



City of Westminster

# Licensing Sub-Committee Report

Item No:

Date:

**19 October 2017**

Classification:

**For General Release**

Title of Report:

**Reign, 215-217 Piccadilly, London, W1J 9HF**

Uniform Reference:

**17/11071/LITENP**

Report of:

**Operational Director for Premises Management**

Policy context:

**City of Westminster Statement of Licensing Policy**

Financial summary:

**None**

Report Author:

**Shannon Pring  
Senior Licensing Officer**

Contact Details:

**Telephone: 020 7641 3217  
E-mail: [spring3@westminster.gov.uk](mailto:spring3@westminster.gov.uk)**

## 1. TEMPORARY EVENT NOTICE DETAILS

<b>Proposal:</b>	<u>Permitted Temporary Activities:</u> <ul style="list-style-type: none"> <li>• Sale by retail of alcohol</li> <li>• Provision of Regulated Entertainment</li> <li>• Late Night Refreshment</li> </ul> <p><i>(Please see Temporary Event Notice at Appendix A)</i></p>		
<b>Premises User:</b>	Mr Etienne Scott Michel Crampes	<b>Premises Name and Address:</b>	Reign, 215-217 Piccadilly, London, W1J 9HF
<b>Date Temporary Event Notice Received:</b>	4 <sup>th</sup> October 2017	<b>Period of Event:</b>	<u>17/11071/LITENP</u> 00:00 on 21 <sup>st</sup> October 2017 until 04:00 on 21 <sup>st</sup> October 2017 21:00 21 <sup>st</sup> October 2017 until 04:00 on 24 <sup>th</sup> October 2017
<b>Ward Name:</b>	St James's	<b>Cumulative Impact Area:</b>	No
<b>Number of attendees at event (including staff):</b>	450		
<b>Details of Premises Licence:</b>	17/05371/LIPDPS, Reign, 215-217 Piccadilly, London, W1J 9HF <u>Licensable activities:</u> <b>Performance of Dance</b> Monday to Sunday: 10:00 to 04:00 <b>Performance of Live Music</b> Monday to Sunday: 10:00 to 03:00 <b>Playing of Recorded Music</b> Monday to Sunday: 10:00 to 04:00 <b>Anything of a similar description to Live Music, Recorded Music or Performance of Dance</b> Monday to Sunday: 10:00 to 04:00 <b>Late Night Refreshment</b> Monday to Sunday: 23:00 to 04:00 <b>Sale by Retail of Alcohol</b> Monday to Sunday: 10:00 to 03:00		
<b>Notice of Objection by Metropolitan Police Service :</b>	Metropolitan Police Service has given a notice of objection under s.104 (2) of the Licensing Act 2003. The notice of objection is based on the grounds that allowing the premises to be used in accordance with the notice would undermine the Prevention of Crime and Disorder objectives.		

	<p>The Metropolitan Police Service has stated: <i>“The Metropolitan Police will be objecting to your recent Temporary Event Notice received on the 4th October 2017, as we have concerns that allowing the premises to be used in accordance with the notice would undermine the Licensing Objectives, namely Protection of Children from harm and Prevention of crime and disorder”.</i></p> <p>At the time of writing this report the applicant has not responded to either of the objections.</p> <p><i>(Please See Police Objection Appendix B )</i></p>
<b>Recommendation:</b>	<p>That the Sub-Committee consider the notice of objection given by Metropolitan Police Service and determine whether or not the Licensing Authority should issue a counter notice to the premises user, in accordance with s.105 of the Licensing Act 2003.</p>

*Additional procedural information – please see Appendix C*

*Additional submissions from Applicant – please see Appendix D*

If you have any questions about this report, please contact Shannon Pring on 020 7641 3217 or at [spring3@westminster.gov.uk](mailto:spring3@westminster.gov.uk)



Licensing Authority: *Westminster City Council*

Ref:

**8. Alternative address for correspondence** (*Address for correspondence associated with this application, if different to the previous address*)

<b>Lt Law</b> <b>18 Soho Square London</b>	<i>Postcode</i> <b>W1D 3QL</b>
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**9. Alternative contact details** (*if applicable*)

Title	<b>Miss</b>
First name	<b>Lana</b>
Last name	<b>Tricker</b>
<b>Telephone numbers</b>	
Daytime	<b>07525711530</b>
Mobile (optional)	
<b>E-Mail address (optional)</b>	<b>lana@ltlaw.co.uk</b>

**The Premises**

Please select the address of the premises where you intend to carry out the licensable activities. If there is no address please select the street record in the address lookup and supply further details of the location (including Ordnance Survey references) (Please read note 2). Search for address

<b>215-217 Piccadilly</b> <b>London</b>	<b>W1J 9HF</b>
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Does a premises licence or club premises certificate have effect in relation to the premises (or any part of the premises)? If so, please enter the licence or certificate number below.

Premises licence number	<b>17/05371/LIPDPS</b>
Additional address information	<b>Reign Club</b>

Do you intend to use the whole of the premises at this address (Please read note 3)  
(If no, please give a description and details below)

Yes	No
<input checked="" type="checkbox"/>	<input type="checkbox"/>

Please describe the nature of the premises below. (Please read note 4)

<b>club</b>
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Please describe the nature of the event below. (Please read note 5)

**Ordinary trade**

**The existing licence conditions (including entry, sia, dispersal requirements) will apply with the exception of condition 55**

**There shall be no new entry or re-entry save for smokers after 1.30am**

**The retail sale of alcohol ceases at 03.00 (as per existing licence)**

**The patron capacity is as per premises licence- 400 (split as per the licence variation granted)**



Licensing Authority: *Westminster City Council*

Ref:

**The licensable activities**

Please state the licensable activities that you intend to carry on at the premises (please mark an "X" next to the licensable activities you intend to carry on - either double click with the mouse, or press the space bar in the relevant field). (Please read note 6)

The sale by retail of alcohol	<input checked="" type="checkbox"/>
The supply of alcohol by or on behalf of a club to, or to the order of, a member of the club	<input type="checkbox"/>
The provision of regulated entertainment (Please read note 7)	<input checked="" type="checkbox"/>
The provision of late night refreshment	<input checked="" type="checkbox"/>
Are you giving a late temporary event notice? (Please read note 8)	<input type="checkbox"/>

Please state the date and times on which you intend to use these premises for licensable activities. (Please read note 9) Please give times in 24 hour clock. eg. 19:00. (Please read note 10) How many days will your event cover?

Start date	<b>21/10/2017</b>	Time	<b>00:00</b>	End date	<b>21/10/2017</b>	Time	<b>04:00</b>	<input checked="" type="checkbox"/>
	<b>21/10/2017</b>		<b>21:00</b>		<b>22/10/2017</b>		<b>04:00</b>	

Please state the maximum number of people at any one time that you intend to allow to be present at the premises during the times when you intend to carry on licensable activities, including any staff, organisers or performers. (Please read note 11)

**450**

If the licensable activities will include the supply of alcohol, please state whether the supplies will be for consumption on or off the premises, or both (please mark an "X" next to the appropriate box). (Please read note 12)

On the premises only   
Off the premises only   
Both

Please state if the licensable activities will include the provision of relevant entertainment. If so, please state the times during the event period that you propose to provide relevant entertainment. (please read note 13)

no

**Personal licence holders** (please read note 14)

Do you currently hold a valid personal licence? (please mark an "X" in the box that applies to you)

Yes No

Provide the details of your personal licence below.

Issuing licensing authority

**City Of Westminster Council**

Licence number

**17/05860/LIPERS**

Date of issue

Date of expiry

Any further relevant details

**Previous Temporary Event Notices you have given** (please read note 15)

Have you previously given a temporary event notice in respect of any premises for events falling in the same calendar year as the event for which you are now giving this temporary event notice? (please mark an "X" in the box that applies to you)

Yes No

State the number of temporary event notices you have given for events in that same calendar year

**4**

Have you already given a temporary event notice for the same premises in which the event period:

a) ends 24 hours or less before; or

b) begins 24 hours or less after the event period proposed in this notice?

(please mark an "X" in the box that applies to you)

Yes No

Licensing Authority: *Westminster City Council*

Ref:

**Associates and business colleagues** *(please read note 16)*

Has any associate of yours given a temporary event notice for an event in the same calendar year as the event for which you are now giving a temporary event notice?	Yes	No
	<input type="checkbox"/>	<input checked="" type="checkbox"/>
If answering yes, please state the total number of temporary event notices your associate(s) have given for events in the same calendar year		
Has any associate of yours already given a temporary event notice for the same premises in which the event period:	Yes	No
a) ends 24 hours or less before; or		<input checked="" type="checkbox"/>
b) begins 24 hours or less after the event period proposed in this notice?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Has any person with whom you are in business carrying on licensable activities given a temporary event notice for an event in the same calendar year as the event for which you are now giving a temporary event notice?	Yes	No
	<input type="checkbox"/>	<input checked="" type="checkbox"/>
If answering yes, please state the total number of temporary event notices your business colleague(s) have given for events in the same calendar year.		
Has any person with whom you are in business carrying on licensable activities already given a temporary event notice for the same premises in which the event period:	Yes	No
a) ends 24 hours or less before; or		<input checked="" type="checkbox"/>
b) begins 24 hours or less after the event period proposed in this notice?	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**Condition** *(please read note 17)*

It is a condition of this temporary event notice that where the relevant licensable activities described in Section 3 above include the supply of alcohol that all such supplies are made by or under the authority of the premises user.

**Declarations** (please read note 18)

The information contained in this form is correct to the best of my knowledge and belief.

I understand that it is an offence:

(i) to knowingly or recklessly make a false statement in connection with this temporary event notice and that a person is liable on conviction for such an offence to a fine up to level 5 on the standard scale; and

(ii) to permit an unauthorised licensable activity to be carried on at any place an that a person is liable on conviction for any such offence to an unlimited fine, or to imprisonment for a term not exceeding six months, or to both.

Please tick the box if you agree with the declarations above.

Date

30/08/2017

Name of person signing

Miss Lana Tricker

To enable the consultee's to fully assess your notice, we strongly recommend you upload an event management plan or Police 696 form

For events held outside, please upload a plan of the area.

*Etienne Scott Michel, Crampes*

3CMWZBQ3N5PB4



## Consultee Comments for Licensing Application 17/11071/LITENP

### Application Summary

Application Number: 17/11071/LITENP

Address: 215-217 Piccadilly London W1J 9HF

Proposal: TEN Personal Licence Holder

Case Officer: Mrs Taruna Adnath

### Consultee Details

Name: Mr Adam Deweltz

Address: Westminster City Hall, 64 Victoria Street, London SW1E 6QP

Email: [adeweltz@westminster.gov.uk](mailto:adeweltz@westminster.gov.uk)

On Behalf Of: Metropolitan Police Service For TENs (for Licensing)

### Comments

Dear Lana,

Temporary Event Notice at: Reign, 215-217 Piccadilly, London, W1

The Metropolitan Police will be objecting to your recent Temporary Event Notice received on the 4th October 2017, as we have concerns that allowing the premises to be used in accordance with the notice would undermine the Licensing Objectives, namely Protection of Children from harm and Prevention of crime and disorder.

Lana, I understand you have been trying to contact me. I am in the office all day today so feel free to call.

Many Thanks

Adam

PC Adam Deweltz

Westminster Police Licensing Unit

Portland House

Bressenden Place,

London

SW1E 5RS

Tel. 020 7641 1709

# APPENDIX C

## ADDITIONAL INFORMATION FOR TEMPORARY EVENT NOTICES

### 1. TEMPORARY EVENT NOTICE PROCEDURE

- 1.1 Under s.100 (1) of the Licensing Act 2003 certain temporary events, which include licensable activities, are permitted under the Act if they are notified to the Council and the Police/Environmental Health by giving a 'Temporary Event Notice'. The notice must be given by the 'premises user' (usually the event organiser responsible for all aspects of the event).
- 1.2 Permitted temporary events are events that take place in any premises, open space or temporary structure. The event must consist of one or more licensable activities; and the premises must be used over a period of no longer than 168 hours, with no more than 499 people in attendance.
- 1.3 Licensable activities include the sale by retail of alcohol; the provision of regulated entertainment and the provision of late night refreshment (hot food or drink supplied between 11pm and 5am).
- 1.4 The premises user must send two copies of the temporary event notice to the Council, one copy to the environmental health department and one copy to the police leaving at least 10 clear working days before the event is due to begin. The Council must acknowledge receipt of the temporary event notice by the next working day.

### 2. NOTICE OF OBJECTION BY POLICE/ENVIRONMENTAL HEALTH

- 2.1 If the Police/ Environmental Health are satisfied that the event would undermine one or more of the licensing objectives, they must give a notice of objection stating their reasons as to why an objective would be undermined to the Council and premises user within 3 working days of receipt of the notice.

### 3. HEARING PROCEDURE FOLLOWING NOTICE OF OBJECTION BY POLICE/ENVIRONMENTAL HEALTH

- 3.1 The Sub-Committee is being asked to consider the notice of objection and hear any oral evidence given by or on behalf of the premises user and the Police/Environmental Health.
- 3.2 The Sub-Committee must consider whether to give a counter notice to the temporary event notice given by the premises user if it considers it necessary for the promotion of the licensing objectives.
- 3.3 The Council must convene a hearing to consider the notice of objection and give at least two day's notice to the premises user and the police.
- 3.4 The Sub-Committee must either reject the notice of objection to allow the event to take place, or issue a counter notice to prevent the event from taking place, or where or, after hearing the objections, allow the notice but attach relevant conditions from the premises licence. Please note not all premises will hold a premises licence.

- 3.5 The Council must, where it decides not to give a counter notice, give the premises user and the Police/Environmental Health a notice of the decision at least 24 hours before the beginning of the event period specified in the temporary event notice.
- 3.6 Where the Council decides to give a counter notice, it must give the premises user the counter notice and the reasons for its decision; and a copy of the counter notice and the reason for its decision to the police, at least 24 hours before the beginning of the event period specified in the temporary event notice.

#### **4. APPEAL**

- 4.1 Schedule 5, Part 3 of the Licensing Act 2003 provides a right of appeal to the premises user against the giving of a counter notice, and a right of appeal to the chief officer of Police/Environmental Health where the Council decides not to give a counter notice. Such an appeal must be commenced within 21 days beginning with the day on which the appellant was notified by the Licensing Authority of the decision appealed against.
- 4.2 No appeal may be brought later than five working days before the day on which the event period specified in the temporary event notice begins.

#### **5. POLICY CONSIDERATIONS**

- 5.1 The Westminster Statement of Licensing Policy for applications relating to premises and personal licences and temporary event notices made under the Licensing Act 2003 was determined for a three-year period commencing 7 January 2011. This contains no specific policy for Temporary Event Notices but urges longer periods of notice to be given for events which involve the use of the streets or necessitate the special management of traffic and services.



## WESTMINSTER CITY COUNCIL LICENSING SUB-COMMITTEE

REIGN, 215-217 PICCADILLY

19<sup>TH</sup> OCTOBER 2017

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SUBMISSIONS OF APPLICANT

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1. This is the hearing of an objection notice by the Metropolitan Police (“MPS”) to two temporary event notices.
2. The sole effect of the notices is to permit a last entry time of 0130 instead of 0030 this coming Friday and Saturday night, and next Friday and Saturday night. All other conditions (of which there are 62), licensing terminal hours and capacities remain the same.
3. The venue has enjoyed this later last entry time under temporary event notices on no fewer than 10 Friday and Saturday nights since it opened its doors. The later time has caused no harm whatsoever.
4. The chronology is as follows.

14<sup>th</sup> September 2017. Reign (formerly Rah Rah Rooms) commences trading under new ownership and management, following a major refurbishment costing £4m to create a late night venue incorporating dining, cabaret and cocktails.

15<sup>th</sup> September 2017 TEN permitting 1.30 a.m. last entry. No issues.

16<sup>th</sup> September 2017 TEN permitting 1.30 a.m. last entry. No issues.

17<sup>th</sup> September 2017 MPS visit. No issues.

22<sup>nd</sup> September 2017 TEN permitting 1.30 a.m. last entry. No issues.

22<sup>nd</sup> September 2017 MPS visit. No issues.

23<sup>rd</sup> September 2017 TEN permitting 1.30 a.m. last entry. No issues.

29<sup>th</sup> September 2017 TEN permitting 1.30 a.m. last entry. No issues.

30<sup>th</sup> September 2017 TEN permitting 1.30 a.m. last entry. No issues.

30<sup>th</sup> September 2017 MPS visit. No issues.

6<sup>th</sup> October 2017 TEN permitting 1.30 a.m. last entry. No issues.

7<sup>th</sup> October 2017 TEN permitting 1.30 a.m. last entry. No issues.



8<sup>th</sup> October 2017      MPS visit. No issues. Venue is described as a “good tidy operation.”

13<sup>th</sup> October 2017      TEN permitting 1.30 a.m. last entry. No issues.

14<sup>th</sup> October 2017      TEN permitting 1.30 a.m. last entry. No issues.

15<sup>th</sup> October 2017.      MPS visit. No issues.

5. The issue which has apparently triggered the police objection is that a 17 year old boy gained admission with a false ID document showing him to be 22 years of age. The ID document and photograph from the night is attached. The venue benefits from ID scan which is programmed to root out false ID. The ID scan had not previously caused concern. However, although the document was properly scanned into the machine, it did not recognise it as fake. There is no suggestion that the premises licence holder was at fault in relation to the admission of the boy.
6. The boy, who was with friends, spent 1 ½ hours in the premises. He appeared to become intoxicated. The venue management asked him to come outside, where he was given water. He decided to leave. Management waited with him until his friends were retrieved from the venue. He departed in the company of his friends. After leaving, he reported that his watch was taken from him in the street.
7. MPS have been through the incident with the venue and did not consider the venue to be at fault. Nevertheless, the venue has taken further steps to protect against an incident of this nature happening again:
  - a. Security staff underwent refresher training in ID checking.
  - b. Security staff and managers underwent refresher training in customer welfare.
  - c. Security officers to be briefed weekly on types of IDs that should cause especial vigilance.
  - d. Management contacted ID Scan to warn of the acceptance by their machine of fake ID to prevent an incident of this sort re-arising. A copy of the letter is attached.
  - e. The fake ID has been banned from the system and shared with sister venues.
  - f. The venue has implemented an amended ID policy.
  - g. The venue has implemented an improved vulnerable persons policy.
8. The venue notified MPS of the relevant steps on 28<sup>th</sup> September 2017 (attached). MPS visited the venue on 30<sup>th</sup> September 2017 to review the incident and on 3<sup>rd</sup> October 2017 stated they were content with the steps proposed (attached).
9. This is not a young person’s venue. The average age has been c. 26 years of age. 90% of the clientele are seated.
10. Aside from this incident, there have been no crime and disorder incidents at the venue.

11. In summary, the effect of the TENs is simply to permit a last entry time of 0130 instead of 0030. The record of the premises is good. With the exception that on one occasion a young man presented a false document which evaded detection by the ID scan machine, there have been no issues at the premises. It appears to be agreed by all concerned that the premises are well run and that management was not at fault over the incident. Since then, procedures have been tightened still further, to the satisfaction of the Police. The customer base is mature. A TEN in the form applied for here has been operated on 10 nights. There have been 5 successful MPS visits.
12. The Sub-Committee is therefore respectfully asked to permit the events to proceed.

David Diez <david@thelondonreign.com>

28/9/2017 22:10

## REIGN - Improvement Action Plan

To toby.b.janes@met.pnn.police.uk • bryan.lewis@met.pnn.police.uk • reaz.guerra@met.pnn.police.uk • adam.j.bright@met.pnn.police.uk Copy John \_ <john@cirquelesoir.com> • michael@licenceconsultants.com • lana@lflaw.co.uk Blind copy Scott Chester <scott@strongarmholdings.com> • asher@strongarmholdings.com • Ryan \_ <ryan@creamholdings.com>

---

Dear Toby,

Following on the incident that occurred on Saturday night we are making the necessary improvements to ensure our procedures are more robust our and avoid this from happening again.

After taking your wise advice into consideration, the primary implementations will be:

- Implement an improved 'ID Policy' and provide further training for the full team on how to check more thoroughly.
- Implement an improved 'Vulnerable Person Policy' ensuring our excellent guest welfare is at the forefront of our operational procedures. Including better use of the 'Body Warn Cameras'
- As you advised we have reviewed the location of our CCTV in the entrance area.

Please find attached:

- Improvement & Action Plan re: Incident 23.09.17
- Updated – Reign ID Policy
- Updated - Reign Vulnerable Persons Policy
- CCTV improvement instruction
- Training plan

I have also included the actions taken from your previous visit on Fri 22nd September.

I am continuing to speak with ID Scan to seek advice on how the system can better alert us to non-valid ID.

Please let me know if you have any further suggestions to help us improve our procedures.

Kind regards,

**David Diez**  
General Manager



The London Reign  
217 Piccadilly

London  
W1J 9HN

T. 02074343046

M. 07803412651

[www.thelondonreign.com](http://www.thelondonreign.com)

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- 
- London Reign - Vulnerable Persons Policy (updated 28.09.17) .pdf (73 KB)
  - Reign London - ID Policy (updated 28.09.27).pdf (93 KB)
  - Reign London - CCTV Improvement 29.09.17.pdf (55 KB)
  - Reign London - Licensing Visit 22.09.17 (Actions).pdf (55 KB)
  - Reign London - Licensing Visit 26.09.17 (Actions).pdf (58 KB)
  - Reign London - Training.pdf (541 KB)
  - Logo For Signature.jpg (54 KB)



Adam: WCC Deweltz <[adeweltz@westminster.gov.uk](mailto:adeweltz@westminster.gov.uk)>

3/10/2017 10:30

## REIGN - Improvement Action Plan

To David Diez <[david@thelondonreign.com](mailto:david@thelondonreign.com)>

---

Thank you, David.

I have been through everything. Let's hope it is enough to prevent a reoccurrence of underage drinking.

Speak to you soon.

All the best.

Adam.

***PC Adam Deweltz  
Westminster Police Licensing Unit  
Portland House  
Bressenden Place,  
London  
SW1E 5RS***

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**From:** David Diez [<mailto:david@thelondonreign.com>]  
**Sent:** 01 October 2017 15:17  
**To:** Deweltz, Adam: WCC  
**Subject:** Fwd: REIGN - Improvement Action Plan

Dear Adam,

Please find below the email I sent to Toby and Bryan in regards of the incident from last week.

It's a detailed improvement - action plan to avoid this from happening again.

As I said to you yesterday, I emailed Adam J. Bright by mistake, so I wanted you to have all the information.

Please also find the following attachments:

- Improvement & Action Plan re: Incident 23.09.17
- Updated – Reign ID Policy
- Updated - Reign Vulnerable Persons Policy
- CCTV improvement instruction
- Training plan

I am taking in consideration all your suggestions to help us improve our procedures.

Kind regards,

David Diez  
General Manager  
The London Reign

----- Original Message -----

From: David Diez <[david@thelondonreign.com](mailto:david@thelondonreign.com)>  
To: [toby.b.janes@met.pnn.police.uk](mailto:toby.b.janes@met.pnn.police.uk), [bryan.lewis@met.pnn.police.uk](mailto:bryan.lewis@met.pnn.police.uk),  
[reaz.guerra@met.pnn.police.uk](mailto:reaz.guerra@met.pnn.police.uk), [adam.j.bright@met.pnn.police.uk](mailto:adam.j.bright@met.pnn.police.uk)  
Cc: John \_ <[john@cirquelesoir.com](mailto:john@cirquelesoir.com)>, [michael@licenceconsultants.com](mailto:michael@licenceconsultants.com), [ana@lrlaw.co.uk](mailto:ana@lrlaw.co.uk)  
Date: 28 September 2017 at 22:10  
Subject: REIGN - Improvement Action Plan

Dear Toby,

Following on the incident that occurred on Saturday night we are making the necessary improvements to ensure our procedures are more robust our and avoid this from happening again.

After taking your wise advice into consideration, the primary implementations will be:

- Implement an improved 'ID Policy' and provide further training for the full team on how to check more thoroughly.
- Implement an improved 'Vulnerable Person Policy' ensuring our excellent guest welfare is at the forefront of our operational procedures. Including better use of the 'Body Warn Cameras'
- As you advised we have reviewed the location of our CCTV in the entrance area.

Please find attached:

- Improvement & Action Plan re: Incident 23.09.17
- Updated – Reign ID Policy
- Updated - Reign Vulnerable Persons Policy
- CCTV improvement instruction
- Training plan

I have also included the actions taken from your previous visit on Fri 22nd September.

I am continuing to speak with ID Scan to seek advice on how the system can better alert us to non-valid ID.

Please let me know if you have any further suggestions to help us improve our procedures.

Kind regards,

David Diez <david@thelondonreign.com>

27/9/2017 14:29

## Fake ID verification

To support@idscan.com Copy John \_ <john@cirquelesoir.com> • lana@lflaw.co.uk

---

Good afternoon,

I spoke to two of your support team members and they advised me to email the details of the issue.

We had two fake american driver licences scanned and the software was unable to detect the fact that they weren't authentic.

I've attached pictures of the documents for you to see what I'm referring to.

Is there anything you or we can do to avoid this from happening again. It is very important for us to stop any underage people from entering the premises as we would be breaching one of our licence conditions otherwise.

We need to action a stronger procedure urgently.

I hope to hear from you soon.

Kind regards,

**David Diez**  
General Manager



The London Reign  
217 Piccadilly  
London  
W1J 9HN

T. 02074343046  
M. 07803412651  
[www.thelondonreign.com](http://www.thelondonreign.com)

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- Image 1 (Face pic).JPG (3 MB)

- Image 2 (ID).JPG (3 MB)
- Image 5 (friend).JPG (2 MB)
- Image 6 (banned).JPG (3 MB)
- Logo For Signature.jpg (54 KB)



David Diez <david@thelondonreign.com>

25/9/2017 19:25

## ID Scan detecting Fake ID's

To Richard Smith <r.smith@idscan.com> Copy Paulina Jorudaite <p.jorudaite@idscan.com>

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Hi Richard,

We have found out that some american driver licences are successfully scanned in our newest software, but they are fake!

This is something we can't have because if we let underage customers we would be breaching our licence and that something I don't want to happen under any circumstances.

Complying with our licence is the most important thing for us, and I'm worried we cant relay on the ID-Scan Software.

How can we stop this from happening. Is there something we can do to increase the checks in this particular ID.

Kind regards,

**David Diez**  
General Manager



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