

Appendix C

From: Manpreet Kapoor <m.kapoor@personallicencecourses.com>

Sent: 22 July 2025 17:10

To: Catlyn, Lucy <L.Catlyn@spelthorne.gov.uk>

Subject: RE: premier shepperton

Caution: This is an external email and may be malicious. Please take care when clicking links or opening attachments.

Dear Lucy

Sorry for the delayed response, we have been busy with numerous different applications, I can confirm we agree to the modified condition mentioned in your previous email.

Could you forward me the reps so we can start preparing our defence for the hearing.

Kind Regards

Manpreet S Kapoor BA (Hons)

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From: Catlyn, Lucy <L.Catlyn@spelthorne.gov.uk>

Sent: 22 July 2025 17:06

To: Licensing <licensing@spelthorne.gov.uk>; Jacquie.Clark ; Manpreet Kapoor <m.kapoor@personallicencecourses.com>; info.personallicencecourses.com <info@personallicencecourses.com>

Subject: RE: premier shepperton

Hello

Please can we have your comments?

We have received numerous representations, so this looks like it will be going to licensing sub committee.

Thanks

Lucy

Lucy Catlyn

Principal Licensing Officer

Environmental Health and Licensing

Spelthorne Borough Council, Council Offices, Knowle Green, Staines-upon-Thames
TW18 1XB

Licensing Tel: 01784 444213 (chose option extension 3)

Direct Dial: 01784 444295

Mobile: 07860 595366

Payment can be made online: https://spelthorne-self.achieveservice.com/service/miscellaneous_payments

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From: Catlyn, Lucy

Sent: 14 July 2025 16:52

To: Licensing <licensing@spelthorne.gov.uk>; Jacquie.Clark ; Manpreet Kapoor <m.kapoor@personallicencecourses.com>; info@personallicencecourses.com

Subject: RE: premier shepperton

Hello

We would like to agree some modified conditions. Please see below email

We look forward to your comments

Thank you

Lucy

Lucy Catlyn

Principal Licensing Officer

Environmental Health and Licensing

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From: Licensing

Sent: 07 July 2025 13:11

To: Jacquie.Clark

Cc: Licensing <licensing@spelthorne.gov.uk>

Subject: premier shepperton

Hi Jacquie

We are going to propose the below conditions to replace the operating schedule.

Please can we have a reply by this Friday. If we don't hear then we will send them to the applicant for comment.

Thanks

Lucy

1. The premises will operate an age verification scheme, such as Challenge 25, in relation to the sale of alcohol. Posters shall be clearly displayed at the entrance to the premises as well as at least one location behind the till advising customers that such a scheme is in operation.
2. A till prompt system will be utilised at the premises in respect of alcohol to remind staff of the need to check identification, and alter them to the Challenge 25 policy in place
3. All staff (paid or unpaid) shall be trained in respect of the law relating to the sale of alcohol, acceptable forms of ID, Challenge 25 and the procedure on handling and record refusals. Written records to be kept to document that all staff have had training. All staff to receive refresher training on all of these aspects every six months. Training documentation to be made available to Responsible Authorities on request.
4. Comprehensive Training will be given to staff in relation to the conditions of the Premises Licence and in crime prevention measures. A record of each individuals training will be maintained and be available for inspection at the premises at all times by a Responsible Authority.
5. A refusal log/book shall be kept at the premises detailing all refused sales of alcohol. The refusal log will be a bound book with consecutively numbered pages. The log shall include the date and time of the refused sale and the name of the member of staff who refused the sale. The log shall be available

for inspection at the premises by a Responsible Authority. The log is to be signed once a month by the DPS.

6. All staff employed (unpaid and paid) at the premises will have UK right to work status checked, once passed that stage they shall be offered employment. Records of these checks will be kept on the premises for 24 months from the date of the check. These checks to be produced on demand immediately by a Responsible Authority.
7. A notice shall be prominently displayed at the exit requesting customers to respect the needs of local residents and leave the area quietly.
8. An incident register must be kept to record all incidents of disorder. The Designated Premises Supervisor must sign off each entry. The incident register must remain on the premises at all times and records kept for a minimum of one year and must detail the following;
 - a. Time and date
 - b. nature of incident
 - c. name of staff members involved
 - d. name of any offender (if known)
 - e. action taken as a result of the incident
 - f. CAD reference number where police called.
9. CCTV - The premises shall install and maintain a comprehensive CCTV system as per the following minimum requirements.
 - a. Cameras will be sited to observe the entrance and exit doors.
 - b. Cameras on the entrances will capture full frame shots of the heads and shoulders
 - c. Cameras viewing till areas will capture frames not less than 50% of screen.
 - d. Cameras overlooking floor areas will be wide angled to give an overview of the premises.
 - e. Will be capable of visually confirming the nature of the crime committed.
 - f. Provide a linked record of the date, time and place of any image.
 - g. Provide good quality images -colour during opening times.
 - h. Operate under existing light levels within and outside the premises.
 - i. Have the recording device located in a secure area or locked cabinet.

- j. Have a monitor to review images and recorded picture quality.
- k. Be regularly maintained to ensure continuous quality of image capture retention.
- l. Digital images will be kept for 31 days
- m. Any officer from a relevant authority will have access to images at any reasonable time when the premises is open and a copy of any CCTV requested will be provided.
- n. The equipment will have a suitable export method.
- o. A member of staff trained in the use of the CCTV system shall be available at the premise at all times that the premises are open to the public.

Lucy Catlyn

Principal Licensing Officer

Environmental Health and Licensing

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