

**LICENSING SUB-COMMITTEE
(ALCOHOL & ENTERTAINMENTS)**

**AGENDA ITEM NO.
OPERATIONAL SERVICES**

LICENSING REPORT NO. OS2623

**DETERMINATION OF AN APPLICATION FOR
THE REVIEW OF A PREMISES LICENCE**

Townstead House, 111-113 Victoria Road, Aldershot, GU11 1JE

1.0 INTRODUCTION

- 1.1. This report concerns an application for the review of a premises licence made under section 51 of the Licensing Act 2003 (the 'Act'). The receipt of such an application invokes a statutory requirement to hold a hearing with Members to consider it.
- 1.2. The report provides details of, and background to the application, and should be read in conjunction with the council's licensing policy and Secretary of State's guidance. This, together with information obtained at the hearing should be used to determine the application.

2.0 BACKGROUND

- 2.1. On 19th August 2026, Shelley Bowman from the Licensing Authority submitted an application for the **review** of the premises licence held in respect of De Lounge, Townstead House, 111-113 Victoria Road, Aldershot, GU11 1JE. A copy of the review application and additional information are given at **appendix A**.
- 2.2. A map of the area showing the general location of the premises is given at **appendix B**.
- 2.3. **Existing premises licence**
- 2.4. The application requests the review of the premises licence number, 23/00553/LAPRE held in respect of the premises, initially granted in June 2007, and transferred to De Lounge Ltd on 5th June 2028. A copy of the current premises licence is given at **appendix C**.
- 2.5. The licence is subject to a number of mandatory and transposed conditions. It authorises the retail sale of alcohol for consumption on the premises, late night refreshment and the provision of regulated entertainment by way of live and recorded music, the exhibition of films, the performance of dance and anything similar. The hours for each of these activities are detailed on the licence.

3.0 ADMINISTRATION OF REVIEW APPLICATION

- 3.1. **Advertising the review application**

- 3.2. In submitting an application for review, it is the duty of the applicant to ensure that notice of the application is given to all responsible authorities and the licence holder to which it relates. It is also the duty of the licensing authority to advertise receipt of the application by way of enabling representations to be made by other parties.
- 3.3. I can confirm that the applicant and each responsible authority have received a copy of the review application and the licensing authority has advertised receipt of the application both at the premises, online and at the Council Offices in accordance with the requirements of the Act.

4.0 GROUNDS FOR REVIEW

- 4.1. The grounds for review of the premises licence are set out in Part 2 of the review application (see **appendix A**).
- 4.2. **Relevance of grounds for review**
- 4.3. By virtue of section 51(4) of the Act, the licensing authority may, at any time, reject any ground for review if it is satisfied that the ground is not relevant to one or more of the licensing objectives.
- 4.4. The grounds for review are considered to be relevant in this case, as the application has been made by a responsible authority and concerns the licensing objective **the prevention of crime & disorder, public safety and the protection of children from harm**.

5.0 REPRESENTATION(S)

- 5.1 Two additional representation have been received. One representation from the responsible authority Hampshire Constabulary, which is given at **appendix D**. One representation from the licence holder and designated premises supervisor given at **appendix E**.

6.0 DATA PROTECTION ISSUES

- 6.1 In accordance with data protection requirements, any personal details, addresses, contact details and/or signatures submitted on any application, representation or other relevant document etc. have been redacted.

7.0 DETERMINATION

- 7.1. The Sub-Committee is asked to determine the application for review.

8.0 RELEVANT CONSIDERATIONS

- 8.1. **Licensing objectives**

8.2. In considering the application the licensing authority must have regard to the promotion of the licensing objectives. These are:

- (a) the prevention of crime and disorder;
- (b) ensuring public safety;
- (c) the prevention of public nuisance; and
- (d) the protection of children from harm.

8.3. Licensing policy & Secretary of States guidance

8.4. The licensing authority must also have regard to its statement of licensing policy and any guidance issued by the Secretary of State. Details of the parts of the policy and guidance that may be relevant to this application are given in **Appendix F**.

8.5. Human rights

8.6. Members are reminded that in determining a review application the licence holder is entitled to a fair hearing, on merit and, any action(s), terms or conditions imposed must be both proportionate and appropriate.

8.7. A premises licence is deemed to be a possession under Article 1(1) of the first protocol.

8.8. Appeals

8.9. The applicant for the review, the holder of the premises licence and/or any other party who made representations have a statutory right of appeal to the Magistrates' court within 21 days of being notified of the decision / outcome. The decision of the Sub-Committee has no effect until the appeal period has passed or until the appeal is disposed of.

9.0 OPTIONS

9.1. In determining this application the Sub-Committee must, having regard to the review application and any relevant representations, take any one or any combination of the following steps as it considers appropriate for the promotion of the licensing objectives, namely:

- (a) to take no action;
- (b) to issue an informal warning and/or recommend improvement(s);
- (c) to modify the existing conditions of the licence**;
- (d) to remove the designated premises supervisor (DPS);
- (e) to suspend the licence for a period not exceeding three months;
and/or
- (f) to revoke the licence.

*** for this purpose, the conditions of the licence are modified if any of them is altered, omitted or any new condition is added.*

- 9.2. The Sub-Committee is reminded that there are mandatory conditions that must be included in a premises licence where applicable.
- 9.3. Where the Sub-Committee considers the removal of the DPS, members are reminded that the holder of a premises licence may make an application to vary the premises licence to specify a new individual as DPS at any time. The premises licence holder can specify that this application take immediate effect until it is determined in accordance with the Act.

10.0 RECOMMENDATION(S)

- 10.1. The Sub-Committee is asked to determine the application having regard to -
- (a) the contents of this report;
 - (b) any additional information obtained from the hearing;
 - (c) the Council's licensing policy;
 - (d) guidance issued by the Secretary of State; and
 - (e) the promotion of the licensing objectives.

Rachael Howes
Licensing Officer
Operational Services
licensing@rushmoor.gov.uk

Background Papers: Application ref: 26/00635/LAPRER
Premises Licence ref: 23/00553/LAPRE

Public Documents:

- 1) **HMSO (2003)**, The Licensing Act 2003
- 2) **Home Office (September 2026)**, Guidance issued under Section 182 of the Licensing Act 2003

Contact:

Rachael Howes, Licensing Officer

Appendices:

- Appendix A - Application for review (pages 5 - 26)
- Appendix B - Map of the area (page 27)
- Appendix C - Premises Licence (pages 29 – 44)
- Appendix D - Representation from Hampshire Constabulary (pages 45 - 49)
- Appendix E - Representation from licence holder (pages 51 - 54)
- Appendix F - Relevant Considerations (page 55)

APPENDIX A**APPLICATION FOR REVIEW**

De Lounge, Townstead House, 111-113 Victoria Road, Aldershot, GU11 1JE

**Application for the review of a premises licence or club premises certificate under the
Licensing Act 2003****PLEASE READ THE FOLLOWING INSTRUCTIONS FIRST**

Before completing this form please read the guidance notes at the end of the form.
If you are completing this form by hand please write legibly in block capitals. In all cases ensure
that your answers are inside the boxes and written in black ink. Use additional sheets if necessary.
You may wish to keep a copy of the completed form for your records.

I Shelley Bowman on behalf of Rushmoor Borough Council*(Insert name of applicant)***apply for the review of a premises licence under section 51 / apply for the review of a club
premises certificate under section 87 of the Licensing Act 2003 for the premises described in
Part 1 below (delete as applicable)****Part 1 – Premises or club premises details****Postal address of premises or, if none, ordnance survey map reference or description**De Lounge
Townstead House
111 - 113 Victoria Road**Post town**
Aldershot**Post code (if known)**
GU11 1JE**Name of premises licence holder or club holding club premises certificate (if known)**

De Lounge Ltd.

Number of premises licence or club premises certificate (if known)
23/00553/LAPRE**Part 2 - Applicant details**

I am

Please tick ✓ yes

1) an individual, body or business which is not a responsible

authority (please read guidance note 1, and complete (A)
or (B) below)

2) a responsible authority (please complete (C) below)

X

3) a member of the club to which this application relates
(please complete (A) below)

(A) DETAILS OF INDIVIDUAL APPLICANT (fill in as applicable)

Please tick ✓ yes

Mr

Mrs

Miss

Ms

Other title
(for example, Rev)

Surname

First names

Please tick ✓ yes

I am 18 years old or over

**Current postal
address if
different from
premises
address**

Post town

Post Code

Daytime contact telephone number

**E-mail address
(optional)**

(B) DETAILS OF OTHER APPLICANT

Name and address

Telephone number (if any)

E-mail address (optional)

(C) DETAILS OF RESPONSIBLE AUTHORITY APPLICANT

Name and address
Shelley Bowman Licensing Authority Council Offices Farnborough Road Farnborough Hampshire GU14 7JU
Telephone number (if any) 01252 398162
E-mail address (optional) shelley.bowman@rushmoor.gov.uk
This application to review relates to the following licensing objective(s)

- | | |
|---|---------------------------------|
| | Please tick one or more boxes ✓ |
| 1) the prevention of crime and disorder | X |
| 2) public safety | X |
| 3) the prevention of public nuisance | X |
| 4) the protection of children from harm | X |

Please state the ground(s) for review (please read guidance note 2)

Multiple breaches of licence conditions, despite a previous review for similar issues which resulted in a warning from the licensing sub-committee. Undermining all of the licensing objectives and increasing risk at the premises.

A lack of confidence in the management of the premises.

Please provide as much information as possible to support the application (please read guidance note 3)

The following intelligence was received from a member of public: *"I am here to draw your attention that Delounge cocktail bar and restaurant 111 Victoria road Aldershot GU11 1JE is not following their licensing regulations by not having the correct licensed door staff and under staff on Fridays and Saturdays with their capacity guidelines and putting customers and public safety at risk. Often letting in under age people to consume alcohol. Always provide the wrong information to the police and the authorities. I also draw your attention that they are employing illegal worker s (some students working over their over there working allowance) and paying them 7£ pounds an hours including the kitchen staff, the bar staff and the waiters. I request the council to take immediate proper action for the public safety and to stop human exploitation. "*

As a result of this, I attended the premises on Thursday 13th August 2026 at 18:44 hours with Immigration Officers. Tularam GURUNG, Director of the company holding the licence, and DPS for the premises was in attendance, and answered the questions asked.

Whilst the Immigration Officers looked into those working at the premises, I carried out a full licence inspection. A significant number of breaches of the premises licence were identified as follows:

- Half pint measures of draught beer and cider are not offered for sale at the premises. They were not specified on the menu, and when asked about this, Mr GURUNG's response was "we don't do half pints, we only have one half pint glass". This is a breach of the mandatory conditions that apply to all premises selling alcohol for consumption on the premises.
- When asked for the relevant logs and paperwork, I was provided with door supervisor log books which include an area for logging refusals of entry, however no refusals were logged in them. On speaking with Mr GURUNG he stated that they do regularly refuse people, in particular 2 individuals that they know are trouble makers, however there was no log of this (breach of Annex 2 (2)).
- Whilst there were staff training records available at the premises, the training material was out of date, showing an organisation chart that does not reflect the current ownership and management of the premises, which Mr GURUNG confirmed. This suggests that this is the training material from a previous licence holder, rather than training being delivered by the current owners (who have been in place since October 2023). Whilst there were logs stating that the training had been carried out, these were not signed by the staff members, despite there being a space for them to do so. In addition, this training was, according to the records delivered on 1st September 2025, meaning that to comply with the licence conditions, refresher training would need to be carried out by 1st September 2026. When Mr GURUNG was asked whether any further training was scheduled he said 'no', and when I advised that it needed to be done by 1st September he appeared unaware of this. In addition to this being a breach of licence (Annex 2 (4)), given the out of date information in the training content, and that the staff members have not signed to say that they have received the training, I have doubts as to whether suitable staff training has taken place.
- Having reviewed the door supervisor logs, door supervisors are not starting from 19:00 hours as required by the licence, they are starting their shift at 21:00 hours. Furthermore there is only 1 door supervisor working on a Friday, not the two required by the licence (Annex 2 (5) & (10)). When I asked Mr GURUNG about this he stated that he has two door supervisors working and named them, however the logs consistently show that two sign in on a Saturday and only one on a Friday, photos attached. They are the same door staff, so it is not plausible that one of them forgets to log in every Friday but remembers on a Saturday. However, I was unable to confirm this as when I asked to see both the CCTV footage from the venue, and the body worn video footage, neither were available. There were also no written risk assessments regarding door supervisors for other nights or

events as required by the licence, and Mr GURUNG appeared unaware of the need for this when I asked for it and explained it to him.

- When I asked to see the body worn video footage from the door supervisors, Mr GURUNG initially advised that the door supervisors keep their own body worn cameras, however later in the inspection provided 2 body worn cameras. However, these had no spare batteries available, appeared to have no way of being charged, and Mr GURUNG appeared unsure whether they were the ones that his door supervisors used or not. He also confirmed that the footage was not downloaded and retained at the venue as required by his conditions, and that any requests for footage would need to be made to Gurkha Force Security.
- Whilst there was a Challenge 25 poster up at the premises, when I asked Mr GURUNG to explain the process that they follow for asking for identification, he stated that they ask for identification when they suspect that someone is under 18, because they can't sell alcohol to someone under 18. Even when I pointed out the Challenge 25 policy and signage, Mr GURUNG still was not able to explain what this meant, and consistently said they ask for identification if someone looks under 18. As well as a breach of licence (Annex 2 (7)), this increases the likelihood that sales of alcohol to those who are underage are taking place at the premises, which was also mentioned in the original intelligence submitted.
- When I asked to see the CCTV at the premises, Mr GURUNG advised me that the CCTV system was not working, and that it had not been working since 3rd July 2026. He advised that it was going to be fixed on Saturday 15th August. When I asked whether this had been reported to the police licensing team, Mr GURUNG said it had not. Mr GURUNG did state that he had received a request for CCTV from a police officer in another team, and had notified that officer that it was not working – this raises additional concerns, as it suggests that police were investigating something that required them to see the footage, and this was unable to be provided as a direct result of this licence breach (Annex 2 (8)).
- Whilst there was an ID Scanner at the premises, this was not in use at the time of our visit. Mr GURUNG advised that this is only used when there are door staff on duty, which means that it is currently only being used from 9pm on a Friday and Saturday. Those in the premises on other nights, or who have already entered before 9pm will not have their ID scanned, which is a breach of the licence (Annex 2 (9)).
- There were a number of polycarbonate drinking vessels behind the bar, when I asked Mr GURUNG when these are used, he stated after 8pm on Fridays and Saturdays. This is a breach of the licence, as they should be used from 7pm on Fridays and Saturdays (Annex 2 (13)). Furthermore, there was no written risk assessment regarding the use of them at other times as required by the condition.
- No noise complaints procedure or log was provided when asked for (Annex 2 (17)).
- No written policies on dispersal and ejections were provided (Annex 2 (21) & (22)).
- When asked about the sound-limiter device, Mr GURUNG showed me the sound level monitor used to measure the noise levels for noise assessments, even when I explained the sound limiter in more detail, Mr GURUNG was unable to confirm that there was one at the venue (Annex 3 (2)).
- The noise assessment logs were provided, however the last log was dated 11th April 2026, these should be undertaken at all times that regulated entertainment is taking place from 10pm (Annex 3 (3)). Photos attached
- The refusals log for sales of alcohol shows that people have been refused for being intoxicated which is positive, however there was no record that they were asked to leave the premises as required by the licence condition (Annex 3 (6)).

In addition to the above breaches of licence, it was also noted that the fire exit from the kitchen was locked.

On arrival at the premises there were 9 people, including Mr GURUNG sat at a table playing poker, when asked about this, Mr GURUNG confirmed that they were playing poker, but denied that it was for money. However, there was money on the table, and when they left, a pot of money

was returned to the bar. Whilst I cannot say whether the limits in respect of poker in licensed premises were breached, it is concerning that Mr GURUNG appears to have been dishonest about the game that was taking place. The code of practice that applies to the gaming was not complied with as it strongly advises that cash games should not be permitted. Whilst this is not a breach of the licensing act, it is a further demonstration of a lack of regard for regulation by the management of the premises.

There was a previous review of this premises licence in February 2024 which was submitted by Hampshire Constabulary as a result of multiple breaches of the premises licence. In that case, the breaches related to not having door supervisors on duty when required on more than one occasion, no identity scanner in use, over-intoxication, use of an outside area that should not have been used, a fire exit being locked, no vulnerability policy, no staff training (only old training available), last entry time, no refusal of entry documentation, dispersal policy not adhered to and the DPS Mr GURUNG being nonchalant about the situation.

This resulted in an informal warning from the Committee (copy attached), however despite this we have seen a repeat of the issues previously identified, therefore further intervention is required.

Non-compliance with the conditions of the licence to this degree has a significant impact on the promotion of the licensing objectives, and puts those in the venue at risk. Mr GURUNG has been notified of my intention to apply for a review, and given the opportunity to make a variation application should he wish to do so, but the only response that I have received from him is to confirm that he has received the e-mail.

His lack of knowledge of the licence conditions, and his nonchalance about the breaches, are a repeated pattern, furthermore he appears to be dishonest about what is happening about the premises when asked. This leads me to have no confidence in him as the manager of the premises, and his ability to ensure the promotion of the licensing objectives.

The licence conditions which are not being complied with means that the measures which are in place to ensure the promotion of all of the licensing objectives and keep their customers safe are not being adhered to at the premises. Given that this is in the context of having already been to review for many of the same breaches and receiving a warning from the committee that any continuation or repetition of these problems would be viewed extremely seriously, it appears that the licence holder / DPS has no regard for compliance with the legislation.

During the visit Mr GURUNG talked about wanting to amend conditions of the licence stating that the venue is more of a restaurant, and less busy now later in the evening. The risks associated with running a restaurant are lower than a late night-time economy venue, and therefore the conditions needed to promote the licensing objectives are different.

As such, I believe that it is proportionate in the circumstances to reduce the terminal hour of the venue for all licensable activities to 23:00 hours therefore removing late night refreshment as a licensable activity. Given his lack of regard for the promotion of the licensing objectives, and repeated failure to comply I would also recommend that Mr GURUNG be removed as the DPS of the premises.

If the committee were to do this, I would suggest that a condition be added to the licence as follows:

- (i) The premises to which this licence relates shall only be operated as a restaurant.
- (ii) Alcohol may be supplied on the premises only to persons who are taking table meals there, or who have a booking and are waiting to do so.

If these changes were to be implemented, I am of the opinion that the following conditions of the licence could be removed, whilst still promoting the licensing objectives, given the lower risk of a premises of a restaurant nature:

Annex 2

Condition (2) – refusal of entry policy and log
Condition (5) (i) – (viii) – use of body worn video
Condition (9) (i) – (iv) – ID Scanner
Condition (10) (i) – (ii) – Door Supervisors
Condition (13) (i) – (ii) – Polycarbonate drinking vessels
Condition (21) – dispersal policy
Condition (22) – ejections policy
Condition (26) – last entry time

Annex 3

Condition (1) – re-entry time

If the committee do decide to remove the need for door supervisors then Annex 2, Condition (12) should also be amended to remove the reference to a security team.

Please tick ✓ yes

Have you made an application for review relating to the premises before

If yes please state the date of that application

Day	Month	Year

If you have made representations before relating to the premises please state what they were and when you made them

The licensing authority as a responsible authority made representations to the previous review application on 22nd February 2024.

Please tick ✓

yes

- I have sent copies of this form and enclosures to the responsible authorities and the premises licence holder or club holding the club premises certificate, as appropriate X
- I understand that if I do not comply with the above requirements my application will be rejected X

IT IS AN OFFENCE, UNDER SECTION 158 OF THE LICENSING ACT 2003, TO MAKE A FALSE STATEMENT IN OR IN CONNECTION WITH THIS APPLICATION. THOSE WHO MAKE A FALSE STATEMENT MAY BE LIABLE ON SUMMARY CONVICTION TO A FINE OF ANY AMOUNT.

Part 3 – Signatures (please read guidance note 4)

Signature of applicant or applicant's solicitor or other duly authorised agent (please read guidance note 5). **If signing on behalf of the applicant please state in what capacity.**

Signature



Date 19/08/2026

Capacity Licensing Manager

Contact name (where not previously given) and postal address for correspondence associated with this application (please read guidance note 6)

Post town	Post Code
Telephone number (if any)	
If you would prefer us to correspond with you using an e-mail address your e-mail address (optional)	
Notes for Guidance	
1. A responsible authority includes the local police, fire and rescue authority and other statutory bodies which exercise specific functions in the local area.	
2. The ground(s) for review must be based on one of the licensing objectives.	

3. **Please list any additional information or details for example dates of problems which are included in the grounds for review if available.**
4. **The application form must be signed.**
5. **An applicant's agent (for example solicitor) may sign the form on their behalf provided that they have actual authority to do so.**
6. **This is the address which we shall use to correspond with you about this application.**

Door Supervisor Logs

01/07/26 Friday 2878460 Date 21/07/26

Supervisors on Duty

Supervisor	Badge No.	Expiry Date	Time on	Time off	Signature
OSMAN	1016 0865	31/03/27	21:00	01:00	[Signature]

Fire Exit Check I confirm that all fire exits are clear and unobstructed by any obstacle

Time Checked	Initials	Time	Initials	Time	Initials
Start of Shift	OC	22:30	OC	01:30	OC
19:30		23:00	✓	02:00	✓
20:00		23:30	✓	02:30	✓
20:30		00:00	✓	03:00	✓
21:00	Started	00:30	✓	03:30	✓
21:30	✓	01:00	✓	04:00	✓
22:00	✓				

Capacity Check Log

Time	In	Out	Net	Time	In	Out	Net	Time	In	Out	Net
19:30				22:30				01:30			
20:00				23:00				02:00			
20:30				23:30				02:30			
21:00				00:00				03:00			
21:30				00:30				03:30			
22:00				01:00				04:00			

Floor / Toilet Check Log Floor & Toilet Areas check for spillages / glass every day at the following times, and any hazards reported to Duty Manager for action.

Time	Initial	Time	Initial	Time	Initial
19:30	OC	22:30	OC	01:30	OC
20:00		23:00	✓	02:00	✓
20:30		23:30	✓	02:30	✓
21:00	Started	00:00	✓	03:00	✓
21:30	✓	00:30	✓	03:30	✓
22:00	✓	01:00	✓	04:00	✓

Enforcement Visit Log

Time of Visit	Details of Visit / Action Taken	AM Informed

Handwritten: Duty

2878464 Date 7/8/26

Handwritten: Supervisor on Duty

Badge No.	Expiry Date	Time in	Time off	Signature
<i>Handwritten: 10140763</i>	<i>Handwritten: 24-4-29</i>	<i>Handwritten: 21:00</i>	<i>Handwritten: 2:00</i>	<i>Handwritten: [Signature]</i>

Fire Exit Check I confirm that all fire exits are clear and unobstructed by any obstacle

Time Checked	Initials	Time	Initials	Time	Initials
19:30	<i>Handwritten: OC</i>	22:30	<i>Handwritten: OC</i>	01:30	<i>Handwritten: OC</i>
20:00	<i>Handwritten: -</i>	23:00	<i>Handwritten: -</i>	02:00	<i>Handwritten: none</i>
20:30	<i>Handwritten: -</i>	23:30	<i>Handwritten: -</i>	03:30	<i>Handwritten: -</i>
21:00	<i>Handwritten: -</i>	00:00	<i>Handwritten: -</i>	03:00	<i>Handwritten: -</i>
21:30	<i>Handwritten: -</i>	00:30	<i>Handwritten: -</i>	03:30	<i>Handwritten: -</i>
22:00	<i>Handwritten: -</i>	01:00	<i>Handwritten: -</i>	04:00	<i>Handwritten: -</i>

Capacity Check Log

Time	In	Out	Net	Time	In	Out	Net	Time	In	Out	Net
19:30				22:30				01:30			
20:00				23:00				02:00			
20:30				23:30				02:30			
21:00				00:00				03:00			
21:30				00:30				03:30			
22:00				01:00				04:00			

Floor / Toilet Check Log Floor & Toilet Areas check for spillages / glass every day at the following times, and any hazards reported to Duty Manager for action.

Time	Initial	Time	Initial	Time	Initial
19:30	<i>Handwritten: OC</i>	22:30	<i>Handwritten: OC</i>	01:30	<i>Handwritten: OC</i>
20:00	<i>Handwritten: -</i>	23:00	<i>Handwritten: -</i>	02:00	<i>Handwritten: none</i>
20:30	<i>Handwritten: -</i>	23:30	<i>Handwritten: -</i>	02:30	<i>Handwritten: -</i>
21:00	<i>Handwritten: -</i>	00:00	<i>Handwritten: -</i>	03:00	<i>Handwritten: -</i>
21:30	<i>Handwritten: -</i>	00:30	<i>Handwritten: -</i>	03:30	<i>Handwritten: -</i>
22:00	<i>Handwritten: -</i>	01:00	<i>Handwritten: -</i>	04:00	<i>Handwritten: -</i>

Enforcement Visit Log

Time of Visit	Details of Visit / Action Taken	AM Informed

Day Saturday 2878466 Date 31 8 126

Supervisors on Duty

Name	Badge No.	Expiry Date	Time on	Time off	Signature
<u>William Gul</u>	<u>1010863</u>	<u>24-4-21</u>	<u>21:00</u>	<u>01:00</u>	<u>[Signature]</u>
<u>Maxwell Smith</u>	<u>1010863</u>	<u>4-2-21</u>	<u>21:00</u>	<u>02:00</u>	<u>[Signature]</u>

Fire Exit Check I confirm that all fire exits are clear and unobstructed by any obstacle

Time Checked	Initials	Time	Initials	Time	Initials
Start of Shift	<u>OG</u>	22:30	<u>OG</u>	01:30	<u>OG</u>
20:00	<u>—</u>	23:00	<u>✓</u>	02:00	<u>Done</u>
20:30	<u>—</u>	23:30	<u>✓</u>	02:30	
21:00	<u>Start</u>	00:00	<u>✓</u>	03:00	
21:30	<u>✓</u>	00:30	<u>✓</u>	03:30	
22:00	<u>✓</u>	01:00	<u>✓</u>	04:00	

Capacity Check Log

Time	In	Out	Net	Time	In	Out	Net	Time	In	Out	Net
19:30				22:30				01:30			
20:00				23:00				02:00			
20:30				23:30				02:30			
21:00				00:00				03:00			
21:30				00:30				03:30			
22:00				01:00				04:00			

Floor / Toilet Check Log Floor & Toilet Areas check for spillages / glass every day at the following times, and any hazards reported to Duty Manager for action.

Time	Initial	Time	Initial	Time	Initial
19:30	<u>OG</u>	22:30	<u>OG</u>	01:30	<u>OG</u>
20:00	<u>—</u>	23:00	<u>✓</u>	02:00	<u>Done</u>
20:30	<u>—</u>	23:30	<u>✓</u>	02:30	
21:00	<u>Start</u>	00:00	<u>✓</u>	03:00	
21:30	<u>✓</u>	00:30	<u>✓</u>	03:30	
22:00	<u>✓</u>	01:00	<u>✓</u>	04:00	

Enforcement Time of Visit Details of Visit / Action Taken AM Informed

Day: Friday 2876452 Date: 17 / 03 / 2024

Officer Supervisors on Duty

Name	Badge No.	Supervisory Date	Time on	Time off	Signature
<u>Andrew Col</u>	<u>101-4553</u>	<u>17/03/24</u>	<u>20:00</u>	<u>01:30</u>	<u>[Signature]</u>

Fire Exit Check / confirm that all fire exits are clear and unobstructed by any obstacle

Time Checked	Initials	Time	Initials	Time	Initials
19:00	<u>OC</u>	22:30	<u>OC</u>	01:30	
20:00		23:00	<u>✓</u>	02:00	<u>Done</u>
20:30		23:30	<u>✓</u>	02:30	
21:00	<u>✓</u>	00:00	<u>✓</u>	03:00	
21:30	<u>✓</u>	00:30	<u>✓</u>	03:30	
22:00	<u>✓</u>	01:00	<u>✓</u>	04:00	

Capacity Check Log

Time	In	Out	Net	Time	In	Out	Net	Time	In	Out	Net
19:30				22:30				01:30			
20:00				23:00				02:00			
20:30				23:30				02:30			
21:00				00:00				03:00			
21:30				00:30				03:30			
22:00				01:00				04:00			

Floor / Toilet Check Log Floor & Toilet Areas check for spillages / glass every day at the following times, and any hazards reported to Duty Manager for action.

Time	Initial	Time	Initial	Time	Initial
19:30	<u>OC</u>	22:30	<u>OC</u>	01:30	<u>✓</u>
20:00		23:00	<u>✓</u>	02:00	<u>Done</u>
20:30		23:30	<u>✓</u>	02:30	
21:00	<u>✓</u>	00:00	<u>✓</u>	03:00	
21:30	<u>✓</u>	00:30	<u>✓</u>	03:30	
22:00	<u>✓</u>	01:00	<u>✓</u>	04:00	

Enforcement Visit Log

Time of Visit	Details of Visit / Action Taken	AM Informed

Day Friday 2878456 Date 24 / 07 / 26

Duty Supervisors on Duty

Name	Badge No.	Expiry Date	Time on	Time off	Signature
<u>OSMAN GUL</u>	<u>18160865</u> <u>1111 1122</u>	<u>24/11/27</u>	<u>21:28</u>	<u>2:00</u>	<u>OG</u>

Fire Exit Check I confirm that all fire exits are clear and unobstructed by any obstacle

Time Checked	Initials	Time	Initials	Time	Initials
Start of Shift	<u>OG</u>	22:30	<u>OG</u>	01:30	<u>OG</u>
20:00		23:00	✓	02:00	<u>Pe = 0</u>
20:30		23:30	✓	02:30	
21:00	✓	00:00	✓	03:00	
21:30	✓	00:30	✓	03:30	
22:00	✓	01:00	✓	04:00	

Capacity Check Log

Time	In	Out	Net	Time	In	Out	Net	Time	In	Out	Net
19:30				22:30				01:30			
20:00				23:00				02:00			
20:30				23:30				02:30			
21:00				00:00				03:00			
21:30				00:30				03:30			
22:00				01:00				04:00			

Floor / Toilet Check Log Floor & Toilet Areas check for spillages / glass every day at the following times, and any hazards reported to Duty Manager for action.

Time	Initial	Time	Initial	Time	Initial
19:30	<u>OG</u>	22:30	<u>OG</u>	01:30	<u>OG</u>
20:00		23:00	✓	02:00	<u>Pe = 0</u>
20:30		23:30	✓	02:30	
21:00	✓	00:00	✓	03:00	
21:30	✓	00:30	✓	03:30	
22:00	✓	01:00	✓	04:00	

Enforcement Visit Log

Time of Visit	Details of Visit / Action Taken	AM Inform

Day Saturday 2878462 Date 11/8/22

Door Supervisors on Duty

Name	Badge No.	Expiry Date	Time on	Time off	Signature
<u>Asman</u>	<u>1017865</u>	<u>24-6-22</u>	<u>21:00</u>	<u>2:30</u>	<u>[Signature]</u>
<u>Maqbool Singh</u>	<u>1017867</u>	<u>24-6-22</u>	<u>21:00</u>	<u>2:30</u>	<u>[Signature]</u>

Fire Exit Check I confirm that all fire exits are clear and unobstructed by any obstacle

Time Checked	Initials	Time	Initials	Time	Initials
Start of Shift	<u>09</u>	22:30	<u>09</u>	01:30	<u>09</u>
20:00	<u>✓</u>	23:00	<u>✓</u>	02:00	<u>✓</u>
20:30	<u>✓</u>	23:30	<u>✓</u>	02:30	<u>✓</u>
21:00	<u>✓</u>	00:00	<u>✓</u>	03:00	<u>✓</u>
21:30	<u>✓</u>	00:30	<u>✓</u>	03:30	<u>✓</u>
22:00	<u>✓</u>	01:00	<u>✓</u>	04:00	<u>✓</u>

Capacity Check Log

Time	In	Out	Net	Time	In	Out	Net	Time	In	Out	Net
19:30				22:30				01:30			
20:00				23:00				02:00			
20:30				23:30				02:30			
				00:00				03:00			
				00:30				03:30			
				01:00				04:00			

Floor & Toilet Areas check for spillages / glass every day at the following times, and any hazards reported to Duty Manager for action.

Time	Initial	Time	Initial
22:30	<u>09</u>	01:30	<u>09</u>
23:00	<u>✓</u>	02:00	<u>✓</u>
23:30	<u>✓</u>	02:30	<u>✓</u>
00:00	<u>✓</u>	03:00	<u>✓</u>
00:30	<u>✓</u>	03:30	<u>✓</u>

Day Saturday 2878458 Date 25/07/20

Duty Supervisors on Duty

Name	Badge No.	Expiry Date	Time on	Time off	Signature
<u>2011/11/11</u>	<u>10111111</u>	<u>25-7-20</u>	<u>21:00</u>	<u>2:00</u>	<u>[Signature]</u>
<u>2011/11/11</u>	<u>10111111</u>	<u>25-7-20</u>	<u>21:00</u>	<u>2:00</u>	<u>[Signature]</u>

Fire Exit Check I confirm that all fire exits are clear and unobstructed by any obstacle

Time Checked	Initials	Time	Initials	Time	Initials
Start of Shift	<u>OG</u>	22:30	<u>OG</u>	01:30	<u>OG</u>
20:00	<u>OG</u>	23:00	<u>OG</u>	02:00	<u>OG</u>
20:30	<u>OG</u>	23:30	<u>OG</u>	02:30	<u>OG</u>
21:00	<u>OG</u>	00:00	<u>OG</u>	03:00	<u>OG</u>
21:30	<u>OG</u>	00:30	<u>OG</u>	03:30	<u>OG</u>
22:00	<u>OG</u>	01:00	<u>OG</u>	04:00	<u>OG</u>

Capacity Check Log

Time	In	Out	Net	Time	In	Out	Net	Time	In	Out	Net
19:30				22:30				01:30			
20:00				23:00				02:00			
20:30				23:30				02:30			
21:00				00:00				03:00			
21:30				00:30				03:30			
22:00				01:00				04:00			

Floor / Toilet Check Log Floor & Toilet Areas check for spillages / glass every day at the following times, and any hazards reported to Duty Manager for action.

Time	Initial	Time	Initial	Time	Initial
19:30	<u>OG</u>	22:30	<u>OG</u>	01:30	<u>OG</u>
20:00	<u>OG</u>	23:00	<u>OG</u>	02:00	<u>OG</u>
20:30	<u>OG</u>	23:30	<u>OG</u>	02:30	<u>OG</u>
21:00	<u>OG</u>	00:00	<u>OG</u>	03:00	<u>OG</u>
21:30	<u>OG</u>	00:30	<u>OG</u>	03:30	<u>OG</u>
22:00	<u>OG</u>	01:00	<u>OG</u>	04:00	<u>OG</u>

Enforcement Visit Log

Time of Visit	Details of Visit / Action Taken	AM Informed

Noise Assessments

23/11/23	2025	56°	Tue	
	2315	57°	Tue	
	0019	62°	Tue	
27/11/23	2100	59°	Tue	
	2313	60°	Tue	
17/12/23	2021	56°	Tue	
	2300	62°	Tue	
	0019	61°	Tue	
24/12/23	2105	59°	Tue	
	2307	62°	Tue	
	0035	63°	Tue	
17/1/26	2110 hrs	62°	Tue	
	2255 hrs	67°	Tue	
	0015 hrs	61°	Tue	
11/2/26	2050 hrs	60°	Tue	
	2305 hrs	62°	Tue	
	0045 hrs	60°	Tue	
12/3/26	2015 hrs	60°	Tue	
	2315 hrs	62°	Tue	
	0038 hrs	62°	Tue	
11/4/26	2000 hrs	56°	Tue	
	2327 hrs	61°	Tue	
	0019 hrs	65°	Tue	



LICENSING ACT 2003

Application for the review of a Premises Licence Decision Record

APPLICANT:	Hampshire Constabulary
PREMISES:	De Lounge, Nos. 111-113 Victoria Road, Aldershot
DATE OF HEARING:	21st March, 2024
MEMBERS SITTING:	Cllrs P.J. Cullum, S. Trussler and Jacqui Vosper

DECISION

The Sub-Committee decided that it was appropriate to issue an informal warning, coupled with this very firm expression of the Licensing Authority's expectations. Mr Gurung should not underestimate the exceptional course the Sub-Committee has been persuaded to take in this case. Furthermore, he should be in no doubt that in the event of any repetition of the types of problems encountered in this case, there would almost inevitably be a further application for review. He may expect the running of the premises to be subject to very close scrutiny from the Police and the Licensing Authority. Any continuation or repetition of these problems would be viewed extremely seriously.

REASONS

On 21st March, 2024, the Licensing Sub-Committee (Alcohol and Entertainments) heard an application on behalf of the Chief Constable of Hampshire Constabulary for the review of the premises licence for De Lounge, Nos. 111-113, Victoria Road, Aldershot.

At the conclusion of the hearing, the Sub-Committee gave short reasons for its decision pending the writing of full reasons. These are the full reasons.

The application for review is dated 1st February, 2024, and was completed by PC Dennett, who also attended the hearing and addressed the Sub-Committee. The application focuses on a visit to the premises by PC Dennett and the Council's licensing officer, Aimee Vosser on the late evening of 27th January, 2024, into the morning of 28th January, 2024. At the time of that visit, there were evident multiple breaches of the conditions attached to the premises licence. These included (but were not limited to) no SIA-registered supervisors being present and no identification scanning system being in operation. The Sub-Committee was told, and accepts, that there was also a police licensing visit on 31st December, 2023 when again, in breach of condition, no SIA-registered supervisors were present in the premises.

During the January 2024 visit, there was evidence of intoxication and class A drug use in the premises. The Sub-Committee was also told that a designated fire exit had been bolted shut. The Designated Premises Supervisor, Mr Tularam Gurung, told PC Dennett that what was going on was a private party, presumably in the mistaken belief that this relieved him of the need to comply with the premises licence.

PC Dennett told the Sub-Committee that in his view, this was not a safe night-time economy venue. He invited the Sub-Committee to consider removing Mr Gurung as Designated Premises Supervisor (DPS) and cutting back the terminal hour for licensable activities to

10pm.

The Sub-Committee heard from Mr Gurung and his wife, Mrs Manita Gurung. Mr Gurung explained that he had become the owner of the premises and DPS after his business partners left the business in late 2023. He did not dispute what PC Dennett saw during the January 2024 visit and apologised for what had happened, saying he was very new in the business. Mr and Mrs Gurung explained that a number of improvements had been made since the visit but to reduce the hours for licensable activities to 10pm would be fatal to the business.

In making its decision, the Sub-Committee has had regard to the provisions of the Licensing Act 2003, the Secretary of State's guidance on the Act issued under Section 182 and its own statement of licensing policy. It has considered carefully everything submitted to it both in writing and orally at the hearing.

The Sub-Committee viewed this as a worrying case involving multiple breaches of the conditions attaching to the premises licence. Plainly, the licensing objectives have been undermined and the review application was entirely justified.

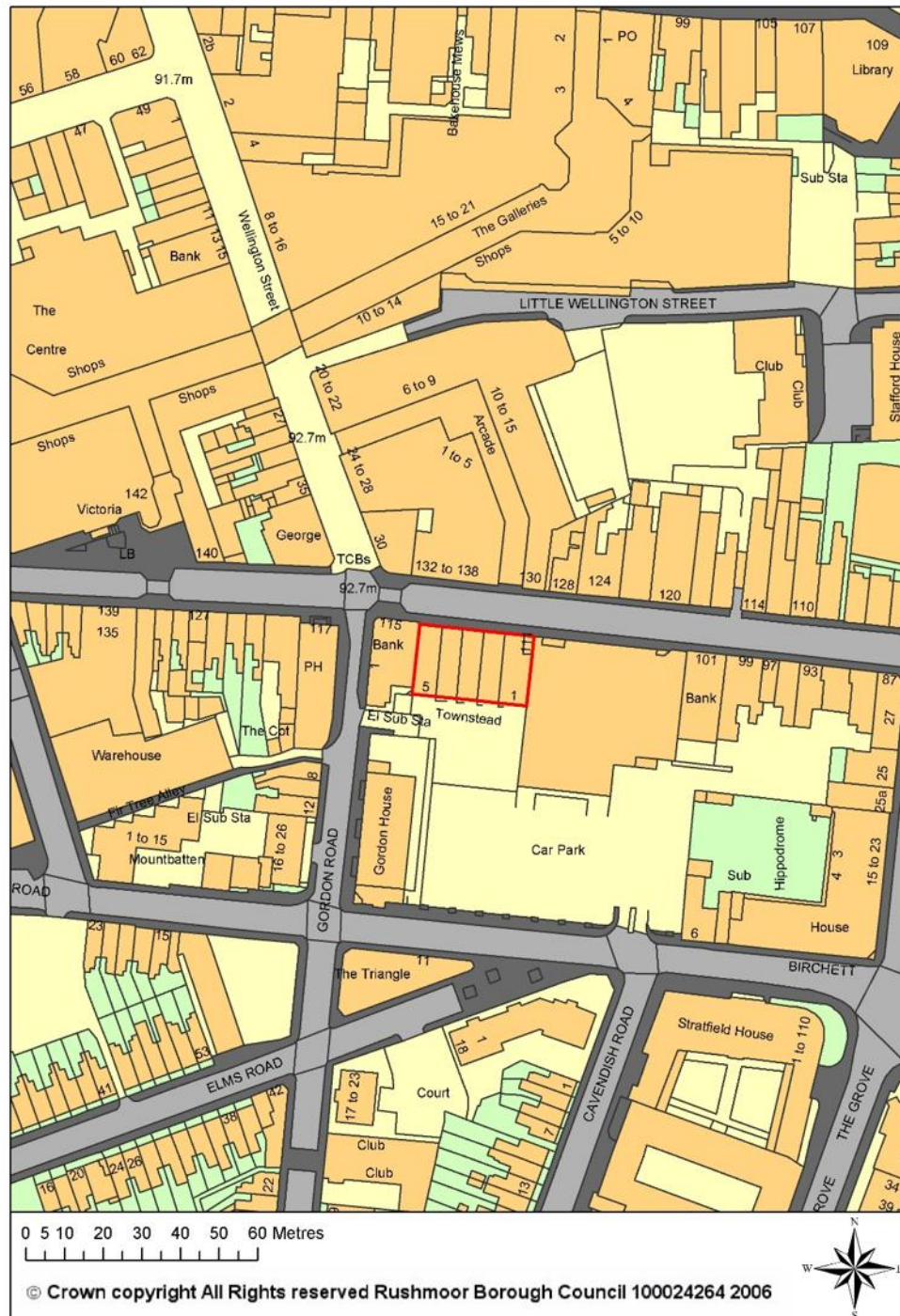
The Sub-Committee has, however, decided to take an exceptional course. It is prepared to accept that the problems clearly evidenced by the Police and the Council's licensing department are as a result of inexperience and naivety on the part of Mr Gurung, who, it is accepted, had not been running the premises for very long before the problems arising on 31st December, 2023 and 27th January, 2024.

Both Mr and Mrs Gurung said that they needed help and guidance and asked for another chance. Mr Gurung must understand that it is not for the licensing authority or any responsible authority such as the Police to tell him how to run the premises. That is his responsibility, as is ensuring that the licensing objectives are promoted and not undermined. Inexperience is highly unlikely to be accepted as an answer to any further problems coming from the premises. He is strongly advised to take the advice of an external licensing consultant or consultants as a matter of urgency to ensure that, in the future operation of the premises, the premises licence is complied with fully at all times. He is asked to consider whether he really has the expertise required to be the Designated Premises Supervisor or whether an alternative should be identified. The management of the premises must improve both dramatically and quickly.

APPENDIX B

MAP OF AREA OF THE PREMISES

De Lounge, Townstead House, 111-113 Victoria Road, Aldershot, GU11 1JE



APPENDIX C

PREMISES LICENCE

De Lounge, Townstead House, 111-113 Victoria Road, Aldershot, GU11 1JE



PREMISES LICENCE

Licensing Act 2003

Part 1 – Premises Details

Postal address of premises, or if none, ordnance survey map reference or description			
Address:	De Lounge		
	Townstead House		
	111-113 Victoria Road		
	Aldershot	Map Ref (E):	486418
	Hampshire	Map Ref (N):	150627
	GU11 1JE	UPRN:	200003209344
Telephone	Not Known		

Where the licence is time limited the dates

- This licence is **NOT** time limited

Licensable activities authorised by the licence

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

Times the licence authorises the carrying out of licensable activities

- (1) The provision of late night refreshment:-
 - Fridays, Saturdays and Sundays preceding a Bank Holiday – 23:00pm to 01:00am the following day;

- (2) The provision of regulated entertainment by way of recorded music:-
 - Sundays - Thursdays – 12:00noon to 23:30pm; and
 - Friday, Saturday & Sundays preceding a Bank Holiday – 12:00noon to 03:00am the following day
- (3) The provision of any other permitted regulated entertainment:-
 - Friday, Saturday & Sundays preceding a Bank Holiday – 12:00noon to 18:00pm and 19:00pm to 01:00am the following day
- (4) The retail sale of alcohol:-
 - Sundays – Thursdays – 12:00noon – 23:00pm
 - Friday, Saturday & Sundays preceding a Bank Holiday – 12:00noon to 02:30am the following day

The opening hours of the premises

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

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

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

Part 2

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

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

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

➤ 11363793

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

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

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

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

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

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

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

Annex 1 – Mandatory conditions

- (1) No supply of alcohol may be made under the premises licence:-
 - (i) **at a time when there is no designated premises supervisor in respect of the premises licence, or**
 - (ii) at a time when the designated premises supervisor does not hold a personal licence or his/her personal licence is suspended.
- (2) Every supply of alcohol under the premises licence must be made or authorised by a person who holds a personal licence.
- (3) (i) The premises licence holder or club premises certificate holder must ensure that an age verification policy is adopted in respect of the premises in relation to the sale or supply of alcohol.

- (ii) The designated premises supervisor in relation to the premises licence must ensure that the supply of alcohol at the premises is carried on in accordance with the age verification policy.
- (iii) The policy must require individuals who appear to the responsible person to be under 18 years of age (or such older age as may be specified in the policy) to produce on request, before being served alcohol, identification bearing their photograph, date of birth and either—
 - (a) a holographic mark, or
 - (b) an ultraviolet feature.
- (4) A relevant person shall ensure that no alcohol is sold or supplied for consumption on or off the premises for a price which is less than the permitted price. For the purposes of this condition –
 - (a) “duty” is to be construed in accordance with the Alcoholic Liquor Duties Act 1979
 - (b) “permitted price” is the price found by applying the formula –

$$P = D + (D \times V)$$

Where –

- (i) P is the permitted price
- (ii) D is the amount of duty chargeable in relation to the alcohol as if the duty were charged on the date of the sale or supply of the alcohol, and
- (iii) V is the rate of value added tax chargeable in relation to the alcohol as if the value added tax were charged on the date of the sale or supply of the alcohol;
- (c) “relevant person” means, in relation to premises in respect of which there is in force a premises licence –
 - (i) The holder of the premises licence
 - (ii) The designated premises supervisor (if any) in respect of such a licence, or
 - (iii) The personal licence holder who makes or authorises a supply of alcohol under such a licence;
- (d) “relevant person” means, in relation to premises in respect of which there is in force a club premises certificate, any member

or officer of the club present on the premises in a capacity which enables the member or officer to prevent the supply in question; and

- (e) “value added tax” means value added tax charged in accordance with the Value Added Tax Act 1994.
 - (f) Where the permitted price given by Paragraph (b) would (apart from the paragraph) not be a whole number of pennies, the price given by that sub-paragraph shall be taken to be the price actually given by that sub-paragraph rounded up to the nearest penny.
 - (g) Paragraph (b)(ii) applies where the permitted price given by Paragraph (b) on a day (“the first day”) would be different from the permitted price on the next day (“the second day”) as a result of a change to the rate of duty or value added tax.
 - (h) The permitted price which would apply on the first day applies to sales or supplies of alcohol which take place before the expiry of the period of 14 days beginning on the second day.
- (5) (i) The responsible person must ensure that staff on relevant premises do not carry out, arrange or participate in any irresponsible promotions in relation to the premises.
- (ii) In this paragraph, an irresponsible promotion means any one or more of the following activities, or substantially similar activities, carried on for the purpose of encouraging the sale or supply of alcohol for consumption on the premises—
- (a) games or other activities which require or encourage, or are designed to require or encourage, individuals to—
 - (i) drink a quantity of alcohol within a time limit (other than to drink alcohol sold or supplied on the premises before the cessation of the period in which the responsible person is authorised to sell or supply alcohol), or
 - (ii) drink as much alcohol as possible (whether within a time limit or otherwise);
 - (b) provision of unlimited or unspecified quantities of alcohol free or for a fixed or discounted fee to the public or to a group defined by a particular characteristic in a manner which carries a significant risk of undermining a licensing objective;
 - (c) provision of free or discounted alcohol or any other thing as a prize to encourage or reward the purchase and consumption

- of alcohol over a period of 24 hours or less in a manner which carries a significant risk of undermining a licensing objective;
- (d) selling or supplying alcohol in association with promotional posters or flyers on, or in the vicinity of, the premises which can reasonably be considered to condone, encourage or glamorise anti-social behaviour or to refer to the effects of drunkenness in any favourable manner;
 - (e) dispensing alcohol directly by one person into the mouth of another (other than where that other person is unable to drink without assistance by reason of disability).
- (6) The responsible person must ensure that free potable water is provided on request to customers where it is reasonably available.
- (7) The responsible person must ensure that—
- (a) where any of the following alcoholic drinks is sold or supplied for consumption on the premises (other than alcoholic drinks sold or supplied having been made up in advance ready for sale or supply in a securely closed container) it is available to customers in the following measures—
 - (i) beer or cider: ½ pint;
 - (ii) gin, rum, vodka or whisky: 25 ml or 35 ml; and
 - (iii) still wine in a glass: 125 ml;
 - (b) these measures are displayed in a menu, price list or other printed material which is available to customers on the premises; and
 - (c) where a customer does not in relation to a sale of alcohol specify the quantity of alcohol to be sold, the customer is made aware that these measures are available.
- (8) Where, at any specified time(s), one or more individuals must be at the premises to carry out a security activity (within the meaning of the Private Security Industry Act 2001), each individual must be licensed by the Security Industry Authority (SIA).
- (9) (i) In respect of the exhibition of films, the admission of children (ie: anyone aged under 18) must be restricted in accordance with any recommendation(s) made by the film classification body specified (as designated by S4 of the Video Recordings Act 1984 - the British Board of Film Classification).

- (ii) Where a film classification body is not specified, the admission of children must be restricted in accordance with any recommendation(s) made by the licensing authority.

Annex 2 – Conditions consistent with the Operating Schedule

- (1) No licensable activities shall be undertaken except during permitted hours.
- (2) A suitable written policy on entry refusals shall be developed for the premises. This policy shall be actively implemented and enforced at the premises and shall be reviewed, revised and updated as often as maybe necessary. The Premises Licence Holder shall ensure that the refusals log is checked, signed and dated on a weekly basis by the venue manager/manageress. The refusals log will be kept and maintained at the premises and will be available for inspection immediately upon request by Hampshire Constabulary and responsible authority.
- (3) An incident book shall be maintained to record any activity of a violent, criminal or anti-social nature. The records will contain the time and date, the nature of the incident, the people involved, the action taken and details of the person responsible for the management of the premises at the time of the incident. This record shall be produced to a Police Officer or an authorised Officer of the Local Authority on reasonable request. This record shall be retained for a period of 12 months.
- (4) Before commencing their duties all new staff must receive information and training concerning the sale of age restricted products.
 - (i) This training must cover their legal responsibilities and action to be taken in the event of suspicions being aroused that someone is purchasing or attempting to purchase an item under the legal age.
 - (ii) All employees will sign a letter to acknowledge that they have completed this training and have understood their responsibilities on this area.
 - (iii) The training should be reviewed and updated at reasonable intervals but at least annually.
 - (iv) All staff shall be fully trained to perform their role. They will also be trained in the contents of the premises licence including times of operation, licensable activities and all conditions.
 - (v) Training shall be recorded in documentary form that will be available for inspection at the request at all reasonable times by an authorised officer from a relevant responsible authority. The records will be retained for at least 12 months.
- (5) On Fridays, Saturdays and Sundays preceding a Bank Holiday from 19.00pm, at least one member of SIA staff who shall be positioned at the main entrance of the venue shall wear and operate body worn video (BWV)

- (i) Another member of SIA staff operating within the venue shall also wear and operate BWV.
 - (ii) The equipment shall be maintained and the images will be made available as soon as practicable but at least within 48 hours to the police on request as long as the request is lawful with regards to data protection legislation.
 - (iii) The equipment shall record high definition colour images and be able to capture sound, specifically conversation. The equipment shall be able to operate in all levels of illumination, images shall be time/date stamped.
 - (iv) The BWV shall be of a similar specification to those currently utilised by Hampshire Constabulary and as such shall be of sufficient quality to produce evidential data.
 - (v) There shall be sufficient number of devices or batteries at the venue to ensure that the devices are able to operate continually.
 - (vi) Where the equipment fails the police licensing department responsible for the area, shall be notified immediately in writing or by e-mail as soon as is practicable and the defect rectified within 14 days of the failure.
 - (vii) Data obtained on the BWV shall be downloaded as soon as practicable and be retained at the venue for at least 28 days.
 - (viii) At all other times the need for door supervisors is to be considered as part of a written risk assessment. A copy of the risk assessment must be made available to the responsible authorities on request.
- (6) A zero-tolerance approach shall be taken towards the presence and use of illegal drugs on the premises. This policy shall be actively enforced at all times and any individual found in possession or use of such drugs shall not be permitted to enter or remain on the premises.
- (7) The premises licence holder shall ensure that a system is in place to ensure that every individual who appears to be under 25 years of age seeking to purchase or be supplied with alcohol at or from the premises, shall produce acceptable means of identification and age confirmation. Acceptable identification shall be a passport, photo driving licence or PASS accredited photo ID. If the person seeking alcohol is unable to produce acceptable means of identification, no sale or supply of alcohol will be made to or for that person.

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

crime as long as the request is lawful and complies with GDPR.

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

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

closed and kept closed between 21:00pm and the end of opening hours on any day.

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

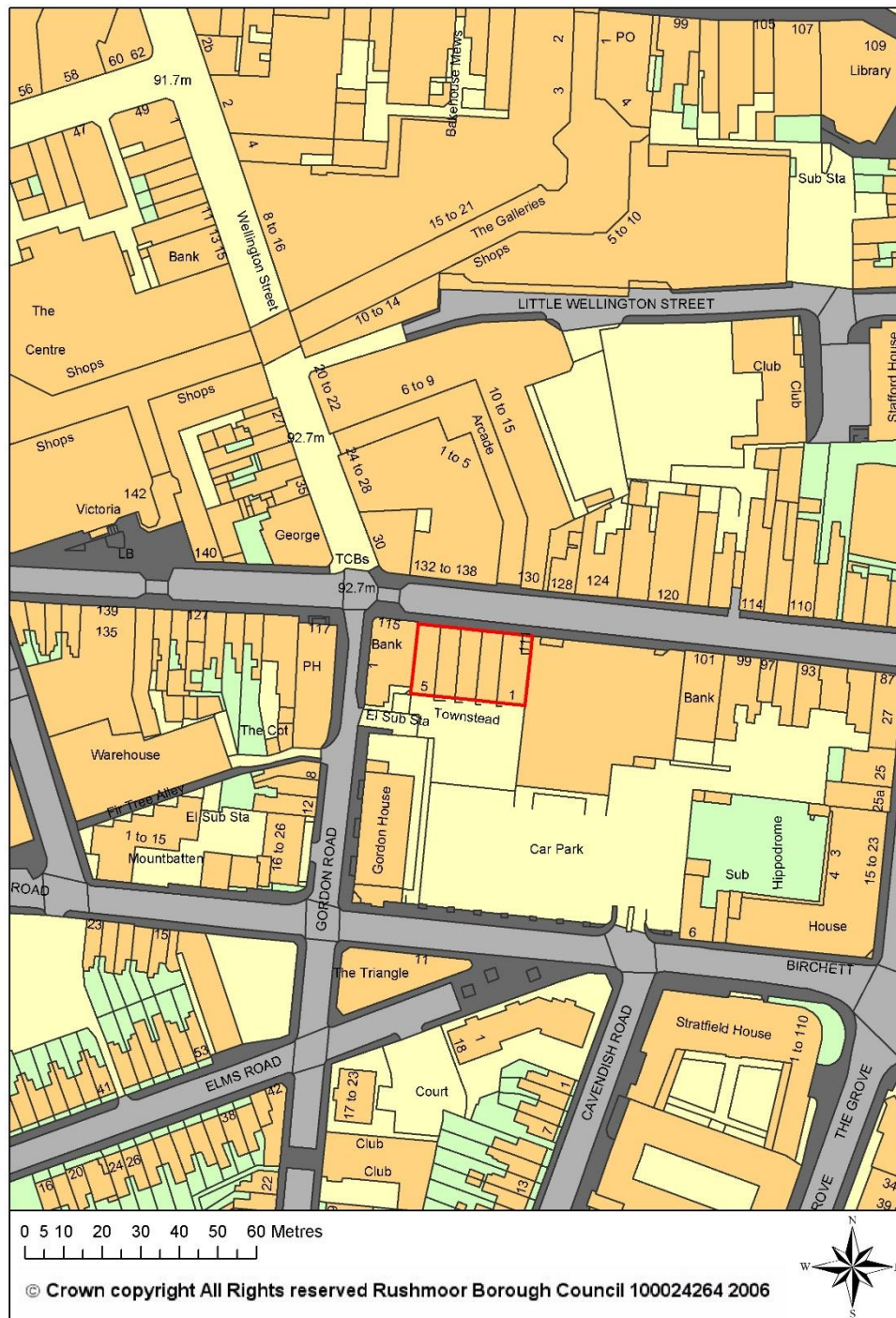
- (24) Children may be permitted into the premises as part of family functions/events and attending for a table meal until 21:30pm on any day and must be accompanied by an adult.
- (25) Anyone under the age of 18 must not approach the bar area.
- (26) Entry/access to the premises is not permitted between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

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

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

Annex 4 – Plans

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



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APPENDIX D

REPRESENTATION FROM HAMPSHIRE CONSTABULARY

De Lounge, Townstead House, 111-113 Victoria Road, Aldershot, GU11 1JE

HAMPSHIRE POLICE REPRESENTATION - DE LOUNGE ALDERSHOT



Philip Dennett (3715) <philip.dennett@hampshire.police.uk>

To  Rushmoor Council Licensing

Cc  Adrian Vanderplank (12370);  Colin Pollard (16866);  Matthew James (25188);  Ruth Kerr (27325)

CAUTION: This email originated from outside of Rushmoor Borough Council. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Dear All

Please see Hampshire Police's representation in support of the application to review the licence of De Lounge , Aldershot, submitted by Rushmoor Borough Council.

There are attached additional documents.

PC 3715 PHIL DENNETT

Force Licensing & Alcohol Harm Reduction Team

Email – Philip.dennett@hampshire.pnn.police.uk

This email contains information which is confidential and may also be privileged. It is for the exclusive use of the addressee(s) and any views or opinions expressed within are those of the originator and not necessarily those of the Force. If you are not the intended recipient(s) please note that any form of distribution, copying or use of this email or the information contained is strictly prohibited and may be unlawful. If you have received this communication in error please forward a copy to informationsecurity@thamesvalley.police.uk and to the sender. Please then delete the email and destroy any copies of it. DO NOT use this email address for other enquiries as it will not be responded to, nor any action taken upon it. If you have a non-urgent enquiry, please call the Police non-emergency number 101. If it is an emergency, please call 999. Thank you.



Form for representations/objections from Hampshire and Isle of Wight Constabulary

Before completing this form, please refer to FPP 07001 (Licensing (Licensing Act 2003))

Hampshire and Isle of Wight Constabulary is a responsible authority and wish to make a **representation** under the Licensing Act 2003, regarding the:

☐	1: New Premises licence/club prem certificate	Representation within 28 days
☐	2: Variation of premises licence/club prem certificate	Representation within 28 days
☐	3: Minor variation of premises licence/club prem certificate	Representation within 10 days
☐	4: Variation of DPS	Object within 14 days
☐	5: Transfer of premises licence	Object within 14 days
☐	6: Standard temporary event notice	Object within 3 working days
☐	7: Late temporary event notice	Object with 3 working days
☐	8: Application for a personal licence	Object within 14 days
☐	9: Provisional statement	Representation within 28 days
☐	10: Ancillary sales notice	Object within 3 working days
☐	11: Interim authority notice	Object within 2 working days

Name of Applicant:	
Name of Proposed DPS:	

Details of relevant conviction (Personal Licence Applications ONLY)

Postal address of premises:	DE LOUNGE 111 - 113 VICTORIA ROAD ALDERSHOT
Postcode:	GU11 1JE

Details of responsible authority applicant

Mr ☐ Mrs ☐ Miss ☐ Ms ☐ Other title / Rank:	PC
Surname:	DENNETT
First Names:	PHIL
Current postal address:	BASINGSTOKE POLICE OFFICE LONDON ROAD BASINGSTOKE
Postcode:	RG21 4AH
Daytime telephone number:	101
E-mail address: (optional)	philip.dennett@hampshire.police.uk

Hampshire and Isle of Wight Constabulary is a responsible authority and the applicant has the delegated authority of the Chief Officer of Police in respect of his responsibilities under the Licensing Act 2003



Form for representations/objections from Hampshire and Isle of Wight Constabulary

This application to object relates to the following licensing objective(s)

- | | | |
|---|-------------------------------------|--|
| 1) The prevention of crime and disorder | ☒ | <i>Please select
one or more
boxes</i> |
| 2) Public safety | ☒ | |
| 3) The prevention of public nuisance | ☐ | |
| 4) The protection of children from harm | ☐ | |

Please state the ground(s) for **representation**:

Please accept this representation in regards to the recent application to review DE LOUNGE (Aldershot) submitted by Rushmoor Borough Council Licensing Team. I am aware of the venue, and I have previously applied for the same venue to be reviewed whereby an informal warning was issued by the licensing sub – committee. It is a shame that the authorities find themselves in the same position whereby there is no trust in those operating the venue that the licensing objectives are being promoted. The venue is active within the night time economy in Victoria Road, Aldershot so is at the fore front of responding and dealing with vulnerability and has a responsibility to ensure the safeguarding of customers and staff.

I am disappointed to read that staff training was not updated and refreshed. To have paperwork that doesn't even relate to the current owners is not acceptable.

In response to this application and a request from the owner to meet with him I attended the venue on the 24/08/2026. Whilst at the venue I asked to view the CCTV control room and located 3 Body Worn Videos on the desk in plain view. It is appreciated that the office is locked but good practice undertaken by other venues exemplify the need to secure such objects in a safe.

Whilst at the venue I asked the DPS to download some footage from the 22/08 to establish if the Body Worn Cameras were working, as previous information was that not only were they under resourcing SIA and starting them later but BWV were not being used. For some time the DPS was trying to download footage but could not do this. The footage should have been downloaded immediately after the shift had finished but clearly it had not been done. The DPS was unable to provide footage from that date.

I have since asked the DPS of the venue (Tularam GURUNG) via an e-mail to provide me with some footage to prove they were being used. He has failed to do so.

In regards to the SIA on duty and the information received as detailed on the review application is a real cause for concern. It is fundamental that safeguarding is at the forefront of priorities of those who undertake the running of venues. To not only reduce the amount of SIA on Fridays (breaching the SIA condition) but to only have the one SIA who starts at approximately 21:00hrs is a complete disregard for the safety of those potential customers. I am aware that the Scanner would therefore not be active as per the timings on the licence.

The venue is not being run safely, proactively or indeed as per the conditions on the licence. The informal warning issued previously by the licensing sub – committee has been ignored. It is clear that the conditions on the licence are easy to adhere to. They aren't difficult to follow. I understand that times are hard financially BUT this should not be taken into consideration when safeguarding and the prevention of vulnerability is involved.



Form for representations/objections from Hampshire and Isle of Wight Constabulary

Hampshire Police agree with Rushmoor Borough Council that:-

- DPS is removed
- Hours are curtailed to remove the venue's presence in the NTE and thus other related conditions can therefore be removed

Hampshire Police do not believe that any subsequent added conditions will ensure the promotion of the licensing objectives.

I also enclose:

- Email trail to the Information Commissioners Office
- Email to DPS in regards to BWV
- Photograph of storage of BWV

It is an offence, under section 158 of the Licensing Act 2003 to make a false statement in or in connection with this representation

Police recommendations (including any conditions)

SUPPORT RECOMMENDATIONS DETAILED BY RBC

Signature of Officer Completing

Name	<u>DENNETT</u>	Collar Number:	<u>3715</u>
Signature:	<u>P DENNETT</u>	Date:	<u>26/08/26</u>

Signature of Authorising Officer

Name	<u>POLLARD</u>	Collar Number:	<u>16866</u>
Signature:	<u>C POLLARD</u>	Date:	<u>26/08/26</u>

PHOTOGRAPH OF STORAGE OF BWV IN OFFICE DE LOUNGE

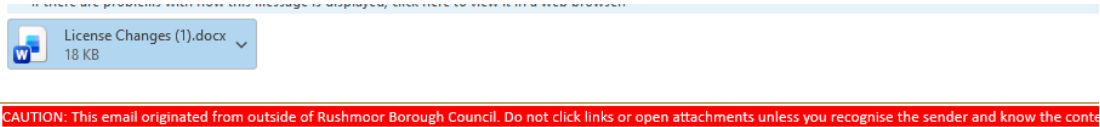
TAKEN BY PC DENNETT 13:05 HRS 24/08/26



APPENDIX E

REPRESENTATION FROM LICENCE HOLDER

De Lounge, Townstead House, 111-113 Victoria Road, Aldershot, GU11 1JE



Dear All,

Please find attached review and request of De Lounge licence.

Kind Regards,

Tularam Gurung
Director
De Lounge Restaurant and Cocktail Bar
111 Victoria Road
Aldershot
Hampshire
GU11 1JE



Contact No-07882032580
Website-www.deloungerestaurant.co.uk
Instagram-De.lounge_

Request to review, update, and change De' Lounge Restaurant and Cocktail Bar's premises license corresponding with the current business type and need.

The following points are presented.

1. The business will only run as De' Lounge Restaurant and Cocktail Bar. There are no intentions to run the business as a club or clubbing venue.
2. The business will be open to customers as a restaurant and cocktail bar with recorded or live music played indoors only and no late-night refreshments provided.

3. Live music will be played only until 00:45am on weekends (Friday/Saturday).
4. Children will remain as per the licence until 9:30pm, accompanied by an adult.
5. BWV cameras – BWV cameras should legally only be turned on if any incidents occur. The business has 13 fully active CCTV cameras indoors and outdoors, recording 24 hrs across 7 days a week. Do door supervisors need to keep them recording at all times? Do we need BWV cameras?
6. Door supervisors need for the business – Most of the customers arrive after 20:30pm in the evening, with limited customers before this time. The usual business hours will also be reduced on weekends from normal opening and closing times. Due to this, are door supervisors necessary, and from 7pm? 9-1
7. No ID, no entry policy – As we do not want to run the business as a club, and business hours on weekends will be reduced, we think the ID scanners are not required for our business. The customer base is predominantly families with children, who may be discouraged to revisit the business because of this policy. We want to enforce the no ID, no entry policy, but only at the bar when there is a purchase of alcohol, not at the downstairs entry where people are entering the premises for the restaurant services.

Since we have taken over the business, there have been no concerning issues on the premises.

- No children have been harmed.
- No vulnerable people have been affected.
- No found use of drugs.

- No harm to staff or customers.

Actions taken with immediate effect after the visit on Thursday 13th August 2026:

1. Half pint measures of draught beer and cider are now offered for sale at the premises. They are now specified on the menu, and half pint glasses have been ordered for use.
2. We have an alcohol logbook behind the bar which is filled out as necessary and regularly reviewed and signed by the DPS.
3. Staff training is carried out regularly (annually). The training was not due until September 1st, 2026. Even though the training was not scheduled on Thursday 13th August 2026, all required training have been carried out and signed with staff signature.
4. Regarding door supervisors, we have seen much fewer customers on Friday in comparison to Saturday. Due to this trend, we think it is a waste of resources and money to use 2 door supervisors on Friday. We already have 13 indoor/outdoor CCTV cameras which are fully active and working 24/7. This is the reason why we want to have a review on the Door Supervisor policy, as previously mentioned.
- 5.
6. BWV cameras – 2 new BWV cameras have been purchases and as per the licence currently, door supervisors are wearing them and recording during their duties. The footage is downloaded and retained at the venue asap. A spare BWV camera is also available and charged in needed.

7. Challenge 25 poster is displayed clearly in the premises. All staff are trained and aware about this rule. There has been no record of selling alcohol to underage customers at the premises.

APPENDIX F

RELEVANT CONSIDERATIONS

De Lounge, Townstead House, 111-113 Victoria Road, Aldershot, GU11 1JE

1.0 Guidance issued under S182 of the Licensing Act 2003 (September 2026)

1.1. The sections of the Secretary of State's guidance identified in **Table 1** below may be relevant to the consideration of this application

**TABLE 1 - SECTIONS OF THE SECRETARY OF STATE'S GUIDANCE
WHICH MAY BE RELEVANT TO THIS APPLICATION**

Section	Other Ref.	Paragraph(s)		Subject Matter	Page(s)	
		From	To		From	To
2	-	2.1	2.37	The licensing objectives	9	16
10	-	10.1	10.81	Conditions attached to premises licences	78	90
10	-	10.8	10.9	Imposed conditions	79	-
10	-	10.10	-	Proportionality	79	-
11	-	11.1	11.30	Reviews	90	96
11	-	11.1	11.11	The review process	90	92
11	-	11.16	11.23	Powers of a licensing authority on determination of a review	93	94
11	-	11.24	11.28	Reviews arising in connection with crime	94	96
13	-	13.1	13.13	Appeals	104	106
13	-	13.10	13.11	Giving reasons for decisions	105	-

2.0 The Council's Licensing Policy

2.1. The sections of the Council's Licensing policy identified in **Table 2** below may be relevant to the consideration of this application.

**TABLE 2 - SECTIONS OF THE COUNCIL'S LICENSING POLICY
WHICH MAY BE RELEVANT TO THIS APPLICATION**

Section	Other Ref.	Paragraph(s)		Subject Matter	Page(s)	
		From	To		From	To
3	Part C	3.1	3.47	Licensing principles, objectives & general considerations	13	17
3	Part C	3.12	3.14	General licensing principles	14	15
14	Part N	14.1	14.29	Review of relevant authorisation	52	55
18	Part R	18.1	18.59	Representations, Responsible Authorities & Interested Parties	69	75
19	Part S	19.1	19.29	Conditions and restrictions	76	79
19	Part S	19.10	19.15	General principles of transposition and imposition of conditions	76	77

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