



London City East

Operating Schedule – Premises License

To accompany our application for a premises license we have developed the following operating schedule to accompany and guide our principle of ensuring we meet our responsibilities as a responsible licensee.

In this document, we will set out the times the premises will be open and the times licensable activities will be provided. We also detail how we intend to meet the core Licensing Objectives of:

- Prevention of Crime and Disorder
- Public Safety
- Prevention of Public Nuisance
- Protection of Children from Harm

These are in accordance with the four major themes that the Council has set out in the Tower Hamlets Partnership’s Community Plan and the local authority vision by means of which the vision is delivered are:

- A Great Place to Live
- A Fair and Prosperous Community
- A Safe and Cohesive Community
- A Healthy and Supportive Community

<p>Name of Applicant:</p> <p>Black Lion House GP Ltd</p>	<p>Premises Name:</p> <p>Hyatt Place London City East</p>
<p>Head Office / Registered Address:</p> <p>Black Lion House GP Ltd on behalf of Black lion house LP Fourth Floor 16 New Burlington Place London W1S 2HX Registered No. 10198647</p>	<p>Premises Address:</p> <p>Hyatt Place London City East, Black Lion House, 45 Whitechapel Road, London E1 1DU</p>
<p>DPS: Michael Shaw DPS Personal License Number:</p> <p>LEEDS/PERL/00390/05</p>	<p>Issuing Licensing Authority:</p> <p>Leeds City Council</p>
<p>Outline Plan of the building and main form of income:</p> <p>The premises license relates to The Hyatt Place London City East, formally Black Lion House, now a hotel development located on Whitechapel Road. The premises will operate as primarily a Hotel across one building and eleven floors. The hotel comprises, 280 guest bedrooms, across 9 floors, with a restaurant, bar lounge and private dining orangery located in the lower ground floor alongside a market pantry offering 24/7 snacks, additionally there is an ancillary bar and terrace located upon the 9th floor of the property. The 9th floor bar includes a small flexible meeting room for capacity of up to 15 delegates, with the orangery on the lower ground floor utilised as a second private meeting space for up to 20 delegates. All 280 guest rooms</p>	



London City East

benefit from the licensable activities for the **provision of room service beverages, the guest rooms do not have stocked minibars, but do offer mini fridges for guest use.** The coverage of the licensable activities for residents and bona-fide guests in relation to hotel bedrooms, is sought solely for the purchase and consumption of alcohol. The hotel plans to operate a room service refreshment facility for residents and would seek to allow the consumption of alcohol purchased on the premises for our residents and bona-fide guests from the hotels room service menu. For the additional licensable activities of plays, live music and performance of dance we are proposing that live performances are restricted to the hotel's restaurant, ancillary 9th floor bar, and public area only and no other area of the property.

The Hotel incorporates on the lower ground floor a 48-seat restaurant with public access from the high street to ground level with lift and stairwell access to lower ground, the 48-seat capacity restaurant includes a 16 seat orangery available for private dining, and an external courtyard for hotel patrons; the bar in the lower ground floor offers the provision for grab and go snacks 24/7 as well as a partnership with Starbucks coffee. On the upper ninth floor is an ancillary lounge bar there are toilet facilities available on the ninth floor and the lower ground floor, the lower ground floor houses a Gym for hotel residents only, guest toilets, the hotel reception, lobby, kitchen, staff offices and staff room. Total capacity allowance within our fire strategy document is 163 persons for the lower ground floor, this includes all back of house areas and offices.

The hotels main income source is from letting accommodation and the hotel's restaurant, and ancillary bars. The provision for serving of alcohol is primarily targeted at the hotels strong food led business and as a restaurant and bar. Food is served in the hotel's restaurant, 9th floor ancillary bar and terrace, the hotels 24/7 grab and go bar in the lower ground floor and to the hotel guest rooms in the form of 'room service'. The hotel does not operate within the large 'social event' room market and there are no plans to enter this market.

It is envisaged that the restaurant and 9th floor ancillary bar are both for the hotel patrons and bona-fide guests, as well as the general public, the license seeks outline permission for entertainment in the form of plays, film, live and recorded music. These events take the form of small intimate and professional performances located in either in the hotel's restaurant or 9th floor ancillary bar and are targeted at the packaged dining market. Measure for safety, security, prevention of public nuisance, and safety of children are detailed throughout the document.

For the safeguarding of children and in relation to due diligence training please see the documentation provided in relation to modern day slavery, human trafficking training, which specifically trains our team to identify and prevent the sexual exploitation of children and young people. The hotel absolutely takes its responsibility in prevention of exploitation of children and young people extremely seriously. All team members are subject to robust training upon recruitment on recognising signs of possible human trafficking and exploitation. We have incorporated 'operation make safe' standards into our operating and reporting procedures. Furthermore, we have taken action to incorporate industry recognised standards into our whole operating standards. Members of our hotel management company previously were involved with developing hotel operating standards now seen as industry best practice; this valuable insight has ensured our procedures are as robust as possible. Copies of procedures and training documents are attached in the appendices.

Premises License facilities will be located as per the plans, and the Application seeks the provision of regulated entertainment, provision of late-night refreshment, and the supply of alcohol, each has been particularised within their specific sections in the Application form.

All Licensable activities are sought to be available 24 hours daily for Hotel residents and their bona- fide guests. Floor Plans of each of the hotel's floors, including Lower Ground Floor, 9th Floor and all guests bedrooms have been provided with our application.

LICENCING HOURS (Non-Residents)

Plays, Films, Live Music, Recorded Music and Performances of Dance

Activities will take place indoors only in hotel restaurant or 9th floor ancillary bar.

Day	Start	Finish
Mon	10.00	23.30
Tue	10.00	23.30
Wed	10.00	23.30
Thu	10.00	23.30
Fri	10.00	00.00
Sat	10.00	00.00
Sun	10.00	22.30

For Hotel Patrons or Bona-fide Guests we seek the right to serve alcohol 24hrs.

It is noted that within our planning consent the following conditions were applied.

The ancillary bar on the 9th floor shall not be used between the hours of 01:00 and 07:00. The accompanying terrace associated with the ancillary hotel bar at 9th floor level shall not be open to customers between 23:00 and 07:00 the following morning any day.

This is to ensure that the hotel does not have an adverse impact on residential amenity in accordance with policies SP10 of the core strategy (2010) and policy DM25 of the managing development document (2013)

Staff Training and Awareness		
	Example measures to meet the Licensing Objectives	Whom
1.	APLH course	General Manager Director of Operations F&B Manager Bars Manager Nights Manager Night Supervisors
2.	Licensing and social responsibility - England & Wales	All employees
3.	Health & safety Level 2: Emergency first aid at work Fire Safety Disability Awareness	All employees
4.	Fire Marshall training	All Management Roles
5.	First Aid Full Qualification 3 day course	General Manager Director of Operation F&B Manager Bars Manager F&B Supervisors Front Office Manager Duty Manager Nights Manager Night Supervisors Facilities Manager Head Housekeeper Finance Manager Director of Sales
6.	<p>Modern Slavery and Child Sex Exploitation Hyatt Modern Day Slavery and Human Trafficking training modules</p> <ul style="list-style-type: none"> • About Human Trafficking • Identifying Human Trafficking • Incident reporting. <p>Our control operational measures additionally train of the following.</p> <ul style="list-style-type: none"> • Business Implications • Who are the victims • Who are the traffickers • How it affects hotels • Seeing the signs • Reporting concerns • Safeguarding • Look out for each other • Operating right controls – including 'Operation Make safe' 	All employees
7.	Challenge 25	All employees



London City East



CONDITIONS RELATING TO THE PREVENTION OF: CRIME AND DISORDER

CCTV & Communication	
Measures we have undertaken to meet the Licensing Objectives	
1	Red Care line panic alarm is installed which is linked directly to a call centre whom upon activation will notify Police and hotel key-holder (General manager).
2	CCTV equipment is installed inside/outside the premises and we ensure that it is maintained in working order at all times and that it covers all licensed areas of the hotel.
3	CCTV equipment is set to record 24hrs a day, 365 days per year.
4	CCTV cameras are left to record for the duration of 24hr period in all areas of the hotel and external areas in immediate vicinity of the main access and egress points of the property.
5	Digital data is retained for at least twenty-eight days and is available to be produced to an authorised police officer or local authorities on demand.
6	Notices advising that CCTV has been installed on the premises is installed, so that CCTV cameras are clearly visible to the public within the licensed premises, these signs are located at the main entrances of the hotel.
7	We train our core management team to access CCTV; a log of trained employees is held on the premises
8	On the occasion that door supervisors and security are employed, we ensure that upon commencement they are recorded on CCTV with a full clear head and shoulders image.

Door Supervisors	
Measures we have undertaken to meet the Licensing Objectives	
1.	We undertake to employ door supervisors at times when a public performance event activity takes place in the restaurant or bar such as a Live Music or entertainment event is being carried out, and we consider them necessary to: <ul style="list-style-type: none"> • Prevent the admission and ensure the departure from the premises of any disorderly persons, without causing further disorder; • Keep out excluded individuals (subject to pub watch bans), • Search and exclude persons suspected of carrying illegal drugs or offensive weapons; or • Maintain an orderly atmosphere inside and outside the venue.
2.	We ensure that any Door Supervisors used are registered by the Security Industry authority. We make a record of their full name, SIA cert No., the time they began their duty, the time they completed their duty. This register is kept at the premises at all times and is maintained to enable an authorised officer of the licensing authority or police to establish the particulars of all those that are engaged at the premises. The record is kept for a minimum twenty-eight days.
3.	The premises license holder ensures that all door supervisors on duty at the premises wear a current identification badge.

Bottles and Glasses	
Measures we have undertaken to meet the Licensing Objectives	
1.	Where glass bottles are used, they will be retained or disposed of on the premises.
2.	No customers will be admitted or permitted to leave when carrying open or sealed bottles or glasses.

3.	Glass bottles containing wine will only be sold in connection with a table meal to customers who are seated in an area for the consumption of food that is away from the main bar.
----	--

Restrictions on Drinking Areas	
Measures we have undertaken to meet the Licensing Objectives	
1	<p>We enforce that the consumption of alcohol is restricted to the areas identified on the plan attached to the operating schedule.</p> <ol style="list-style-type: none"> 1. Lower ground floor Restaurant & Lobby Lounge 2. Ancillary Bar Lounge 9th Floor 3. Guest bedrooms 4. 9th Floor Terrace (Until 10.30pm daily only). Terrace will be locked at 11pm daily.

Capacity Limits	
Measures we have undertaken to meet the Licensing Objectives	
1	<p>We have undertaken a risk assessment on capacity of the premises and licensed areas, based on the following maximum occupancy of the licensed premises. The capacities are monitored by our internal management team.</p> <ol style="list-style-type: none"> 1. Restaurant and Lobby: 163 pax 2. Ancillary 9th Floor Lounge: 45 pax 3. Terrace 9th Floor Lounge: 25 pax <p>Total Capacity: 233 pax Risk assessment included the following: Space, audience density, means of access and egress, toilet provision, ventilation.</p>

Proof of Age Verification	
Measures we have undertaken to meet the Licensing Objectives	
1	We enforce the Challenge 25 policy for the property. See additional notes at the end of this chapter.
2	We ensure that any person selling or supplying alcoholic drink under the authority of a personal license holder asks for a photo ID proof of age where they have reason to suspect that the individual may be under 25 years of age.
3	For purpose of safety and security we keep a record at the bar, detailing time, description and if applicable the names of individuals we have challenged under this scheme.
4	At the point of purchase, we have installed signage reminding our team to challenge for ID when a sale is made
5	For the safety and safeguarding of children all our team have been trained on and have adopted the Metropolitan Police 'operation make safe campaign'. The monitoring of 'signs' or 'indicators' relating to child sex exploitation or modern-day slavery have been trained into the team and monitored daily. The purchase of alcohol in presence of minors either in the public domain or whilst staying as a guest in one of the hotel guest rooms (as a room service) has been identified as a possible indicator of exploitation and is monitored as part of our wider due-diligence programme.



Controls for sales of alcohol / drinks promotions	
Measures we have undertaken to meet the Licensing Objectives	
1	There shall be no supply of alcohol for consumption off the premises.
2	Beers, lagers, stouts and ciders sold at premises shall not exceed 6% alcohol volume
3	Documented delegation of authorisations to sell alcohol is maintained at the premises, and is available upon request by an authorised officer of the licensing authority or the police
4	The supply of alcohol is by waiter or waitress service only
5	There is no self service of spirits on the premises
6	Prominent signage indicating the permitted hours of the sale of alcohol is displayed at the entrance of the premises, where alcohol is on public display and at the point of sale.
7	We comply with the British Beer and Pub Associations Guidelines on On-Trade Promotions. We will not offer Irresponsible promotions that can include the provision of unlimited or unspecified quantities of alcohol free or for a fixed or discounted price. At all time we will not countenance such acts where there is a significant risk that such a promotion would undermine one or more of the licensing objectives.

Prohibited Substances	
Measures we have undertaken to meet the Licensing Objectives	
1	We have a policy of zero tolerance and 100% reporting for use of prohibited substances. We report all incident and encounter of prohibited substances or materials (if found within our guest rooms or public areas). This is in line with local authority guidance.
2	We have a secure deposit box kept on the premises for the retention of confiscated items and ensure that the Police are advised of any items which require safe disposal.
3	Toilets are routinely checked, and date and time of inspection is recorded, these are kept and are available upon request to an authorised officer of the licensing authority or police.

Notices	
Measures we have undertaken to meet the Licensing Objectives	
1	Public information notices about crime and disorder issues are displayed at the premises relating to our zero tolerance of aggression towards our team. (e.g., Customer Code of Conduct). Police will be informed if anyone is found in possession of controlled substances or weapons.
2	All legal signage relating to customs and excise, our license permit, and licensee details are displayed as per legal obligations. The signs are in the vicinity of any entrance to the premises, and the bar located on the ground floor of the hotel.

Crime Prevention Schemes / Policies	
Measures we have undertaken to meet the Licensing Objectives	
1	It is our intention to participate in local security initiatives. <ul style="list-style-type: none"> • Aldgate Connect – Aldgate BID • Whitechapel and Brick Lane Pub watch. • Aldgate and Whitechapel Hoteliers Association
2	We do not countenance listing ourselves as a football club supporting venue and we do not entertain football fans or large groups for the sole purpose of drinking and none dining. No external customers will be welcome into the hotel for duration of any local events unless they are dining. This is in relation to any football activity at Olympic Park or local event within the Whitechapel and Brick Lane areas .
3	All incidents in the hotel are recorded in a daily log 'incident register'. The log includes time, date, incident details, whom is reporting, and is available to the authorities.



Film / Plays / Live Music	
Measures we have undertaken to meet the Licensing Objectives	
1	For any event involving Live Music, Plays or Film and with the provision for a dining seated experience within the hotel restaurant or ancillary bar lounge, Maximum capacity will be limited to 70 persons. At all times there would be a formal staff presence during the performance.
2	Seating is designated with clear gangways being available at all times and we make sure no articles of clothing is attached to back of any seats which may reduce the clear width of seat ways or cause tripping hazard or obstruction.
3	We make sure that in no circumstances anyone is permitted to :- (i) sit in any gangway; (ii) stand or sit in front of an exit; or (iii) stand or sit on any staircase including any landings.
4	There shall be no events for persons under 18 years of age

Litter and Waste	
Measures we have undertaken to meet the Licensing Objectives	
1	We are responsible for the disposal of waste on the frontage of the premises and we make provision for the emptying of litter bins in the vicinity of the premises (of our own ownership).

Lighting	
Measures we have undertaken to meet the Licensing Objectives	
1	We have ensured that lighting is provided outside the premises during the hours of darkness when any licensable activity takes place on the premises.

Smoking Area	
Measures we have undertaken to meet the Licensing Objectives	
1	<p>The premises license holder has taken appropriate measures to ensure that patrons using any outside area do so in a quiet and orderly fashion. It is our intention to limit the 9th floor terrace of the hotel to be non-smoking, smoking limited to external to the hotel premises and cigarette butt bins will be provided at all entrances and regularly cleaned and monitored – this will be recorded at the time of cleaning.</p> <p>Smoking Area Lower ground: Patrons are allowed to use the outside courtyard of the orangery area for smoking (i) The area is adequately monitored by staff and CCTV to ensuring that patrons:</p> <ul style="list-style-type: none"> • Do not cause a nuisance, • Do not obstruct access to adjoining premises and • Risk of crime and disorder in this area is adequately controlled.

Touting	
Measures we have undertaken to meet the Licensing Objectives	
1	We recognise historically there had been a problem with touting in the borough, mainly in relation to restaurants. We note it is not our intention to employ or solicit for custom via touting. We support the councils no touting policy.



Additional / alternative measures to meet the prevention of crime and disorder licensing objective

List your additional proposed measures to meet the Licensing Objectives here:

Challenge 25:

Challenge 25 simply requires that every person buying an age restricted product such as alcohol, who looks under the age of 25, is challenged to produce a valid ID. In order to adopt Challenge 25, we have installed the following measures:

- Training – we train staff about the Challenge 25 scheme at induction and every 6months as a refresher. Including who to challenge and how. This helps to ensure that staff are confident in making challenges and that the policy is consistently applied in the hotel. Records of training are kept on file.
- Advertise – We display the posters in prominent places near the bar to advertise our proof of age policy. This helps not only to deter potential underage customers, but will also act as a back up to staff members who make challenges;
- Support staff – Challenge 25 only works if the staff have confidence that the decisions they make will not be undermined. It is therefore important to ensure that difficult decisions staff have made are not challenged and overturned; this is our policy.
- Keep records – we will keep records of all failed attempts to buy alcohol of those without ID who look under 25, this could help with police or trading standards operations.
- We are clear about what ID is acceptable – There are hundreds of forms of ID that are used in the UK. The standard Challenge 25 scheme suggests accepting Passports, Driver's License and PASS approved cards. We display this prominently at the bar.
- We train our staff to be aware of fake ID – The Home Office has produced guidance for retailers to help them understand how to spot fake ID. It is important to ensure staff are trained about the types of ID that are acceptable and how to look out for fakes.

External Clients vs In-House Guests

As a responsible licensee the hotel management team train all our team members on the following measure in order for identify internal resident guest's vs external customers:

- All in house guests are asked to provide visual check of their room key post licensing hours permitted for external guests (see licensing hours) this is done in order to ensure the guest is a resident.
- Only room payments direct to an inhouse guest room bill are taken after licensing hours permitted for external guests (see licensing hours), no cash payments are allowed.
- Photographic ID is required should a team member be unable to identify the guest by a room key, and subsequently needs to identify them by name.

CONDITIONS RELATING TO THE PREVENTION OF: PUBLIC SAFETY

The following measures have been included and undertaken in section one relating to conditions relating to the prevention of crime and disorder:

Door Supervisors See conditions

CCTV See conditions

Bottles and glasses See conditions

Capacity Limits See conditions

Prohibited Substances See conditions

Notices See conditions

Escape Routes	
Measures we have undertaken to meet the Licensing Objectives	
1	We make sure that escape routes and exits, including external exits, are maintained to ensure that they are not obstructed, in good order with non-slippery and even surfaces, free of trip hazards and clearly identified.
2	We make sure that where chairs and tables are provided, internal gangways are kept unobstructed.
3	We make sure that all exit doors are easily openable and do not require the use of a key, card, code or similar means unless accessing guest bedrooms or restricted areas back of house for team members.
4	We make sure that doors at such exits are regularly checked to ensure that they function satisfactorily and a record of the check is kept.
5	We make sure that all fire doors are maintained effectively self-closing and not held open other than by approved devices (for example, electromagnetic releases operated by smoke detectors).
6	We make sure that fire resisting doors to ducts, service shafts, and cupboards are kept locked shut.
7	We make sure that the edges of the treads of steps and stairways are maintained so as to be conspicuous.

Safety Checks	
Measures we have undertaken to meet the Licensing Objectives	
1	Safety checks and perimeter walks are undertaken at least 3 times per day and details of such checks are kept in a Log-book.

Curtains, Hangings, Decorations and Upholstery	
Measures we have undertaken to meet the Licensing Objectives	
1	We make sure that hangings, curtains and temporary decorations are maintained in a flame-retardant condition.
2	Any upholstered seating is certified so that it meets on a continuous basis the pass criteria for smoldering ignition source 0, flaming ignition source 1 and crib ignition source 5 when tested in accordance with section 5 of Bs 5852:1990.



3	Hangings, curtains and temporary decorations are arranged so as not to obstruct exits, fire safety signs or fire- fighting equipment.
---	---

Fire Action Notices	
Measures we have undertaken to meet the Licensing Objectives	
1	Notices detailing the action to be taken in the event of fire or other emergencies, including how the fire brigade should be summoned, are prominently displayed and protected from damage and deterioration.

Outbreaks of Fire	
Measures we have undertaken to meet the Licensing Objectives	
1	The fire brigade are called at point of discovery of fire by Fire Marshall (Investigation Team) upon alarm being activated by smoke/heat detectors and the details recorded in a Fire Logbook.

Loss of Water	
Measures we have undertaken to meet the Licensing Objectives	
1	We will notify the local Fire Control Centre as soon as possible if the water supply to any hydrant, hose reel installation is cut off or restricted.

Access for Emergency Vehicles	
Measures we have undertaken to meet the Licensing Objectives	
1	Access for emergency vehicles is kept clear and free from obstruction.

Disabled People / Accessibility	
Measures we have undertaken to meet the Licensing Objectives	
1	We make sure that when disabled people are present, adequate arrangements exist to enable their safe evacuation in the event of an emergency, and that patrons are made aware of these arrangements, this laid out in the hotels access statement.

Sanitary Facilities	
Measures we have undertaken to meet the Licensing Objectives	
1	Adequate sanitary accommodation is provided at the premises in accordance with the BS6465 standard for sanitary provisions or any British Standard replacing or amending the same.

First Aid	
Measures we have undertaken to meet the Licensing Objectives	
1	We make sure that adequate and appropriate supply of first aid equipment and materials is available on the premises.
2	We make sure that at least one trained first- aider will be always on duty



3	If more than one first aider is present, we make sure that their respective duties are clearly defined.
---	---

Lighting	
Measures we have undertaken to meet the Licensing Objectives	
1	In the absence of adequate daylight, we make sure that the lighting in any area accessible to the public is fully operational.
2	We make sure that Fire safety signs are adequately illuminated.
3	We do not alter Emergency lighting without prior notification to the Licensing Authority.
4	We make sure that Emergency lighting batteries are fully charged and tested every 6 months
5	In the event of failure of normal lighting, where the emergency lighting battery has a capacity of one hour, we make sure that evacuation of the premises is possible within 20 minutes.

Safety Certificates

The provision of the following documentation supports in showing how we intend to meet the public safety licensing objective.

Measures we have undertaken to meet the Licensing Objectives	
1	<p>We make sure that the following systems are maintained and inspected by suitably qualified professional persons in accordance with any British Standards and at intervals recommended in national guidance, and will keep the records of such inspections available for inspection by authorised officers on request:</p> <ul style="list-style-type: none"> • Building Electrical Installation • Emergency Lighting System • Fire Warning System • Gas boiler, calorifier or appliance • Portable firefighting equipment • Temporary Electrical Installation

Public Liability Insurance	
Measures we have undertaken to meet the Licensing Objectives	
1	<p>We make sure that we have valid public liability insurance in force and that a copy of the schedule is available for inspection by an authorised officer on request.</p> <p>This is displayed at Reception at all times.</p>

General	
Measures we have undertaken to meet the Licensing Objectives	
1	We make free drinking water available at all times the premises is open to the public.
2	We provide a "hot line" to a local taxi firm throughout 24hr Reception Team.
3	We make sure that staff on the premises monitor and record the number of patrons within the premises.



CONDITIONS RELATING TO PUBLIC SAFETY (Late night refreshment)	
Measures we have undertaken to meet the Licensing Objectives	
1	We make sure that where tables and chairs are provided, clear gangways to exits are maintained.
2	We do not use portable heating appliances on the premises in public areas.
3	We do not use any appliances utilising cylinders or containers of gas on the premises.
4	We do not use any paraffin or other mineral oil in any lamp, stove or other appliance except for cooking purposes.

Additional or alternative measures to meet the Public Safety objective
<p>List your additional proposed measures to meet the Licensing Objectives here:</p> <p>We recognise that one of the Council's Community Safety Partnership Priorities is tackling violence against women and girls. We will take a proactive approach to customer safety including the following:</p> <ul style="list-style-type: none"> • Making provisions to ensure that customers safely leave our premises, we will provide a "hot line" to a local taxi firm throughout our 24hr Reception Team. • Training of staff in spotting signs of harassment, and how to intervene where safe and appropriate to do so, and/or reporting such harassment to management/emergency services.



CONDITIONS RELATING TO THE PREVENTION OF: PUBLIC NUISANCE

Noise and vibration	
Measures we have undertaken to meet the Licensing Objectives	
1.	When we undertake any Live Music/Play/Film event in the restaurant or ancillary 9 th floor bar we will make sure that Noise or vibration is not noticeable at the façade or other areas of the hotel.
2.	We make sure that doors and windows are kept closed (except for ingress and egress) to reduce noise nuisance from the premises.
3.	We display prominent, clear and legible notices at all exits requesting patrons to respect the needs of local residents and to leave the premises and the area quietly.
4.	We make sure that the placing of bottles into receptacles outside the premises takes place at times that will minimise disturbance to nearby properties.
5.	We make sure that during the final hour of opening the music is always discernibly quieter (in relation to live events).
6.	We will not permit the playing of live or recorded music in lower ground courtyard area of the hotel (adjacent to the orangery), this area will not have speakers. The 9 th floor ancillary terrace will have background level speakers only and music will cease at 10.30pm. Music levels will be always maintained as 'background level', no live music events will take place in any external space. We make sure local-residents have ability to contact our manager on duty at all times in respect to any complaint or issue. This will be in place either through a dedicated telephone line.
7.	We make sure that any request by an authorised officer of the Council in relation to reducing noise levels is complied with.
8.	Our managers on duty will be responsible for monitoring noise levels and will implement changes in noise levels in accordance always providing a convivial atmosphere.
9.	We ensure that no amplified sound in connection with an event continues beyond the permitted hours of the entertainment.

Noxious smells	
Measures we have undertaken to meet the Licensing Objectives	
1	We ensure that offensive smells from the licensed premises are not permitted so as to cause a nuisance to nearby properties and the premises are properly vented.
2	Ensure that receptacles for waste are emptied regularly to minimise nuisance smells.

Light pollution	
Measures we have undertaken to meet the Licensing Objectives	
1	We ensure that no lighting outside our premises causes nuisance to nearby properties, whilst balancing the need for lighting in the interests of prevention of crime and disorder.





London City East

Litter	
Measures we have undertaken to meet the Licensing Objectives	
1	We have provided adequate and suitable (lidded) receptacles to receive and store refuse from the premises/site.
2	We make sure that receptacles for refuse storage are maintained in a clean condition.
3	We make sure litter is regularly cleared from the vicinity of the premises.

Additional or alternative measures to meet the Public Nuisance objective

List your additional proposed measures to meet the Licensing Objectives here:

Street Furniture – we will not be placing any street furniture, which includes advertising boards, on the highway, we recognise this can cause a public nuisance by way of obstruction or encourage consumption of alcohol on an unlicensed area.

Fly Posting – we recognise the Council has experienced problems with "fly posting" in relation to venues that offer entertainment. We will never countenance the posting of flyers or posters for the advertising of our venue.



CONDITIONS RELATING TO: THE PROTECTION OF CHILDREN FROM HARM

General	
	Measures we have undertaken to meet the Licensing Objectives
1	We have adopted and adapted the Metropolitan Police 'Operation Make safe' campaign, and have a crime prevention policy in place in relation to the prevention of Modern Slavery and the Exploitation of Children.
2	<p>We have integrated industry best practices into our organisation relating to the training of our team in relation to spotting and reporting known indicators of possible human trafficking, sex exploitation and modern slavery.</p> <p>We have installed robust operational procedures within our crisis management for reporting of such indicators and shall follow Operation Make safe protocols.</p>
3	We have implemented a proof of age policy agreed by the police and local authority. Challenge 25 in the restaurant and bar, and age restrictions for the purchase and sale of hotel bedrooms.

Access for children to licensed premises and operations procedures for safeguarding	
	Measures we have undertaken to meet the Licensing Objectives
1	<p>Children that stay in the hotel are only be allowed to use facilities of premises when accompanied by adult of 18 years of age.</p> <p>Children are only allowed into the Restaurant or ancillary 9th floor bar with bona-fied diners; this includes live events.</p> <p>Bedrooms: No minibars are present in any of our bedrooms. Residents are allowed to purchase alcoholic beverages through room service menu.</p> <p>Bedrooms: When children are known to be present in a hotel room when alcoholic beverages being purchased, a formal record will be made on our Modern Day Slavery/Child Exploitation operational documents (this will be part of our monitoring of indicators policy and operation make safe best practice)</p>

Name:

Signature:

Date: