premises during the time stated.

- (15) Except for access and egress, all external windows and doors (excluding the main front door located on the ground floor) to the premises shall be closed and kept closed between 21:00pm and the end of opening hours on any day.
- (16) (i) All speakers and other such amplification equipment shall be kept within the premises and shall not be positioned near to or facing openings such as doors and windows.
- (ii) All speakers and other such amplification equipment shall be placed on suitable anti-vibration mountings when in use.
- (17) (i) A suitable noise complaints procedure must be established and be in operation at the premises (e.g. all staff must be familiar with the complaints procedure and any complaint(s) made in respect of the premises, its customers, staff and/or the activities carried on there must be investigated and remedied as soon as, and, so far as is reasonably practicable to prevent public nuisance).
- (ii) Suitable written records (e.g. the nature of any complaint(s), action(s) taken in response, the date(s) and time(s) when any complaint was made, together with the name of the person(s) who handled the complaint) must be kept and made available to officers of Rushmoor Borough Council on request.
- (18) Suitable, prominent, clear and legible notices shall be located at all exits of the premises requesting patrons and staff to leave the premises and area quietly.
- (19) Disposal of refuse such as waste bottles into external receptacles, where the noise may be audible to neighbouring properties, shall not occur between 23:00pm and 08:00am.
- (20) All lighting, including external lighting and lights activated by sensors, shall be correctly adjusted so that it only illuminates the surface(s) intended and does not unreasonably throw light onto neighbouring properties.
- (21) A suitable written policy on dispersal of customers shall be developed for the premises. This policy shall be actively implemented and enforced at the premises and shall be reviewed, revised and updated as often as may be necessary.
- (22) A suitable written policy on required ejections of customers from the premises shall be developed for the premises. This policy shall be actively implemented and enforced at the premises and shall be reviewed, revised and updated as often as maybe necessary.

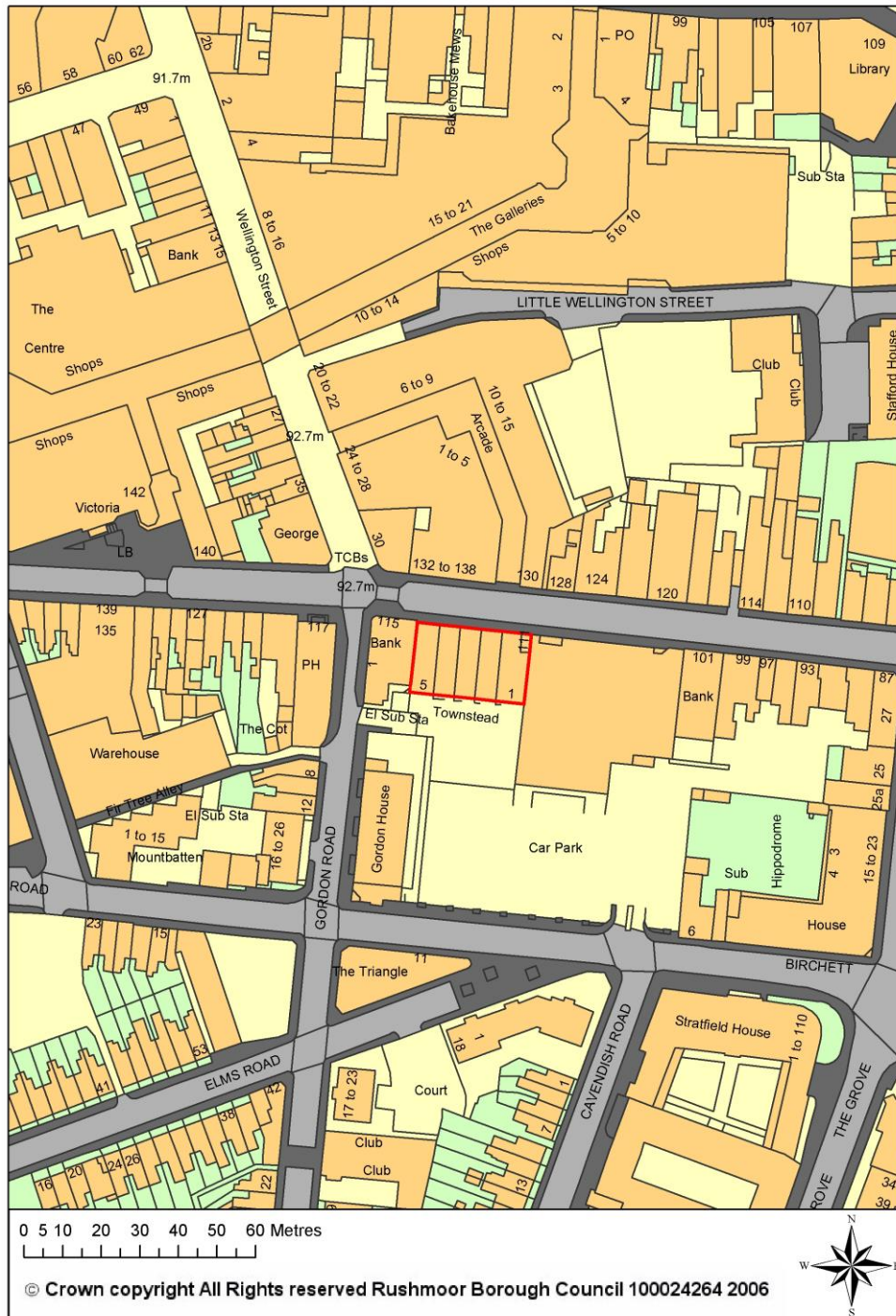
- (23) The area in the immediate vicinity of the premises shall be cleared of litter on a regular basis and always at the close of business.
- (24) Children may be permitted into the premises as part of family functions/events and attending for a table meal until 21:30pm on any day and must be accompanied by an adult.
- (25) Anyone under the age of 18 must not approach the bar area.
- (26) Entry/access to the premises is not permitted between 01:30am and the end of the specified opening hours on any day, for patrons not already using the premises and returning from the designated smoking area.
- (27) A written policy on how the venue will deal with vulnerability shall be implemented and as a minimum will include the following;
 - (i) A definition of the different types of vulnerability that may present at the premises.
 - (ii) How best to communicate with vulnerable people. For example, people who are drunk, people on their own, people behaving aggressively and people who are ill.
 - (iii) How to safeguard vulnerable people, including information on first aid administration and referral to the ambulance service and police where relevant.
 - (iv) Best practice for partnering with agencies, such as taxi companies, local authorities and other venues.
 - (v) What to do if you sense a vulnerable person is in danger, for example if they leave the venue alone or with people they didn't arrive with.

Annex 3 – Conditions attached after a hearing by the licensing authority

- (1) With the exception of person returning to the premises after existing for the purpose of smoking no person shall be permitted to gain entry or re-entry to the premises between 00.00am (midnight) and the end of specified opening hours on any day.
- (2)
 - (i) Any pre-amplified sound to be passed through any sound amplification system shall be played through a suitable sound-limiting device on amplification.
 - (ii) The sound level output from the amplified sound and limiting device shall be set at a level agreed with a Rushmoor Borough Council Environmental Health Officer so as to ensure its inaudibility at the boundary of the nearest residential premises on all sides of the licensed property. The sound limiter shall then be locked to prevent tampering.
- (3)
 - (i) The licence holder, or a nominated representative, shall carry out suitable and sufficient noise assessments at the nearest residential premises. If any music from the licensed premises is audible, that fact shall be recorded and reported to Rushmoor's Environmental Health department within seven days for further investigation.
 - (ii) These assessments shall be undertaken at hourly intervals from 10.00pm whilst regulated entertainment is taking place. Written records of these assessments and any remedial action(s) taken shall be kept and made available to the local authority or licensing authority on request.
- (4) The building shall be adequately maintained to ensure effective containment of noise and, in particular, special attention shall be made to maintaining the windows and doors on the premises.
- (5) All bar staff shall be trained to a level commensurate with their role and responsibilities in respect of the law relating to the sale of alcohol and, in particular, when sales of alcohol should be refused. This training shall be documented.
- (6) Any person who is refused the sale of alcohol due to being already intoxicated shall be asked to leave the licensed premises as soon as is reasonably practicable. A written record of each such event shall be maintained.

Annex 4 – Plans

This licence permits the licensable activities stated at the premises addressed above and outlined below in accordance with the plan(s) attached and marked



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