

## SWT Licensing Sub-Committee

Thursday, 15th April, 2021,  
11.00 am

**Somerset West  
and Taunton**

[SWT VIRTUAL MEETING WEBCAST  
LINK](#)

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**Members:** Mark Lithgow (Chair), Marcia Hill and Loretta Whetlor

### Agenda

1. Application to vary a Premises Licence

(Pages 3 - 60)



**JAMES HASSETT  
CHIEF EXECUTIVE**

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The Governance and Democracy Case Manager will take the details of your question or speech and will distribute them to the Committee prior to the meeting. The Chair will then invite you to speak at the beginning of the meeting under the agenda item Public Question Time, but speaking is limited to three minutes per person in an overall period of 15 minutes and you can only speak to the Committee once. If there are a group of people attending to speak about a particular item then a representative should be chosen to speak on behalf of the group.

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# Somerset West and Taunton Council

## Licensing sub-committee – 15<sup>th</sup> of April 2021

### Application for the grant of a Premises Licence under the Licensing Act 2003

This matter is the responsibility of Cllr Sarah Wakefield

Report Author: Nicola Yendall & Brad Fear – Licensing Officers

#### 1 Executive Summary / Purpose of the Report

- 1.1 Members are asked to consider an application to vary a Premises Licence under the Licensing Act 2003 for Croydon Hall, Felons Oak, Rodhuish, Somerset TA24 6QT.

#### 2 Recommendations

- 2.1 As relevant representations have been received by the licensing authority, the subcommittee must take such steps as it considers appropriate for the promotion of the four licensing objectives, being:

- The prevention of crime and disorder;
- The prevention of public nuisance;
- Public safety;
- The protection of children from harm.

- 2.2 The steps the sub-committee may take are to:

- Grant the licence subject to the conditions identified in the applicant's operating schedule (modified to such extent as the authority considers appropriate for the promotion of the licensing objectives) and any appropriate mandatory conditions.
- Exclude from the scope of the licence any of the licensable activities to which the application relates.
- to refuse to specify a person in the licence as the designated premises supervisor;
- Reject the application.

#### 3 Risk Assessment (if appropriate)

- 3.1 The matters to which this report relates does not impact on any of the issues identified within the Corporate and Function Risk Registers.

#### 4 Background and Full details of the Report

- 4.1 Croydon Hall is a small Country Estate Hotel, situated within 5 acres. It is situated within Exmoor National Park. The hotel can entertain up to 250 guests and can provide accommodation for up to 50 guests.
- 4.2 The premises is currently licensed and a copy of this licence can be found as **Appendix A**.
- 4.3 An application was received from Round the Clock Ltd on 4<sup>th</sup> February 2021 to Vary the Premises License at Croydon Hall, Felons Oak, Rodhuish, Minehead. The application has been submitted to update and simplify the existing licensing conditions with the proposed future operations as a hotel with ancillary functions such as wedding receptions and food and beverage on offer to non-residents.
- 4.4 The application has been received to supply of alcohol for both the consumption on and off the premises, from 07:00 to 2:00 and no time limit for Hotel Residents, the supply to Hotel Residents will be 24/7. Late night refreshments indoors from 23:00 to 07:00. Other Licensable activities applied for Plays, Films, Live Music, Recorded Music and Dance both indoors and outdoors from 07:00 to 02:00 indoors and 07:00 to 11:00 outdoors.
- 4.5 Seasonal variations for all the licensable activities applied for on New Year's Eve from the end of permitted hours to the start of permitted hours on the following day. When British Summertime changes extend the terminal hour by 1 hour.
- 4.6 Notices advertising the Licence were placed up at the premises and a copy of this was also advertised in the local paper, within 10 working days in accordance with the Licensing Act 2003 (Premises licences and club Premises certificates) Regulations 2005. A copy of this notice was also posted on the Somerset West and Taunton Council Website, with a function available for members or the public to make objections online through the website.
- 4.7 The proposed licensable activities and timings, as per the original application are represented in table form in **Appendix B**. Hoping to address any local concerns, Mr Mullins then updated his original application on 5<sup>th</sup> February 2021 with updated conditions as per **Appendix C**, following conversations with local residents and the feedback he received.
- 4.8 Within the application, the applicant has identified steps they intend to take promoting the licensing objective, and this is often referred to as being part of the 'operating schedule'. The licensing authority routinely modifies the content of this part of the application in order to form conditions of the licence, should it be amended; conditions which, if breached, result in an offence being committed. In this case the applicant has spoken to the local Police Licensing Officer Nicola Cooper to discuss the proposed operation moving forward as a Hotel and it was felt that some of existing licence conditions needed updating and others were unenforceable (again, these proposed condition amendments can be found under **Appendix B**).

#### Representations

- 4.9 Representations against the application have been received from interested parties within the 28-day consultation period. These are shown in **Appendix D**. (Please note that as the representation from Mr and Mrs Chavasse was received by Licensing on 5<sup>th</sup> March 2021, it was originally determined that this was served out of time and, therefore,

invalid. However, on 16<sup>th</sup> March 2021 Mr and Mrs Chavasse were able to evidence that the representation was formally served on the Council—via the Enquiries inbox—on the evening of the 4<sup>th</sup> March, thereby making it within the acceptable time frame. This second objection can be found under **Appendix F**. Due to this misunderstanding, and also taking into consideration technical problems that the objectors experienced when trying to view the application online, it was proposed that the original hearing be adjourned—under Article 12 of the Licensing Act 2003 (Hearings) Regulations 2005—to a later date to allow these points to also be addressed). Under this article a hearing may be adjourned “*where it considers this to be necessary for its consideration of any representations or notice made by a party*”.

The main areas of concern are the possibility of public nuisance/disturbance to neighbours in the residential area if the Licencing hours are increased—particularly if and when patrons leave simultaneously late at night. Note that in her response to the original notice of hearing (for the hearing initially booked for Thursday 25<sup>th</sup> March— and subsequently adjourned) Mrs Rainbow elaborated on her concerns and this response is attached as **Appendix G**.

Both Mrs Rainbow and Mrs & Mr Chavasse are local residents—located under half a mile away from Croydon Hall, beyond fields adjacent to the back gardens of Croydon Hall.

#### Representations from Responsible Authorities

4.10 No formal objections/representations were raised by responsible authorities during the 28 day consultation period.

#### 4.11 Mediation

A mediation meeting originally booked online over Zoom for Friday 12<sup>th</sup> March 2021. However, this ultimately did not take place when the original objector, Mrs Rainbow was unable to attend. However, letters were sent by the applicant to both Mrs Rainbow and, subsequently, to Mr and Mrs Chavasse, summarising his intentions for the property as well as constructive conditions he has proposed to address any potential concerns. Mr Millins included his contact details within these letters, intending to open up dialogue with the objectors and discuss any concerns they had accordingly. The letter to Mrs Rainbow can be found under **Appendix E** and the letter to Mr and Mrs Chavasse can be viewed as **Appendix H**. A second formal mediation meeting over Zoom was booked Wednesday 31<sup>st</sup> March 2021 (with Mr and Mrs

Chavasse also invited this time). Regrettably, whilst the applicant, Mr Millins, attended at this time, neither of the objectors did. As such, formal mediation was unable to proceed. However, Mr Millins had confirmed having a phone discussion with Mr and Mrs Chavasse following receipt of the letter he sent them (to discuss their concerns), however no further suggestions were given at the time by Mr and Mrs Chavasse on any additional conditions or amendments they would want to see implemented.

#### Responses to notice of hearing

4.12 Notices of hearing were sent out by e-mail and by post on 22<sup>nd</sup> March 2021 (these notices of hearing also included a covering letter explaining the reasons for the adjournment of the initial hearing under Article 12 of the Licensing Act 2003 (Hearings) Regulations 2005). The responses we have received to this notice of hearing are shown as **Appendix I**. Please note that at the time of writing there still remains two days in which parties can confirm attendance at the hearing. Any further confirmations

of attendance or written submissions offered after the submission of this report will therefore be forwarded separately.

#### Relevant Licensing Policy considerations

- 4.13 Section 1.2 of the Authority's Licensing Policy states: "The Act requires the Licensing Authority to carry out its various licensing functions so as to promote the four licensing objectives". "These four objectives will be the paramount considerations when determining a course of action in relation to the Licensing Authority's licensing functions. Each objective will be given equal importance". The four objectives are: the prevention of crime and disorder, public safety, prevention of children from harm and prevention of public nuisance.

#### Conditions

- 4.14 Section 1.5.2 of the Policy states "The Licensing Authority may only impose conditions on a premises licence if they are consistent with the operating schedule or after receiving relevant representations. Any conditions attached to the licence must relate to the promotion of the Licensing Objectives".
- 4.15 The Act requires that licensing conditions should be tailored to the size, style, characteristics and activities taking place at the premises concerned.
- 4.16 The guidance issued under Section 182 of the Licensing Act 2003 states: "(9.38) *All licensing determinations should be considered on a case by case basis. They should take into account any representations or objections that have been received from responsible authorities or other persons, and representations made by the applicant or premises user as the case may be. (9.39) The authority's determination should be evidence-based, justified as being appropriate for the promotion of the licensing objectives and proportionate to what it is intended to achieve. (9.40) Determination of whether an action or step is appropriate for the promotion of the licensing objectives requires an assessment of what action or step would be suitable to achieve that end. Whilst this does not therefore require a licensing authority to decide that no lesser step will achieve the aim, the authority should aim to consider the potential burden that the condition would impose on the premises licence holder (such as the financial burden due to restrictions on licensable activities) as well as the potential benefit in terms of the promotion of the licensing objectives. However, it is imperative that the authority ensures that the factors which form the basis of its determination are limited to consideration of the promotion of the objectives and nothing outside those parameters.*"

### **5 Links to Corporate Aims / Priorities**

- 5.1 The granting of this application would support an existing business within the district, creating additional sources of income. However, considerations must also be made, where necessary, to the Corporate Strategy's commitment to – where the granting of varying of any premises licence is concerned – 'reduce anti-social behaviour, through working with residents'. **6 Finance / Resource Implications**

- 6.1 None.

### **7 Legal Implications**

- 7.1 The Licensing Sub Committee, when determining this application, must comply with the Licensing Act 2003. It should also have due regard to the Home Office Guidance and the Council's Licensing Policy.

- 7.2 In determining an application for a Premises Licence, any Responsible Authority or other party can make representations in relation to the application.
- 7.3 The Licensing Act 2003 created four licensing objectives and in determining this application, only factors that relate to the licensing objectives can be taken into account. Any representation must relate to the licensing objectives and any conditions added by the Licensing Sub Committee must relate to the promotion of the licensing objectives.

#### Human Rights Act 1998

- 7.4 The sub-committee must also have regard to the provisions of the Human Rights Act 1998 when determining this application. The 1998 Act made the European Convention of Human Rights directly enforceable in British courts. The relevant provisions are Article 6 (right to a fair trial), Article 8 (right to respect for private and family life), Article 11 (freedom of association) and Article 1 of the First Protocol (right to peaceful enjoyment of one's possessions). These provisions require the subcommittee to identify correctly the competing interests, give each appropriate weight in the circumstances of the case, and balance them against each other in order to arrive at a fair and reasonable decision.

#### Appeals

- 7.5 If the sub-committee modifies conditions or rejects the application, the applicant may appeal within 21 days of notification of the decision to the Magistrates' Court. Those making relevant representations may appeal if they believe that the licence should not have been granted, or that, when granting the licence, the Licensing Authority ought to have imposed different or additional conditions or excluded a licensable activity. The Magistrates' Court may dismiss the appeal, or substitute its own decision, or send back the case to the Licensing Authority with directions as to how the case is to be dealt with. The Magistrates' Court may make any costs order it thinks fit.

### **8 Environmental Impact Implications (if any)**

- 8.1 None identified

### **9 Safeguarding and/or Community Safety Implications (if any)**

- 9.1 None identified.

### **10 Equality and Diversity Implications (if any)**

- 10.1 None identified.

### **11 Social Value Implications (if any)**

- 12 No social value implications were identified.

### **13 Partnership Implications (if any)**

- 14 No partnership implications were identified.

### **15 Health and Wellbeing Implications (if any)**

15.1 Through effective regulation, confidence in licensed premises and activities can be maintained, helping communities to thrive.

**16 Asset Management Implications** (if any)

16.1 No asset management implications have been identified.

**17 Consultation Implications** (if any)

17.1 None identified.

**18 Scrutiny Comments / Recommendation(s)** (if any)

18.1 Not applicable.

**Democratic Path:**

- **Scrutiny / Corporate Governance or Audit Committees – No**
- **Cabinet/Executive – No**
- **Full Council – No**

Reporting Frequency :  **Once only**     **Ad-hoc**     **Quarterly**  
 **Twice-yearly**     **Annually**

**List of Appendices**

Appendix A	Copy of existing licence for Croydon Hall
Appendix B	Activities and hours applied for (including proposed conditions to be added to licence)
Appendix C	Updated conditions provided by Mr Millins following discussions with residents
Appendix D	Objection from Mrs Rainbow
Appendix E	Letter to Mrs Rainbow from Mr Millins
Appendix F	Objection from Mr and Mrs Chavasse
Appendix G	Letter from Mrs Rainbow – elaboration of concerns
Appendix H	Letter to the Chavasses from Mr Millins
Appendix I	Responses to Notice of Hearing

**Contact Officers**

Name	Nicola Yendall
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Direct Dial	01823 219711
Email	N.Yendall@somersetwestandtaunton.gov.uk

Name	Brad Fear
Direct Dial	01823 219447
Email	B.Fear@somersetwestandtaunton.gov.uk



**APPENDIX A – EXISTING LICENCE FOR CROYDON HALL**

**Somerset West  
and Taunton**

Somerset West and Taunton Council PO Box 866 Taunton TA1 9GS	Email: Enquiries@somersetwestandtaunton.gov.uk Website: www.somersetwestandtaunton.gov.uk Telephone: 0300 304 8000
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**Licensing Act 2003 - Premises Licence**

<b>Premises licence number</b> WSC/LN/000001802
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**Part 1 – Premises details**

<b>Postal address of premises, or if none, ordnance survey map reference or description</b>			
Croydon Hall Felons Oak Rodhuish			
<b>Post town</b>	Minehead	<b>Post code</b>	TA24 6QT
<b>Telephone number</b>	01984 642200		

<b>Where the licence is time limited the dates</b>
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<b>Licensable activities authorised by the licence</b>
Alcohol On Sales Provision of Regulated Entertainment – Recorded Music Provision of Late Night Refreshment

## **APPENDIX A – EXISTING LICENCE FOR CROYDON HALL**

### **The times the licence authorises the carrying out of licensable activities**

#### **Supply of alcohol**

Sunday 12:00 - 23:30

Monday 11:00 - 00:00

Tuesday 11:00 - 00:00

Wednesday 11:00 - 00:00

Thursday 11:00 - 01:00

Friday 11:00 - 01:00

Saturday 11:00 - 01:00

Non-Standard Good Friday & Christmas Day: 12:00 to 23:30

New Years Eve, except on a Sunday: 11:00 to 00:00

New Years Eve on a Sunday: 12:00 to 23:30

New Years Eve from the end of permitted hours on New Years Eve to the start of permitted hours on the following day

#### **Regulated Entertainment**

Sunday 12:00 - 23:30

Monday 11:00 - 00:00

Tuesday 11:00 - 00:00

Wednesday 11:00 - 00:00

Thursday 11:00 - 00:00

Friday 11:00 - 00:00

Saturday 11:00 - 00:00

#### **Late Night Refreshment**

Sunday 12:00 - 23:30

Monday 11:00 - 00:00

Tuesday 11:00 - 00:00

Wednesday 11:00 - 00:00

Thursday 11:00 - 00:00

Friday 11:00 - 00:00

Saturday 11:00 - 00:00

### **The opening hours of the premises**

Sunday 00:01 - 00:00

Monday 00:01 - 00:00

Tuesday 00:01 - 00:00

Wednesday 00:01 - 00:00

Thursday 00:01 - 00:00

Friday 00:01 - 00:00

Saturday 00:01 - 00:00

Non-Standard

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

On Supplies

**APPENDIX A – EXISTING LICENCE FOR CROYDON HALL**

**Part 2**

**Name, (registered) address, telephone number and e-mail (where relevant) of holder of premises licence**

Round Clock Ltd  
Croydon Hall Training Venue  
Felons Oak  
Rodhuish  
Minehead  
Somerset  
TA24 6QT

Tel:  
Email:

**Registered number of holder, for example company number, charity number (where applicable)**

CO NO 05684606

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

Mr Jeremy Philip Millins  
Croydon Hall  
Felons Oak  
Rodhuish  
Minehead  
Somerset  
TA24 6QT

Tel:  
Email:

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

[REDACTED]

This licence comes into effect on 18<sup>th</sup> May 2020, replacing the licence dated 2<sup>nd</sup> May 2019.

Dated: 18<sup>th</sup> May 2020

*S.G. Lewis.*

Head of Customer

**APPENDIX A – EXISTING LICENCE FOR CROYDON HALL**

**Annex 1 - Mandatory conditions**

Supply of alcohol

1. No supply of alcohol may be made under the Premises Licence –
  - (a) At a time when there is no Designated Premises Supervisor in respect of the Premises Licence; or
  - (b) At a time when the Designated Premises Supervisor does not hold a Personal Licence or his 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. (1) 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.
  - (2) 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).

## **APPENDIX A – EXISTING LICENCE FOR CROYDON HALL**

4. The responsible person must ensure that free potable water is provided on request to customers where it is reasonably available.
5.
  - (1) 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;
  - (2) The designated premises supervisor in relation to the premises licences must ensure that the supply of alcohol at the premises is carried on in accordance with the age verification policy;
  - (3) 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.
6. The responsible person shall 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; and
  - (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.
7. 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.
8. For the purposes of the condition set out in paragraph 1 –
  - (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;

**APPENDIX A – EXISTING LICENCE FOR CROYDON HALL**

- (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.
9. Where the permitted price given by Paragraph (b) of paragraph 2 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.
10. (1) Sub-paragraph (2) applies where the permitted price given by Paragraph (b) of paragraph 2 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;
- (2) 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.

**APPENDIX A – EXISTING LICENCE FOR CROYDON HALL**

**Annex 2 - Conditions consistent with the Operating Schedule**

- 1 The premises must operate a 'Challenge 25 policy', whereby anyone wishing to purchase alcohol, that appears to be under the age of 25 years, must be asked to provide photographic identification e.g. passport, driving licence, PASS card.
- 2 A minimum of one notice must be displayed at the premises, requesting customers to leave quietly.
- 3 Staff must receive training with regards to the legal and social responsibilities of supplying alcohol, and around prevention of illegal drug activity on the premises.
- 4 All egress and access area will be adequately illuminated, to minimise the risk of harm to customers.
- 5 After 23:00 hours noise from live or recorded music shall only be played inside the main hotel building.
- 6 After 23:00 noise from live or recorded music shall not be audible at the two monitoring points agreed with Somerset West and Taunton Council. These two agreed points are marked with 'X' on the plan below.



- 7 The Licence Holder shall provide the nearby residents with a telephone number that they can use to contact the premises to report any problems with noise. This number must be monitored by the premises when there is any live or recorded music after 23:00.

## APPENDIX A – EXISTING LICENCE FOR CROYDON HALL

### **Restaurant:**

- 1 Alcohol may be sold or supplied:
  - a) On Mondays, Tuesdays and Wednesdays, other than Christmas Day, or New Year's Eve from 11.00 to 00.00.
  - b) On Thursdays, Fridays and Saturdays, other than Christmas Day, Good Friday or New Year's Eve from 11.00 to 01:00.
  - b) On Sundays, other than Christmas Day or New Year's Eve, and on Good Friday: 12:00 to 23:30.
  - c) On Christmas Day: 12:00 to 23:30.
  - d) On New Year's Eve, except on a Sunday, 11:00 to 00:00.
  - e) On New Year's Eve on a Sunday, 12:00 to 23:30.
  - f) On New Year's Eve from the end of permitted hours on New Year's Eve to the start of permitted hours on the following day (or if there are no permitted hours on the following day, 00:00 on 31<sup>st</sup> December).

The above restrictions do not prohibit consumption of the alcohol on the premises or the taking of sale or supply of alcohol to any person residing in the premises.

- 2
  - a) No intoxicating liquor shall be supplied otherwise than to:
    - i) the residents and staff of the home and,
    - ii) a bona fide guest of any person within category (i) entertained by such person within category (i) entertained at their expense.
  - b) Suitable beverages other than intoxicating liquor (inc drinking water) shall be equally available for consumption with or otherwise as an ancillary to meals served in the licensed premises.

### **The following apply to residents only:**

- 3 No permitted hours apply, but sales are only permitted:
  - a) on premises which are bona fide used, or intended to be used, for the purpose of habitually providing for reward, board and lodging, including breakfast and at least one other customary main meal;
  - b) subject to the condition that alcohol shall not be sold or supplied on the premises otherwise than to persons residing there or their private friends bona fide entertained by them at their own expense, and for consumption by such a person or his private friend so entertained by him either on the premises or with a meal supplied at but to be consumed off the premises;
  - c) there must be adequate sitting accommodation in a room not to be used for sleeping accommodation for the service of substantial refreshment or for the supply or consumption of alcohol.

**APPENDIX A – EXISTING LICENCE FOR CROYDON HALL**

**Annex 3 - Conditions attached after a hearing by the licensing authority**

- 1 All visitors (not guests staying at the hotel) will be required to vacate the premises and car parks by no later than 45 minutes after the terminal hour for licensable activities.

**APPENDIX A – EXISTING LICENCE FOR CROYDON HALL**

**Annex 4 – Plans**

CROYDON HALL, WASHFORD  
PLAN NO. 6/26/03/101  
DATED JAN 03

**APPENDIX B - Activities and hours applied for  
(including proposed conditions to be added to licence)**

Please tick as appropriate

Do you want the proposed variation to have effect as soon as possible?     Yes     No

If not, from what date do you want the variation to take effect?

DD	MM	YYYY

Do you want the proposed variation to have effect in relation to the introduction of the late night levy? (Please see guidance note 1)     Yes     No

**Please describe briefly the nature of the proposed variation** (Please see guidance note 2)

FOLLOWING THE ACQUISITION AND CHANGE OF MANAGEMENT OF ROUND CLOCK LIMITED, THIS APPLICATION IS BEING MADE TO UPDATE AND SIMPLIFY THE EXISTING LICENCE CONDITIONS IN LINE WITH THE PROPOSED FUTURE OPERATION AS A HOTEL WITH ANCILLARY FUNCTIONS SUCH AS WEDDING RECEPTIONS AND A FOOD & BEVERAGE OFFER OPEN TO NON RESIDENTS

If your proposed variation would mean that 5,000 or more people are expected to attend the premises at any one time, please state the number expected to attend:

--

**APPENDIX B - Activities and hours applied for  
(including proposed conditions to be added to licence)**

**Part 4 Operating Schedule**

Please complete those parts of the Operating Schedule below which would be subject to change if this application to vary is successful.

- | <b>Provision of regulated entertainment (Please see guidance note 3)</b>                                    | <b>Please tick all that apply</b>   |
|---|-------------------------------------|
| a) plays (if ticking yes, fill in box A)  | <input checked="" type="checkbox"/> |
| b) films (if ticking yes, fill in box B)  | <input checked="" type="checkbox"/> |
| c) indoor sporting events (if ticking yes, fill in box C)   | <input type="checkbox"/>            |
| d) boxing or wrestling entertainment (if ticking yes, fill in box D)  | <input type="checkbox"/>            |
| e) live music (if ticking yes, fill in box E)   | <input checked="" type="checkbox"/> |
| f) recorded music (if ticking yes, fill in box F)   | <input checked="" type="checkbox"/> |
| g) performances of dance (if ticking yes, fill in box G)  | <input checked="" type="checkbox"/> |
| h) anything of a similar description to that falling within (e), (f) or (g) (if ticking yes, fill in box H) | <input checked="" type="checkbox"/> |

**Provision of late night refreshment** (if ticking yes, fill in box I)

**Supply of alcohol** (if ticking yes, fill in box J)

**In all cases complete boxes K, L and M**

**APPENDIX B - Activities and hours applied for  
(including proposed conditions to be added to licence)**

A

Plays Standard days and timings (please read guidance note 8)			<u>Will the performance of a play take place indoors or outdoors or both – please tick</u> (please read guidance note 4)	Indoors	<input type="checkbox"/>
Day	Start	Finish		Outdoors	<input type="checkbox"/>
Mon	07.00	02.00	<u>Please give further details here</u> (please read guidance note 5)  To bring the hours in line with the premises' Permitted Hours and to allow for the performance of plays in the external grounds during the afternoon and early evening during the summer months from time to time and inside the premises using the various function room spaces from time to time.	Both	<input checked="" type="checkbox"/>
Tue	07.00	02.00			
Wed	07.00	02.00	<u>State any seasonal variations for performing plays</u> (please read guidance note 6) On New Years Eve, from the end of permitted hours on New Years Eve to the start of permitted hours on the following day.  When the clock change to British Summertime, extend the terminal hour by 1 hour.		
Thur	07.00	02.00			
Fri	07.00	02.00	<u>Non standard timings. Where you intend to use the premises for the performance of plays at different times to those listed in the column on the left, please list</u> (please read guidance note 7)		
Sat	07.00	02.00			
Sun	07.00	02.00			

**APPENDIX B - Activities and hours applied for  
(including proposed conditions to be added to licence)**

B

Films Standard days and timings (please read guidance note 8)			<u>Will the exhibition of films take place indoors or outdoors or both – please tick (please read guidance note 4)</u>	Indoors	<input type="checkbox"/>
				Outdoors	<input type="checkbox"/>
Day	Start	Finish		Both	<input checked="" type="checkbox"/>
Mon	07.00	02.00		<p><u>Please give further details here</u> (please read guidance note 5) To bring the hours in line with the premises' Permitted Hours and to allow for the exhibition of films from time to time during the summer months in the grounds (to finish by 23:00hrs) and inside the premises within the various function room spaces.</p> <p><u>State any seasonal variations for the exhibition of films</u> (please read guidance note 6) On New Years Eve, from the end of permitted hours on New Years Eve to the start of permitted hours on the following day.</p> <p>When the clock change to British Summertime, extend the terminal hour by 1 hour.</p> <p><u>Non standard timings. Where you intend to use the premises for the exhibition of films at different times to those listed in the column on the left, please list</u> (please read guidance note 7)</p>	
Tue	07.00	02.00			
Wed	07.00	02.00			
Thur	07.00	02.00			
Fri	07.00	02.00			
Sat	07.00	02.00			
Sun	07.00	02.00			

**APPENDIX B - Activities and hours applied for  
(including proposed conditions to be added to licence)**

E

Live music Standard days and timings (please read guidance note 8)			Will the performance of live music take place <u>indoors or outdoors or both – please tick</u> (please read guidance note 4)	Indoors	<input type="checkbox"/>
Day	Start	Finish		Outdoors	<input type="checkbox"/>
Mon	07.00	02.00	Please give further details here (please read guidance note 5)  To bring the hours in line with the premises' Permitted Hours. There would be no Outdoor Live Music after 23.00hrs as per existing condition in Annex 2, Condition 5.	Both	<input checked="" type="checkbox"/>
Tue	07.00	02.00			
Wed	07.00	02.00	State any seasonal variations for the performance of live music (please read guidance note 6)		
Thur	07.00	02.00	On New Years Eve, from the end of permitted hours on New Years Eve to the start of permitted hours on the following day.  When the clock change to British Summertime, extend the terminal hour by 1 hour.		
Fri	07.00	02.00	Non standard timings. Where you intend to use the premises for the performance of live music at different times to those listed in the column on the left, please list (please read guidance note 7)		
Sat	07.00	02.00			
Sun	07.00	02.00			

**APPENDIX B - Activities and hours applied for  
(including proposed conditions to be added to licence)**

F

Recorded music Standard days and timings (please read guidance note 8)			Will the playing of recorded music take place <u>indoors or outdoors or both – please tick</u> (please read guidance note 4)	Indoors	<input type="checkbox"/>
Day	Start	Finish		Outdoors	<input type="checkbox"/>
Mon	07.00	02.00	Please give further details here (please read guidance note 5)  To bring the hours in line with the premises' Permitted Hours. There would be no Outdoor Music after 23.00hrs as per existing condition in Annex 2, Condition 5.	Both	<input checked="" type="checkbox"/>
Tue	07.00	02.00			
Wed	07.00	02.00	State any seasonal variations for the playing of recorded music (please read guidance note 6)  On New Years Eve, from the end of permitted hours on New Years Eve to the start of permitted hours on the following day.  When the clock change to British Summertime, extend the terminal hour by 1 hour.		
Thur	07.00	02.00			
Fri	07.00	02.00	<u>Non standard timings. Where you intend to use the premises for the playing of recorded music at different times to those listed in the column on the left, please list</u> (please read guidance note 7)		
Sat	07.00	02.00			
Sun	07.00	02.00			

**APPENDIX B - Activities and hours applied for  
(including proposed conditions to be added to licence)**

G

<b>Performances of dance</b> Standard days and timings (please read guidance note 8)			<b><u>Will the performance of dance take place indoors or outdoors or both – please tick</u></b> (please read guidance note 4)	Indoors	<input type="checkbox"/>
Day	Start	Finish		Outdoors	<input type="checkbox"/>
				Both	<input checked="" type="checkbox"/>
Mon	07.00	02.00	<b><u>Please give further details here</u></b> (please read guidance note 5)  To bring the hours in line with the premises' Permitted Hours and to allow for the Performance of dance from time to time during the summer months in the grounds (to finish by 23:00hrs) and inside the premises within the various function room spaces.		
Tue	07.00	02.00			
Wed	07.00	02.00	<b><u>State any seasonal variations for the performance of dance</u></b> (please read guidance note 6) On New Years Eve, from the end of permitted hours on New Years Eve to the start of permitted hours on the following day.  When the clock change to British Summertime, extend the terminal hour by 1 hour.		
Thur	07.00	02.00			
Fri	07.00	02.00	<b><u>Non standard timings. Where you intend to use the premises for the performance of dance at different times to those listed in the column on the left, please list</u></b> (please read guidance note 7)		
Sat	07.00	02.00			
Sun	07.00	02.00			

**APPENDIX B - Activities and hours applied for  
(including proposed conditions to be added to licence)**

I

<b>Late night refreshment</b> Standard days and timings (please read guidance note 8)			<b>Will the provision of late night refreshment take place indoors or outdoors or both – please tick</b> (please read guidance note 4)	Indoors	<input type="checkbox"/>
Day	Start	Finish		Outdoors	<input type="checkbox"/>
Mon	23.00	07.00		Both	<input checked="" type="checkbox"/>
				<b>Please give further details here</b> (please read guidance note 5)	
Tue	23.00	07.00			
Wed	23.00	07.00	<b>State any seasonal variations for the provision of late night refreshment</b> (please read guidance note 6)		
Thur	23.00	07.00			
Fri	23.00	07.00	<b>Non standard timings. Where you intend to use the premises for the provision of late night refreshment at different times, to those listed in the column on the left, please list</b> (please read guidance note 7)		
Sat	23.00	07.00			
Sun	23.00	07.00			

**APPENDIX B - Activities and hours applied for  
(including proposed conditions to be added to licence)**

J

Supply of alcohol Standard days and timings (please read guidance note 8)			Will the supply of alcohol be for consumption – please tick (please read guidance note 9)	On the premises	<input type="checkbox"/>
				Off the premises	<input type="checkbox"/>
				Both	<input checked="" type="checkbox"/>
Day	Start	Finish	<p><b><u>State any seasonal variations for the supply of alcohol</u></b> (please read guidance note 6)</p> <p>On New Years Eve, from the end of permitted hours on New Years Eve to the start of permitted hours on the following day.</p> <p>When the clock change to British Summertime, extend the terminal hour by 1 hour.</p> <p><b><u>Non-standard timings. Where you intend to use the premises for the supply of alcohol at different times to those listed in the column on the left, please list</u></b> (please read guidance note 7)</p> <p>No time limit on the Permitted Hours for Hotel Residents. Supply of alcohol to Hotel Residents would be 24/7</p>		
Mon	07.00	02.00			
Tue	07.00	02.00			
Wed	07.00	02.00			
Thur	07.00	02.00			
Fri	07.00	02.00			
Sat	07.00	02.00			
Sun	07.00	02.00			

**APPENDIX B - Activities and hours applied for  
(including proposed conditions to be added to licence)**

L

<b>Hours premises are open to the public</b> Standard days and timings (please read guidance note 8)			<b><u>State any seasonal variations</u></b> (please read guidance note 6)
Day	Start	Finish	The Hotel premises are open 24/7
Mon	00.01	00.00	
Tue	00.01	00.00	
Wed	00.01	00.00	
Thur	00.01	00.00	
Fri	00.01	00.00	
Sat	00.01	00.00	
Sun	00.01	00.00	
			<b><u>Non standard timings. Where you intend the premises to be open to the public at different times from those listed in the column on the left, please list</u></b> (please read guidance note 7)

**APPENDIX B - Activities and hours applied for  
(including proposed conditions to be added to licence)**

**M** Describe any additional steps you intend to take to promote the four licensing objectives as a result of the proposed variation:

**a) General – all four licensing objectives (b, c, d and e) (please read guidance note 11)**

Please see attached document “Croydon Hall – Application for Variation of Premises Licence and Operating Schedule”

**b) The prevention of crime and disorder**

Please see attached document “Croydon Hall – Application for Variation of Premises Licence and Operating Schedule”

**c) Public safety**

Please see attached document “Croydon Hall – Application for Variation of Premises Licence and Operating Schedule”

**d) The prevention of public nuisance**

Please see attached document “Croydon Hall – Application for Variation of Premises Licence and Operating Schedule”

**e) The protection of children from harm**

Please see attached document “Croydon Hall – Application for Variation of Premises Licence and Operating Schedule”

**APPENDIX B - Activities and hours applied for  
(including proposed conditions to be added to licence)**

**Application for Variation of Premises Licence**

Round Clock Limited  
Croydon Hall  
Felons Oak  
Rodhuish  
Minehead  
TA24 6QT

Telephone 01984 642200  
Email [jeremy@croydonhall.co.uk](mailto:jeremy@croydonhall.co.uk)

**Annex 2**

**Existing Conditions with the Operating Schedule**

1. Remains unchanged
2. Remains unchanged
3. Amended to :

All employees involved in the sale of alcohol, must receive training on commencement of employment with regards to preventing the sale of alcohol to persons who are under the required age and proxy sales. The training must also include refusals to persons who are intoxicated. This training must be documented and signed for by employees to acknowledge that they have received this training. All employees must receive refresher training every six months. Records must be made available for inspection by the Police & Licensing Authority.

4. Remains unchanged
5. Remains unchanged
6. Remains unchanged
7. Remains unchanged

**APPENDIX B - Activities and hours applied for  
(including proposed conditions to be added to licence)**

**ADD NEW CONDITIONS**

8. The premises must install and maintain a comprehensive surveillance system as per the minimum requirements of Avon & Somerset Constabulary's operational requirement guidance dated 12/07/18. The system must record at all times when the premises is open for licensable activities. The correct time & date must be generated on all recordings which must be retained for a minimum period of 31 days. Copies must be made available on request, to the police or authorised officer of the licensing authority. If the system is inoperative or faulty for any reason, steps must be taken to repair or replace the equipment within 24 hours. A Data Controller who is conversant with the operation of the system must be available at all times when the premises is open to the public and be able to provide police or authorised officer of the licensing authority recent data or footage with the absolute minimum of delay when requested. Management, storage, giving and sharing of data recordings must comply with the general data protection regulations at all times.
9. An incident and refusals register must be kept and used on the premises and must record all incidents occurring on the premises including where the sale of alcohol and proxy sales to a patron is refused. Records must be kept for a minimum of 12 months and must be made available to the Local Authority, Police and Trading Standards Officers upon request. Records must be audited on a regular basis by the Designated Premises Supervisor.
10. The Premises Licence holder or DPS must ensure that any outside area attached to the premises or included in the licence must be controlled in a safe and effective manner to the same standard as operated within the premises building and must pay special attention to the impact that the use of the outside area has on the surrounding community. Outside areas must be regularly supervised.
11. The Hotel will be open 24 hours a day. Between the hours of 02.00 and 07.00, the sale of alcohol will be restricted to hotel residents and bona fide guests of hotel residents.
12. Customers must be prevented from loitering outside the premises and behaving in a manner that may cause nuisance to nearby residents.

**Section "Restaurant"** *Remove to avoid duplication of hours, simplify the licence and avoid confusion. New clearer conditions have been added in Annex 2.*

**Annex 3 - Conditions attached after a hearing by the licensing authority**

*Remove the existing condition as it is unenforceable in its current wording and a new condition 12 has been added to Annex 2.*

## **APPENDIX B - Activities and hours applied for (including proposed conditions to be added to licence)**

### **Statement of Licensing Policy**

Somerset and West Taunton has issued a "Statement of Licensing Policy" reflecting the Local Authorities views on achieving the Licensing Objectives under the Licensing Act 2003 for the period 2019 to 2024.

The Policy sets out how "Croydon Hall" must have regard in it's operation in order to promote the four licensing objectives :

- the prevention of crime and disorder
- public safety
- the prevention of public nuisance
- the protection of children from harm

This Operating Schedule will provide evidence how "Croydon Hall" will fulfil each Policy.

### **The Prevention of Crime and Disorder**

#### **CCTV**

A full colour 64 camera real time digital CCTV system is installed strategically throughout the premises. .

The system captures frontal identification of every person entering the premises.

The digital camera footage is kept for 31 days.

The Premises are registered with the Information Commissioner under the Data Protection Act and notices are displayed on the Premises stating that CCTV cameras are in operation.

#### **Lighting**

There will be adequate lighting throughout the Premises to ensure good visibility and supervision at all times.

#### **Layout and Fittings of the Premises**

The venue has been designed with the facilities to operate as a Country House Hotel specialising in functions such as Weddings Receptions.

Extensive CCTV covers all public areas allowing supervision from the entrance all the way through the Premises.

**APPENDIX B - Activities and hours applied for  
(including proposed conditions to be added to licence)**

**Security and Operational Staff**

The Management Team include personnel who are registered with the SIA. SIA Registered Door Supervisors will be used for functions where necessary.

Training will be given to all staff to supervise the Premises and report any matters giving rise to concern to the Management Team

A record will be kept of any Security Staff who are working together with their personal details including badge number, expiry date etc.

SIA Badges will be checked by the Duty Manager before the Security staff commence their shift. As with all staff, the Security Staff will sign in for each shift using an electronic system. This provides unique identification of each member of staff and accurately records the shifts that are worked.

A written Security Procedures Policy is in place.

**Communication**

All staff are linked through 2 way radios.

Telephones are fitted to staff locations including Reception, Bar, Customer, Kitchen etc. All telephones are linked to the CCTV Control Room and external lines.

An alarm system will be fitted that gives instant notification to the Police through a central monitoring station upon activation of panic alarms.

**Challenge 25**

Anyone who appears to be under 25 must produce ID or a proof of age card. The only suitable forms of ID that are acceptable include:

- o Passport
- o Photo card driving licence issued in any EU country
- o Proof of Age Standards Schemes (PASS) such as Citizen Card, supported by the Home Office

**APPENDIX B - Activities and hours applied for  
(including proposed conditions to be added to licence)**

**Staff Training**

Staff will be trained to recognise and refuse service to customers who have had too much to drink, to handle potential troublemakers and defuse difficult situations.

Toilets will be regularly attended to by cleaning staff.

**First Aid**

First Aid Assistance can be arranged through Reception.

**Positive Customer Care**

There is a Reception area at the main entrance to the Premises and will be staffed whenever a function is in operation. Staff will be trained to help customers with any issues from lost property, complaints, advice on safe ways to get home and any other general advice or welfare issues.

**Incident Book**

An Incident Book is kept by the Duty Manager. The Incident Book keeps records of any incidents that occur involving a member of the public which prompts further action from the Management Team.

Regular reviews of the Incident Book provides a useful management tool to highlight any recurring issues that require intervention from the Management Team.

**Cloakroom**

A cloakroom will be provided at Reception for Functions.

**APPENDIX B - Activities and hours applied for  
(including proposed conditions to be added to licence)**

**Public Safety**

This licensing objective is to ensure public safety on and in the vicinity of licensed premises and is concerned with physical safety rather than public health – which is covered by other legislation – it combines a responsibility to customers, staff and performers.

The premises has a Safety Plan which incorporates :

- fire safety inspections and maintenance
- emergency lighting testing
- staff training to include first aid and emergency procedures
- minimum staffing levels
- general maintenance
- a system for recording actions taken.

**Glassware**

Whilst most functions will use standard toughened glassware as drinks are served ancillary to a seated meal, functions utilising the grounds or without seated meals will use polycarbonate containers.

**Fire Alarm System**

The premises has a fully automated Fire Alarm System.

All staff will regularly attend Fire Alarm and Evacuation Training sessions which will be held each month. Training at these sessions include role-play of different emergency scenarios and will give staff the relevant training for dealing with members of the Public that may be under the influence of alcohol.

Detailed Fire Instructions are issued to staff in a variety of languages as the venue may employ foreign speaking staff.

Training records are kept of all staff attending the training sessions so that if any staff regularly miss the training session then extra sessions are held to ensure that they can attend.

The premises has an Emergency Contingency Plan. A sample of the Plan is attached at Appendix 4.

**Opening and Closing Checklists**

The daily opening and closing checklist highlights any maintenance issues that need to be dealt with by the maintenance team

**APPENDIX B - Activities and hours applied for  
(including proposed conditions to be added to licence)**

**Entertainment special effects**

From time to time, functions may use special effects.

Any special effect used would be subject to a Risk Assessment and review and consultation, where necessary, with the Licensing Authority and Fire Service.

**Prevention of Public Nuisance**

**Late Night Movement**

Due to the type of functions held at the Premises, it is anticipated that a substantial number of guests attending will be hotel residents staying onsite. This will significantly reduce the amount of movements at night from the premises.

Reception Staff will be on hand to remind any departing guests to respect local residents and leave quietly as well as to give assistance in arranging taxis where required.

Sufficient onsite parking facilities will be provided to ensure guests attending functions do not park on local roads. Duty Management will closely monitor the operation of the car parking facilities to ensure there is no excessive noise.

There will be a 'one-way' system in operation, vehicles arriving at the premises will enter from the main entrance in the front of the building and vehicles leaving the site will exit from the side entrance. This traffic flow will avoid car headlights being shone into the windows of neighbouring properties at night.

Given the location of the premises and the types of functions being held, it is not anticipated that guests will be arriving and leaving on foot unless returning to short term holiday let properties which are adjacent to the premises on the Croydon Hall Estate.

Customers will not be permitted to take open food or drink from the premises.

Waste is removed from the premises by Viridor Waste during weekday daytime hours.

All staff will also be instructed to leave the premises quietly and in an orderly fashion.

**Noise Breakout**

The licence already has conditions with regards to noise breakout from the premises.

**APPENDIX B - Activities and hours applied for  
(including proposed conditions to be added to licence)**

The premises provide a telephone Hotline number for use by the local residents if they ever have any cause for concern. The telephone number will be manned whenever the premises are operating functions.

**Protection of Children from harm.**

On certain occasions such as Wedding Receptions, under 18's will only be permitted in the premises and then only when accompanied by an Adult. Under 18's will not be permitted to consume alcohol on the Premises.

Anyone who appears to be under 25 must produce ID or a proof of age card. The only suitable forms of ID that are acceptable include:

- o Passport
- o Photo card driving licence issued in any EU country
- o Proof of Age Standards Schemes (PASS) such as Citizen Card, supported by the Home Office

**Putting Plans into action**

**Staff Training**

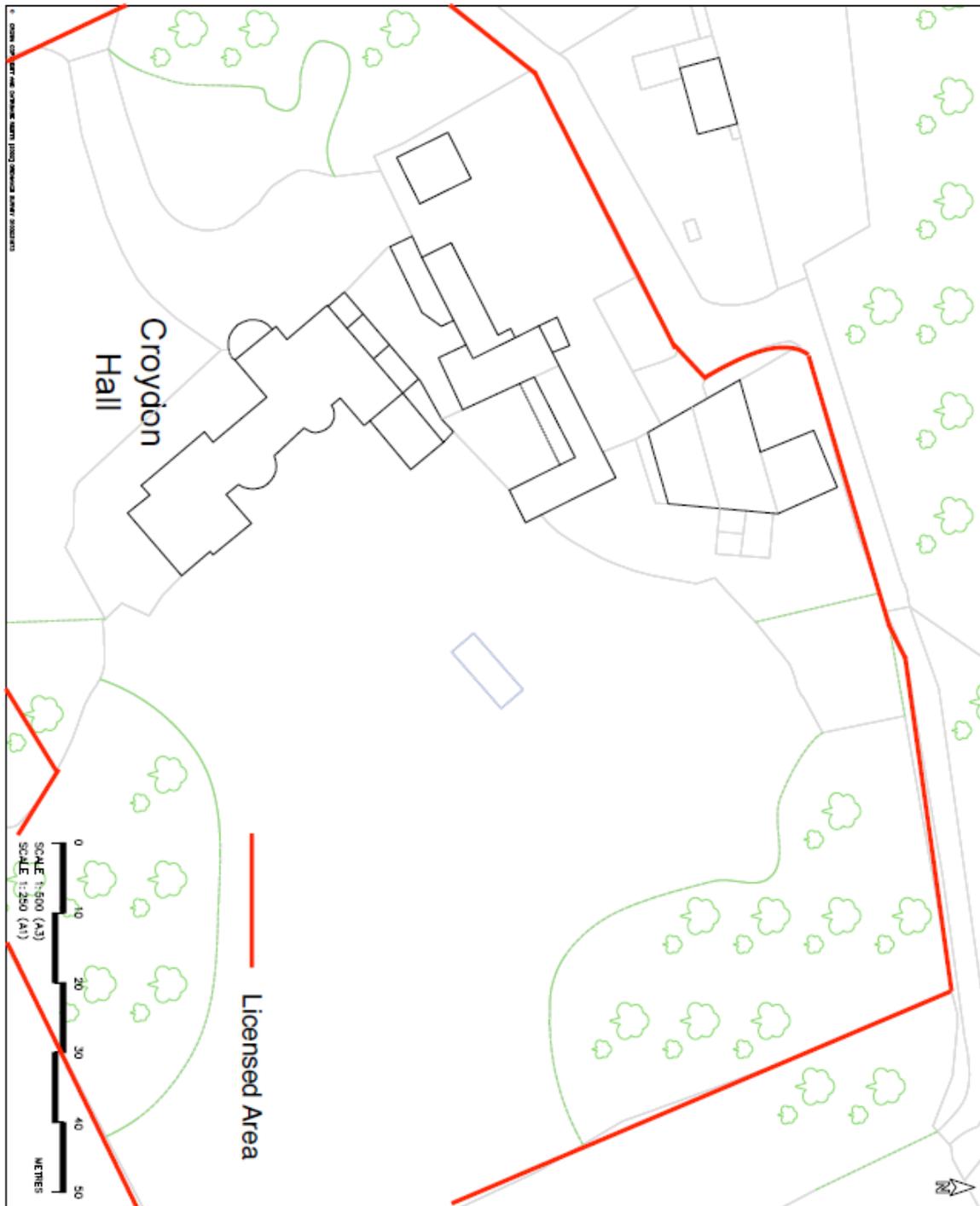
Croydon Hall recognises that staff training is fundamental to the success of the business.

Croydon Hall undertakes a thorough training programme with all of its staff. This programme includes Induction Training of all staff when they join the company followed by a minimum of one training session for all staff on a monthly basis.

The staff training includes :

Departmental local induction  
General Health & Safety  
Fire  
Bomb  
Manual Handling  
Customer Service  
Noise at Work  
Violence

**APPENDIX B - Activities and hours applied for**  
**(including proposed conditions to be added to licence)**



**APPENDIX B - Activities and hours applied for**  
**(including proposed conditions to be added to licence)**





## **APPENDIX C- Further conditions/amendments offered by the applicant**

**From:** Jeremy Millins  
**Sent:** 05 February 2021 09:46  
**To:** Enquiries, <[enquiries@somersetwestandtaunton.gov.uk](mailto:enquiries@somersetwestandtaunton.gov.uk)>  
**Cc:** Nicola Cooper  
**Subject:** Re: Variation - Croydon Hall

Good Morning

Thank you for your email

Please find attached photographs showing the notice on display that were taken yesterday. The notice is displayed next to the post box at the entrance to the Croydon Hall Estate on the Public Highway.

The notice will be published in the West Somerset Free Press next Friday 12<sup>th</sup> February 2021.

Whilst writing, following some further feedback from local residents, I would like to make two further amendments to the proposed new conditions ( a new schedule of conditions is attached). The amendments are :

1. Condition 5 currently only refers to live or recorded music. I would like to amend to "After 23:00, all licensable activities shall only take place inside the buildings"
2. Condition 6 currently has two sound monitoring points, I would like to amend to three. An updated plan is shown on the attached schedule of conditions.

I would be most grateful if you could update your online portal with the new schedule of proposed conditions. I am sorry for the inconvenience of this late change but I am keen to show the local residents that we are responsive to their concerns and the additional amendments should help give them further peace of mind.

Yours sincerely

Jeremy Millins



**APPENDIX D – Objection from Mrs Rainbow**

Licensing Team  
Belvedere Road  
Taunton  
TA1 9GS

March 1st. 2021

RECEIVED  
03 MAR 2021  
SOMERSET  
and TAUNTON

Dear Sirs,

Re. Variation To Premises Licence For Croydon Hall, Rodhuish TA24 6QT.

I wish to register my objection to an extension to the hours of 2 a.m.

An extension of hours has been rejected on 2 occasions due the adverse effect it would have on the neighbours in this residential area. The residents objections have been fully discussed at a meeting held with the licensing committee on 29th April 2019 where a decision was made in their favour.

Yours sincerely,

Mrs P. Rainbow,

[Redacted signature area]





## Appendix E – Letter from Mr Millins to Mrs Rainbow



Mrs Rainbow



5th March 2021

Dear Mrs Rainbow,

### **Application to vary the Premises Licence at Croydon Hall**

I hope you are keeping safe and well in these uncertain and crazy times that we find ourselves in.

We have almost finished our extensive refurbishment of Croydon Hall, just a few finishing touches left, and whilst we have faced many challenges along the way, we are very pleased with end result and feel we have now restored and updated the building to create a beautiful Hotel. We very much look forward to having the opportunity to show you around when we are allowed to do so. In the meantime, if you would like a sneak preview, we are constantly adding more and more photos to our website [www.croydonhall.co.uk](http://www.croydonhall.co.uk)

I am writing to you as I understand that you have lodged an objection with the Council in respect of our application for a variation of the premises licence at Croydon Hall which was granted with conditions attached for our predecessor's 'colourful' operation of the premises. I recently met with the local Police Licensing Officer, Nicola Cooper, to discuss our proposed operation moving forward as a Hotel with function facilities and it was felt that the existing licence was cumbersome, complicated and in parts unenforceable, and that it would benefit from being updated and simplified but with the addition of some more appropriate conditions.

Under the Licensing legislation, it would be possible as a venue for us to apply for a series of Temporary Event Notices ('TENS') to allow for a variation in operating hours but these TENS do not carry the same detailed conditions as the main licence so it was considered more appropriate and responsible for us to extend the licensing hours to cover all eventualities so that we avoid the use of 'TENS' as much as possible.

Croydon Hall Management Limited  
Company Registration No. 07461656. VAT Registration No. 348 901 774  
Croydon Hall, Felons Oak, Rodhuish, Minehead TA24 6QT Telephone 01984 642200

## **Appendix E – Letter from Mr Millins to Mrs Rainbow**

The main change that we are seeking is to extend the terminal hour for guests attending functions to 2am. That does not mean in any way that we would be operating until 2am every night but it gives flexibility to meet the need of individual functions whilst fully incorporating the Licence conditions. For example, a Wedding Reception may wish to go on until 1am – the current licence allows alcohol to be served until 1am but the entertainment must finish at 12 midnight, the variation of the licence would mean that the entertainment could continue in line with the rest of the licence.

The change of hours would also give flexibility for the change of clocks to British Summertime, Bank Holidays and other special dates throughout the year.

There is already a condition on the licence that all music must be contained within the building after 11pm with requirements to monitor noise breakout at sensitive external locations to ensure that there is no disturbance to our local neighbours. There is also an existing condition to provide a Residents Hotline so that you can easily contact us should there be any issues – these conditions would remain unchanged.

Having discussed our application with our immediate neighbours, none of whom are objecting, in order to ensure that our proposed operation is fully accountable under Licensing Legislation and to demonstrate that we are experienced, professional and socially responsible Operators, we are proposing the following new conditions are voluntarily added to the Licence;

1. All employees involved in the sale of alcohol, must receive training on commencement of employment with regards to preventing the sale of alcohol to persons who are under the required age and proxy sales. The training must also include refusals to persons who are intoxicated. This training must be documented and signed for by employees to acknowledge that they have received this training. All employees must receive refresher training every six months. Records must be made available for inspection by the Police & Licensing Authority.
2. The premises must install and maintain a comprehensive surveillance system as per the minimum requirements of Avon & Somerset Constabulary's operational requirement guidance dated 12/07/18. The system must record at all times when the premises is open for licensable activities. The correct time & date must be generated on all recordings which must be retained for a minimum period of 31 days. Copies must be made available on request, to the police or authorised officer of the licensing authority. If the system is inoperative or faulty for any reason, steps must be taken to repair or replace the equipment within 24 hours. A Data Controller who is conversant with the operation of the system must be available at all times when the premises is open to the public and be able to provide police or authorised officer of the licensing authority recent data or footage with the absolute minimum of delay when requested. Management, storage, giving and sharing of data recordings must comply with the general data protection regulations at all times.

Croydon Hall Management Limited

Company Registration No. 07461656. VAT Registration No. 348 901 774

Croydon Hall, Felons Oak, Rodhuish, Minehead TA24 6QT Telephone 01984 642200

## **Appendix E – Letter from Mr Millins to Mrs Rainbow**

3. An incident and refusals register must be kept and used on the premises and must record all incidents occurring on the premises including where the sale of alcohol and proxy sales to a patron is refused. Records must be kept for a minimum of 12 months and must be made available to the Local Authority, Police and Trading Standards Officers upon request. Records must be audited on a regular basis by the Designated Premises Supervisor.
4. The Premises Licence holder or DPS must ensure that any outside area attached to the premises or included in the licence must be controlled in a safe and effective manner to the same standard as operated within the premises building and must pay special attention to the impact that the use of the outside area has on the surrounding community. Outside areas must be regularly supervised.
5. The Hotel will be open 24 hours a day. Between the hours of 02.00 and 07.00, the sale of alcohol will be restricted to hotel residents and bona fide guests of hotel residents.
6. Customers must be prevented from loitering outside the premises and behaving in a manner that may cause nuisance to nearby residents.

These conditions would be in addition to the following existing conditions

1. The premises must operate a 'Challenge 25 policy', whereby anyone wishing to purchase alcohol, that appears to be under the age of 25 years, must be asked to provide photographic identification e.g. passport, driving licence, PASS card.
2. A minimum of one notice must be displayed at the premises, requesting customers to leave quietly.
3. All egress and access area will be adequately illuminated, to minimise the risk of harm to customers.
4. After 23:00 hours noise from live or recorded music shall only be played inside the main hotel building.
5. After 23:00 noise from live or recorded music shall not be audible at the two monitoring points agreed with Somerset West and Taunton Council. These two agreed points are marked with 'X' on the plan below;

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## Appendix E – Letter from Mr Millins to Mrs Rainbow



I appreciate that your concern may be the movement of vehicles late at night and the potential for disturbance from traffic noise. We can now provide accommodation on site for 50 guests so there would be no late night vehicle movement for the majority of the guests attending a function. In addition, when they have availability, we are keen to use Ordway House to provide extra accommodation for our guests. For functions that do operate later, experience shows that there is more of a trickle effect of customers leaving rather than a mass exodus that is usually experienced when there is an earlier finish time.

I very much hope the above gives you some further information about our proposed operation and helps to allay any concerns that you may have. I am committed to ensuring that our operation is that of a good neighbour and I would really appreciate the opportunity to discuss any concerns that you may have. I can be contacted on my mobile number [REDACTED]

Yours sincerely

Jeremy Millins.

**APPENDIX F – Objection from Paul and Sonia Chavasse**

**Objection to application for licence extension Croydon Hall (RECEIVED ONLINE VIA GENERAL ENQUIRIES- DATED 4<sup>TH</sup> MARCH 2021)**

Re: Application for variation of licence for Croydon Hall, Rodhuish, TA24 6QT

Dear Sir/Madam,

We would like to object to the application to extend the licensable activities at Croydon Hall as displayed on your letter near the property dated 4th February 2021.

We are unable to find the full details on your website at the time of writing because the following message is displayed.

'Current licence applications

Sorry this service is currently unavailable

Please try again later'

Therefore, we only have the limited information on the displayed letter to rely on.

Our points of objection are:

Extending the hours of serving alcohol to 02.00hrs and that of food to 07.00hrs to non-residents will undoubtedly be associated with increased traffic in the area due to guests leaving the hotel after these hours and increased noise associated with their departure. It will also result in more guests being on the site in the early hours of the morning than would be the case if it were just hotel residents who could be served alcohol after the current deadline of 01.00hrs.

The location of Croydon Hall in a quiet area of Exmoor National Park makes this a very noticeable increase in traffic in the area and thus will cause public nuisance.

We do not agree that a hotel in this area needs a licence for non-residents after midnight to succeed as a 'function venue'. Many, many properties in towns and cities all over the country must stop serving alcohol at midnight and they all continue to function perfectly well as venues for weddings, parties etc.

We are very surprised that the matter is being considered again after being considered in March 2019, when an hour was added to the existing licence. It should be noted that the extension then given was in fact against the planning permission in place for Croydon Hall to be functioning under and I am confused why the extension was not repealed at the time. Is it lawful for an extension to be granted which cannot be legally applied?

It is only two years since the committee made the decision to extend the hours to 01.00, when that applicant asked for a longer extension. As we are not aware of any factors that would have changed in the last two years, to grant a different extension now would imply that the committee had not done their job properly last time. This would suggest that the committee's decisions are arbitrary and - a point made at the time - that one extension is a slippery slope to further extensions.

On the same grounds we are very surprised that you are again considering an application to extend the licence of the property when we are not confident that it is within the limits of its current planning permission. We appreciate that you considered in March 2019 that this was not within your remit but would like to question whether you are legally allowed to extend a licence for a property

**APPENDIX F – Objection from Paul and Sonia Chavasse**

which is not then able to use that licence. The problem with this failure to link the two processes is that if, every time an application is made, a little extension is made and not repealed this will lead eventually to a markedly extended licence being in place for a venue which had no legal right to use it. Should any application then be made to change the planning permission there would be no further possibility of restricting the hours. Again, we would like you to assure us that this is within your legal boundaries.

Yours faithfully,

Sonia and Paul Chavasse

APPENDIX G – Letter from Mrs Rainbow elaborating on concerns

RECEIVED

16 MAR 2021

SOMERSET WEST  
and TAUNTON

Licensing

Somerset West & Taunton Council

Taunton

TA1 9GS  
2021

13th March

Your Ref: WK/45944

Dear Mr Fear,

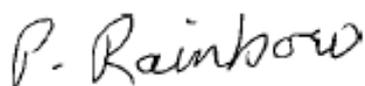
Thankyou for the notification of a hearing for the application of a Variation of a Premises Licence

for Round Clock Ltd. Croydon Hall. I will not be participating in this meeting as I have other committments.

Over the years I have attended several meetings where an extension to a Premises Licence for Croydon Hall has been extensively discussed and the adverse effect it presents to the neighbours in this residential area. This includes the increase in traffic along narrow country lanes and the inevitable noise caused by events held at Croydon Hall. Experience has shown that many guests do not stay overnight and their noisy departure adds to the inconveniece caused to the neighbourhood.

Yours sincerely,

Mrs P. Rainbow.







17th March 2021

Dear Mr & Mrs Chavasse

**Application to vary the Premises Licence at Croydon Hall**

I hope you are keeping safe and well in these uncertain and crazy times that we find ourselves in.

We have almost finished our extensive refurbishment of Croydon Hall, just a few finishing touches left, and whilst we have faced many challenges along the way, we are very pleased with end result and feel we have now restored and updated the building to create a beautiful Hotel. We very much look forward to having the opportunity to show you around when we are allowed to do so. In the meantime, if you would like a sneak preview, we are constantly adding more and more photos to our website [www.croydonhall.co.uk](http://www.croydonhall.co.uk)

I am writing to you as I understand that you have lodged an objection with the Council in respect of our application for a variation of the premises licence at Croydon Hall which was granted with conditions attached for our predecessor's 'colourful' operation of the premises. I recently met with the local Police Licensing Officer, Nicola Cooper, to discuss our proposed operation moving forward as a Hotel with function facilities and it was felt that the existing licence was cumbersome, complicated and in parts unenforceable, and that it would benefit from being updated and simplified but with the addition of some more appropriate conditions.

Under the Licensing legislation, it would be possible as a venue for us to apply for a series of Temporary Event Notices ('TENS') to allow for a variation in operating hours but these TENS do not carry the same detailed conditions as the main licence so it was considered more appropriate and responsible for us to extend the licensing hours to cover all eventualities so that we avoid the use of 'TENS' as much as possible.

The main change that we are seeking is to extend the terminal hour for guests attending functions to 2am. That does not mean in any way that we would be operating until 2am every night but it gives flexibility to meet the need of individual functions whilst

fully incorporating the Licence conditions. For example, a Wedding Reception may wish to go on until 1am – the current licence allows alcohol to be served until 1am but the entertainment must finish at 12 midnight, the variation of the licence would mean that the entertainment could continue in line with the rest of the licence.

The change of hours would also give flexibility for the change of clocks to British Summertime, Bank Holidays and other special dates throughout the year.

There is already a condition on the licence that all music must be contained within the building after 11pm with requirements to monitor noise breakout at sensitive external locations to ensure that there is no disturbance to our local neighbours. We have proposed a new monitoring location by Felons Oak Cottage which is 120m from Croydon Hall and in direct line between Golsoncott House and Croydon Hall so this should ensure that you are not affected by any late night activity some 600m away. There is also an existing condition to provide a Residents Hotline so that you can easily contact us should there be any issues.

Having discussed our application with our immediate neighbours, none of whom are objecting, in order to ensure that our proposed operation is fully accountable under Licensing Legislation and to demonstrate that we are experienced, professional and socially responsible Operators, we are proposing the following new conditions are voluntarily added to the Licence;

1. All employees involved in the sale of alcohol, must receive training on commencement of employment with regards to preventing the sale of alcohol to persons who are under the required age and proxy sales. The training must also include refusals to persons who are intoxicated. This training must be documented and signed for by employees to acknowledge that they have received this training. All employees must receive refresher training every six months. Records must be made available for inspection by the Police & Licensing Authority.
2. The premises must install and maintain a comprehensive surveillance system as per the minimum requirements of Avon & Somerset Constabulary's operational requirement guidance dated 12/07/18. The system must record at all times when the premises is open for licensable activities. The correct time & date must be generated on all recordings which must be retained for a minimum period of 31 days. Copies must be made available on request, to the police or authorised officer of the licensing authority. If the system is inoperative or faulty for any reason, steps must be taken to repair or replace the equipment within 24 hours. A Data Controller who is conversant with the operation of the system must be available at all times when the premises is open to the public and be able to provide police or authorised officer of the licensing authority recent data or footage with the absolute minimum of delay when requested. Management, storage, giving and sharing of data recordings must comply with the general data protection regulations at all times.

3. An incident and refusals register must be kept and used on the premises and must record all incidents occurring on the premises including where the sale of alcohol and proxy sales to a patron is refused. Records must be kept for a minimum of 12 months and must be made available to the Local Authority, Police and Trading Standards Officers upon request. Records must be audited on a regular basis by the Designated Premises Supervisor.
4. The Premises Licence holder or DPS must ensure that any outside area attached to the premises or included in the licence must be controlled in a safe and effective manner to the same standard as operated within the premises building and must pay special attention to the impact that the use of the outside area has on the surrounding community. Outside areas must be regularly supervised.
5. The Hotel will be open 24 hours a day. Between the hours of 02.00 and 07.00, the sale of alcohol will be restricted to hotel residents and bona fide guests of hotel residents.
6. Customers must be prevented from loitering outside the premises and behaving in a manner that may cause nuisance to nearby residents.

These conditions would be in addition to the following existing conditions

1. The premises must operate a 'Challenge 25 policy', whereby anyone wishing to purchase alcohol, that appears to be under the age of 25 years, must be asked to provide photographic identification e.g. passport, driving licence, PASS card.
2. A minimum of one notice must be displayed at the premises, requesting customers to leave quietly.
3. All egress and access area will be adequately illuminated, to minimise the risk of harm to customers.
4. After 23:00 hours noise from live or recorded music shall only be played inside the main hotel building.
5. After 23:00 noise from live or recorded music shall not be audible at the three monitoring points agreed with Somerset West and Taunton Council. These three agreed points are marked with 'X' on the plan below;



Your letter to the Council also expresses your concern regarding the movement of vehicles late at night and the potential for disturbance from traffic noise which did surprise me as Golsoncott House is some 150m away from the lane, however as we can now provide accommodation on site for 50 guests, there would be no late night vehicle movement for the majority of the guests attending a function. In addition, when they have availability, we are keen to use Ordway House to provide extra accommodation for our guests. For functions that do operate later, experience shows that there is more of a trickle effect of customers leaving rather than a mass exodus that is usually experienced when there is an earlier finish time.

I very much hope the above gives you some further information about our proposed operation and helps to allay any concerns that you may have. I am committed to ensuring that our operation is that of a good neighbour and I would really appreciate the opportunity to discuss any concerns that you may have. I can be contacted on my mobile number [REDACTED]

Yours sincerely

  
Jeremy Millins.

**APPENDIX I – RESPONSES TO NOTICE OF HEARING**

**From:** Jeremy Millins  
**Sent:** 22 March 2021 12:08  
**To:** Fear, Brad  
**Subject:** Re: re Application to Vary the Licence of Croydon Hall

Hi Brad

Thank you for your email

I can confirm that I will attend both the Mediation meeting on the 31<sup>st</sup> March 2021 and the Licensing Sub Committee Hearing on 15<sup>th</sup> April 2021 as required. If you don't mind, I will wait to see the outcome of the mediation meeting to decide whether or not I will be represented at the hearing.

Although I have written to both objectors, I have not yet had a response from either

Kind regards

Jeremy

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**From:** Paul and Sonia Chavasse  
**Sent:** 26 March 2021 08:39  
**To:** Fear, Brad  
**Subject:** RE: fao Brad Fear, regarding Croydon Hall Licence application.

Dear Brad,

Thank you for your e-mail and the letter that has come through the post.

In terms of the mediation meeting on 31<sup>st</sup> March, we don't see that that will move things forward. Mr. Millins has spoken to us and we can speak to him again. Our concern is rather that the licensing committee should not be extending the licence for him or for anyone else to the detriment and disturbance of the National Park. We are also perplexed – and mildly stressed – by the fact that having reviewed the situation within the last two years, the committee need to review the licence requirements so soon again. I am not sure the mediation meeting would be best use of anyone's time and as noted, we are happy to talk further to Mr. Millins in the meantime.

As concerns the date on 15<sup>th</sup> April 11.00, I am chairing a work committee meeting at that time which has been planned for many months and at the moment I do not see that I can extract myself from that. We can of course provide a written submission, but I am not sure at the moment whether we will be able to join a licensing meeting at that time.

Do let me know if we should discuss any of this on the phone.

With best wishes,

Paul Chavasse

