City of Westminster

# Licensing Sub-Committee Report

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| Item No: | |
| Date: | 22 April 2021 |
| Licensing Ref No: | 20/12016/LIPN - New Premises Licence |
| Title of Report: | Trocadero Hotel - Sky Bar & Restaurant<br>Trocadero<br>13 Coventry Street<br>London<br>W1D 7DH |
| Report of: | Director of Public Protection and Licensing |
| Wards involved: | St James's |
| Policy context: | City of Westminster Statement of Licensing Policy |
| Financial summary: | None |
| Report Author: | Daisy Gadd<br>Senior Practitioner for Licensing |
| Contact details | Telephone: 07816 218 390<br>Email: dgadd@westminster.gov.uk |

## 1. Application

| 1-A | Applicant and premises | | |
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| **Application Type:** | New Premises Licence, Licensing Act 2003 | | |
| **Application received date:** | 29 December 2020 | | |
| **Applicant:** | Trocadero (London) Hotel Ltd & Tao Group Operating LLC | | |
| **Premises:** | Trocadero Hotel - Sky Bar & Lounge | | |
| **Premises address:** | Trocadero<br>13 Coventry Street<br>London<br>W1D 7DH | **Ward:** | St James's |
| | | **Cumulative Impact Area:** | West End |
| | | **Special Consideration Zone:** | None |
| **Premises description:** | This premises intends to operate as a hotel with bar, restaurant and entertainment facilities. The 12h floor is proposed to operate as a lounge bar and restaurant. The 13th floor is sought to incorporate an entertainment space with a separate private booking space room. The proposed maximum capacity of the premises is 1000 persons. | | |
| **Premises licence history:** | This premises currently has the benefit of a premises licence (reference 18/00656/LIPN) which was granted in 2018. This licence permits the following licensable activities and operating times:<br><br>**Playing of recorded music:**<br>Monday to Sunday: 10:00 to 02:00 (12th and 13th floors)<br><br>**Late Night Refreshment:**<br>Monday to Sunday: 23:00 to 02:00<br><br>**Sale by Retail of Alcohol (on the premises):**<br>Monday to Sunday: 10:00 to 02:00.<br><br>A copy of this premises licence can be found at Appendix 4. | | |
| **Applicant submissions:** | As part of the application form, the applicant provided the following information:<br><br>"Sky Bar and Lounge above 740 bedroom hotel accessible to the public, hotel residents and their bona fide guests via entrances from Rupert Street, Shaftesbury Avenue and Great Windmill Street. Ground floor lifts provide direct access to the licensed areas on the 12th and 13th floors, which are not visible from the street. There will be a central security office based within the hotel which will be manned 24 hours a day and common parts within the hotel, including customer points of access and egress are covered by CCTV. The proposed entrance on Rupert Street leads into a large lobby area which can be utilized as a holding area to greet customers and to undertake relevant checks before proceeding to the lifts which will take customers to the 12th and 13th floor. It is proposed that after midnight egress from the premises will be via an exit leading onto Shaftesbury Avenue. The 12th floor will operate as a lounge bar and restaurant. There will be no specific area set | | |

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| | aside for dining. Customers will be able to order food and eat throughout the whole space. There will be an external customer terrace which sits between the 12th and 13th floor. The 13th floor will incorporate an entertainment space together with a separate private booking space room. An example of a private booking space which TAO Group Operating LLC operates in the US at Royalton Park Avenue is being provided in the supporting documentation (no 8). The Trocadero is proposed as their flagship lounge bar and restaurant operation in the UK. Supporting documentation provided includes, a licensing brochure (no 6) together with images of their operations in the US (no 7). TAO Group Operating LLC envisage the Sky Bar & Lounge to be most similar on the 13th floor to The Fleur Room at the Moxy Hotel, Chelsea, New York and on the 12th floor, a combination of The Highlight Room at the Dream Hotel in Hollywood, Los Angeles; Magic Hour in the Moxy Hotel, Times Square, New York."<br><br>The applicant has also provided various supporting documents including a dispersal plan and acoustic report which can be found at Appendix 2.<br><br>As part of this application, the applicant proposes to surrender premises licences 15/02410/LIPT, 14/11478/LIPDPSR and 18/00656/LIPN should this application be granted.<br><br>***Licence 14/11478/LIPDPSR lapsed on 18 June 2019 and is therefore incapable of being surrendered as part of this application.***<br><br>A copy of premises licences 15/02410/LIPT can be found at Appendix 2 and a copy of premises licence 18/00656/LIPN is at Appendix 4. |

| 1-B | Proposed licensable activities and hours |
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| Live Music: | | | | Indoors, outdoors or both | | | Both |
|---|---|---|---|---|---|---|---|
| **Day:** | **Mon** | **Tues** | **Wed** | **Thur** | **Fri** | **Sat** | **Sun** |
| **Start:** | 10:00 | 10:00 | 10:00 | 10:00 | 10:00 | 10:00 | 10:00 |
| **End:** | 03:00 | 03:00 | 03:00 | 03:00 | 03:00 | 03:00 | 03:00 |
| **Seasonal variations/ Non-standard timings:** | Hotel residents and bona fide guests – 24 hours. | | | | | | |
| | On the morning of British Summertime the terminal hour shall be extended by 1 hour. | | | | | | |
| **Further information:** | Unamplified and amplified music played internally and on the terrace. | | | | | | |

| Recorded Music: | | | | Indoors, outdoors or both | | | Both |
|---|---|---|---|---|---|---|---|
| **Day:** | **Mon** | **Tues** | **Wed** | **Thur** | **Fri** | **Sat** | **Sun** |
| **Start:** | 10:00 | 10:00 | 10:00 | 10:00 | 10:00 | 10:00 | 10:00 |
| **End:** | 03:00 | 03:00 | 03:00 | 03:00 | 03:00 | 03:00 | 03:00 |
| **Seasonal variations/ Non-standard timings:** | Hotel residents and bona fide guests – 24 hours. | | | | | | |
| | On the morning of British Summertime the terminal hour shall be extended by 1 hour. | | | | | | |
| **Further information:** | Amplified music played internally and on the terrace. | | | | | | |

| Performance of dance: | | | | Indoors, outdoors or both | | | Indoors |
|---|---|---|---|---|---|---|---|
| **Day:** | **Mon** | **Tues** | **Wed** | **Thur** | **Fri** | **Sat** | **Sun** |
| **Start:** | 10:00 | 10:00 | 10:00 | 10:00 | 10:00 | 10:00 | 10:00 |
| **End:** | 03:00 | 03:00 | 03:00 | 03:00 | 03:00 | 03:00 | 03:00 |
| **Seasonal variations/ Non-standard timings:** | Hotel residents and bona fide guests – 24 hours. | | | | | | |
| | On the morning of British Summertime the terminal hour shall be extended by 1 hour. | | | | | | |
| **Further information:** | Dancing by performers and/or staff. | | | | | | |

| Late Night Refreshment: | | | | Indoors, outdoors or both | | | Both |
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| **Day:** | **Mon** | **Tues** | **Wed** | **Thur** | **Fri** | **Sat** | **Sun** |
| **Start:** | 23:00 | 23:00 | 23:00 | 23:00 | 23:00 | 23:00 | 23:00 |
| **End:** | 03:00 | 03:00 | 03:00 | 03:00 | 03:00 | 03:00 | 03:00 |
| **Seasonal variations/ Non-standard timings:** | To hotel residents and bona fide guests 23:00 until 05:00. | | | | | | |
| | On the morning of British Summertime the terminal hour shall be extended by 1 hour. | | | | | | |
| **Further information:** | Hot drinks and hot food provided to customers on the premises and to hotel residents and bona fide guests. | | | | | | |

| Sale by retail of alcohol | | | | On or off sales or both: | | | Both |
|---|---|---|---|---|---|---|---|
| **Day:** | **Mon** | **Tues** | **Wed** | **Thur** | **Fri** | **Sat** | **Sun** |
| **Start:** | 10:00 | 10:00 | 10:00 | 10:00 | 10:00 | 10:00 | 10:00 |
| **End:** | 03:00 | 03:00 | 03:00 | 03:00 | 03:00 | 03:00 | 03:00 |
| **Seasonal variations/ Non-standard timings:** | Hotel residents and bona fide guests – 24 hours.<br>On the morning of British Summertime the terminal hour shall be extended by 1 hour. | | | | | | |

| Hours premises are open to the public | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Day:** | **Mon** | **Tues** | **Wed** | **Thur** | **Fri** | **Sat** | **Sun** |
| **Start:** | 00:00 | 00:00 | 00:00 | 00:00 | 00:00 | 00:00 | 00:00 |
| **End:** | 00:00 | 00:00 | 00:00 | 00:00 | 00:00 | 00:00 | 00:00 |
| **Seasonal variations/ Non-standard timings:** | None | | | | | | |
| **Adult Entertainment:** | None | | | | | | |

## 2. Representations

| 2-A | Responsible Authorities |
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| **Responsible Authority:** | Metropolitan Police Service |
| **Representative:** | PC Bryan Lewis |
| **Received:** | 27 January 2021 |

I am writing to inform you that the Metropolitan Police, as a Responsible Authority, is objecting to this application as it is our belief that if granted this application would undermine the Licensing Objectives.

The venue is located in the West End Cumulative Impact Area, a locality where there is traditionally high levels of crime and disorder. We have concerns that this application will cause further policing problems in an already demanding area.

I will give consideration as to what steps should be taken by the applicant to provide suitable reassurance.

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| **Responsible Authority:** | Environmental Health |
| **Representative:** | Mr Ian Watson |
| **Received:** | 28 January 2021 |

I refer to the application for a New Premises Licence.

**The premises are located within the West End Cumulative Impact Area as stated in the City of Westminster's Statement of Licensing Policy.**

The applicant has submitted floor plans of the premises.

This representation is based on the plans and operating schedule submitted.

The applicant is seeking the following

1. To provide for the Supply of Alcohol 'On' and 'Off' the premises Monday to Sunday between 10.00 to 03.00 hours. Additional hour for British summer time. Unrestricted for hotel residents and their bona fide guests.
2. To provide Late Night Refreshment 'Indoors' and 'Outdoors' Monday to Sunday between 23.00 to 03.00 hours. Additional hour for British summer time. 23.00 to 05.00 hours for hotel residents and their bona fide guests.
3. To provide regulated entertainment 'indoors' and 'Outdoors' comprising
    - Live Music
    - Recorded Music
    - Performance of Dance

Monday to Sunday between 10.00 to 03.00 hours. Additional hour for British summer time. Unrestricted for hotel residents and their bona fide guests.

I wish to make the following representation

1. The hours requested for the Supply of Alcohol will have the likely effect of causing an increase in Public Nuisance within the West End CIA.
2. The hours requested to permit the provision of late-night refreshment will have the likely effect of causing an increase in Public Nuisance and impact on Public Safety within the West End CIA.
3. The hours requested to permit the provision of regulated entertainment will have the likely effect of causing an increase in Public Nuisance and impact on Public Safety within the West End CIA.

The applicant has provided additional information with the application which is being addressed.

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| **Responsible Authority:** | Licensing Authority |
| **Representative:** | Ms Roxsana Haq |
| **Received:** | 2 February 2021 |

I write in relation to the application submitted for a new Premises Licence for the following premises:

**20/12016/LIPN: Trocadero Hotel - Sky Bar & Restaurant, Trocadero, 13 Coventry Street, London**

As a responsible authority under section 13 (4) of the Licensing Act 2003 as amended under the Police and Social Responsibility Act 2011 the Licensing Authority have considered your application in full. The Licensing Authority has concerns in relation to this application and how the premises would promote the Licensing Objectives:

- Public Nuisance
- Prevention of Crime & Disorder
- Public Safety
- Protection of Children from harm

<u>This application seeks the following:</u>

- **Supply of Alcohol**:

  Monday to Sunday 10:00 – 03:00
  Non Standard timings: On the morning of British Summertime the terminal hour shall be extended by 1 hour.

- **Provision of Late Night Refreshment**:

  Mon to Sunday 23:00 – 03:00
  Non Standard timings On the morning of British Summertime the terminal hour

shall be extended by 1 hour.

- **Provision of regulated entertainment – comprising of live music, recorded music & performances of dance.**

  Monday to Sunday 10:00 – 03:00
  Non Standard timings On the morning of British Summertime the terminal hour shall be extended by 1 hour.

The premises is located within the West End Cumulative Impact zone and as such, a number of policy points must be considered, namely CIP1, HRS1, MD1, and PB1.

In the opening paragraphs of the Council's Cumulative Impact Policy CIP1, it is stated that "It is the Licensing Authority's policy to refuse applications within the West End Cumulative Impact Zone for pubs and bars, fast food premises, and music and dancing and similar entertainment, other than applications to vary the hours within core hours under policy HRS1, and/or vary the licence to reduce the overall capacity of the premises."

The applicant has stated that the proposed style of operation for the premises is to operate as a lounge bar and restaurant. There will be no specific area set aside for dining. Customers will be able to order food and eat throughout the whole 12th floor space but there is no ancillary requirement for alcohol to be consumed with a table meal. There will be an external customer terrace which sits between the 12th and 13th floor and the 13th floor will incorporate an entertainment space together with a separate private booking space room. The applicant has also stated that there will be waiter and waitress service available on the 12th floor, but not that all sales of alcohol and food will be served via waiter/waitress. As the applicant has stated there will be no specific area set aside for dining, the Council's Public Houses and Bars Policy PB1 must be considered. Policy PB1 states "It is the Licensing Authority's policy to refuse applications within the West End Cumulative Impact Zone other than
1) Applications to vary the existing licence hours within the council's Core Hours Policy HRS1.
2. Applications that seek to vary the existing licence so as to reduce the overall capacity of the premises."

Policy F80 states "premises that primarily serve alcohol, with or without the provision of any ancillary playing of music, can give rise to public nuisance for residents and other businesses, particularly where there is a concentration of such premises. This is principally due to noise from the premises and from patrons when they leave. Pubs and bars present opportunities for crime and they can also give rise to disorder."

It is also stated in policy point F81 that a "particular concern within the West End Cumulative Impact Zone where there are substantial numbers of licensed premises within a confined area. Premises that primarily sell alcohol are likely to have a greater risk of impacting the licensing objectives".

Policy point F82 states "There has over the years been a growth in the number of premises that operate within the West End Cumulative Impact Zone. In the past some of these have been to primarily serve alcohol, resulting in or adding to cumulative impact. Among specific premises types assessed within the 2020 Cumulative Impact Assessment, pubs and bars were one of the top licensed premises operation
types that were most significantly aligned with incidents in their proximity. It also identified that new pubs and bars will increase the number of incidents in and around the area where the premises are located."

Policy point F83 states "If the premises, to which the application relates is located within the West End Cumulative Impact Zone it is likely to add to the cumulative stress in that area. On this basis, the Licensing Authority considers that the grant of variations or new licences for pubs and bars in the West End Cumulative Impact Zone should be limited to exceptional

circumstances."

The applicant has stated that the sales of alcohol on the 13th floor will be ancillary to music and dancing and substantial refreshment in the Clubroom, and to pre-booked, ticketed events and functions in the Flex Event Space. As a result, policy MD1 will need to be considered in relation to the 13h floor. Whilst Music and dance venues are an important part of London's entertainment offer, the provision of music and dancing, especially with loud amplified music, and the large numbers of people attending venues and congregating outside them, can lead to concerns over public nuisance and in some cases crime and disorder.

Policy point F50 states "There is particular concern within the West End Cumulative Impact Zone… Music and dance venues are typically among the last to close their doors, while incidents of cumulative impact tend to concentrate late at night. On this basis the Licensing Authority considers that the grant of variations or new licences for premises offering facilities for music and dancing in the West End Cumulative Impact Zone should be limited to exceptional circumstances."

Furthermore, policy point F52 states "Applicants will be required to demonstrate how the proposal will truly be an exception to this policy. The requirement to demonstrate an exception to this policy is necessarily high. The Licensing Authority will not consider a case to be exceptional merely on the grounds that the premises have been or will be operated within the terms of the conditions on the licence, or that are or will be generally well managed because of the reputation or good character of the licence holder or operator. This is expected in the conduct of all licensed premises."

As part of this application, the applicant has proposed to surrender the following premises licences:

- 15/02410/LIPT – One London, 1-4 Leicester Square, London, WC2H 7NA (capacity 1000 persons, licensable activity takes place between the hours 09:00 to 03:00)
- 14/11478/LIDPSR – The Penthouse London, 1-4 Leicester Square, London, WC2H 7NA. **This premises licence lapsed in June 2019 and is incapable of being surrendered.**
- 18/00656/LIPN – Trocadero Hotel/Sky Bar & Restaurant, 13 Coventry Street, London, W1W 7DH. (capacity 1000 persons licensable activity takes place between the hours 10:00 to 02:00) **According to our records, the annual fee payment for April 2020 is still outstanding. This will need to be resolved to avoid suspension of this premises licence.**

Under policy CD1 of the Council's Statement of Licensing Policy 2021, applicant's are encouraged to undertake a terrorism threat risk assessment that ensures that any security-related vulnerabilities have been identified, and reasonable, and proportionate steps (in keeping with the size and nature of the operation), have been taken to reduce the risk from a terrorist attack. Further support to the applicant can be found at pages 27-29 and 126-133 of the policy.

Further discussions will be held with the applicant prior to the hearing and any further submissions will be forwarded on for Members information.

Please accept this as a formal representation.

| 2-B | Other Persons | | |
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| **Name:** | | [redacted] | |
| **Address and/or Residents Association:** | | [redacted] | |
| **Status:** | Valid | **In support or opposed:** | Opposed |
| **Received:** | 21 January 2021 | | |
| Hello. I have just seen the proposed licence application and wish to object to the hours and the use of amplified music, particularly on the terrace. [redacted] Having amplified music playing until 3am will impact our quality of life and ability to sleep as noise travels. For this reason, it either needs to close earlier, or have restrictions on the use of amplified music (not to be played on the terrace/insist windows closed). Thank you for your understanding. | | | |
| **Name:** | | [redacted] | |
| **Address and/or Residents Association:** | | [redacted] | |
| **Status:** | Valid | **In support or opposed:** | In Support |
| **Received:** | 02 February 2021 | | |
| Thank you for taking the time to tell me about your plans for the Sky Bar & Lounge.<br><br>COVID-19 has had a devastating impact on London's economy. Hospitality and night time economy venues have been disproportionately affected, especially in the West End.<br>However, a recent report from Arup highlights that central London, although heavily impacted, has the potential for rapid recovery.<br><br>This recovery will require investment and I'm delighted that you've chosen to press ahead with this new space at such a challenging time. Your venue will play an important role in helping kickstart London's economy while supporting a number of jobs in hospitality.<br><br>I'm confident that the West End will regain its place as a major tourist destination and economic powerhouse for the UK and look forward to seeing Sky Bar and Lounge playing its part. | | | |

## 3. Policy & Guidance

| The following policies within the City Of Westminster Statement of Licensing Policy apply: | |
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| **Policy CIP1** | A. It is the Licensing Authority's policy to refuse applications within the West<br>End Cumulative Impact Zone for: pubs and bars, fast food premises, and<br>music and dancing and similar entertainment, other than applications to:<br>1. Vary the hours within Core Hours under Policy HRS1, and/or<br>2. Vary the licence to reduce the overall capacity of the premises.<br>C. Applications for other premises types within the West End Cumulative<br>Impact Zones will be subject to other policies within this statement and must demonstrate that they will not add to cumulative impact.<br>D. For the purposes of this policy the premises types<br>referred to in Clause A are defined within the relevant premises use policies within this statement. |

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| **Policy HRS1** | A. Applications within the core hours set out below in this policy will generally be granted for the relevant premises uses, subject to not being contrary to other policies in the Statement of Licensing Policy.<br><br>B. Applications for hours outside the core hours set out in Clause C will be considered on their merits, subject to other relevant policies, and with particular regard to the following:<br><br>1. The demonstration of compliance in the requirements of policies CD1, PS1, PN1 and CH1 associated with the likelihood of the effect of the grant of a licence for later or earlier hours on crime and disorder, public safety, public nuisance and the protection of children from harm.<br><br>2. If the application is located within a Special Consideration Zone they have demonstrated that they have taken account of the issues identified in that area and provided adequate mitigation.<br><br>3. Whether there is residential accommodation in the proximity of the premises that would likely be adversely affected by premises being open or carrying out operations at the hours proposed.<br><br>4. The proposed hours of the licensable activities and when customers will be permitted to remain on the premises.<br><br>5. The proposed hours when any music, including incidental music, will be played.<br><br>6. The hours when customers will be allowed to take food or drink outside the premises or be within open areas which form part of the premises.<br><br>7. The existing hours of licensable activities and the past operation of the premises (if any) and hours of licensable premises in the vicinity.<br><br>8. Whether customers and staff have adequate access to public transport when arriving at and leaving the premises, especially at night.<br><br>9. The capacity of the premises.<br><br>10. The type of use, recognising that some venues are more likely to impact the licensing objectives than others; for example, pubs and bars are higher risk than theatres, cinemas and other cultural and sporting venues due to the nature of the operation.<br><br>11. The Licensing Authority will take into account the active measures proposed for a 'winding down' period including arrangements for people to be collected from the premises to travel home safely.<br><br>12. Conditions on hours may be attached that require that the supply of alcohol for consumption on the premises ceases a suitable period of time before customers are required to leave the premises. |

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| | 13. The council, acting as the Licensing Authority, may reduce hours if, after review, it is necessary to impose conditions specifying shorter hours in order to promote the licensing objectives.<br><br>14. Specific days for non-standard hours should be identified and justified as part of the application to allow responsible authorities and interested parties to evaluate the impact that these licensable activities may have, and to plan accordingly. The consideration of applications for later hours for Bank Holiday Mondays will take into account that later hours are generally granted for preceding Sundays and that the next day is a working day. Non-specific days are expected to be covered by Temporary Event Notices or variation applications.<br><br>C. For the purpose of Clauses A and B above, the Core Hours for applications for each premises use type as defined within this policy are:<br><br>1. **Casinos:** Up to 24 hours a day whilst casino gaming is permitted by a premises licence under the Gambling Act 2005.<br><br>2. **Cinemas, Cultural Venues and Live Sporting Premises:** Monday to Sunday: 9am to 12am<br><br>3. **Hotels:** Monday to Thursday: 9am to 11.30pm. Friday and Saturday: 9am to 12am. Sunday: 9am to 10.30pm. Sundays immediately prior to a bank holiday: 9am to 12am. For the sale of alcohol to guests for consumption in hotel/guest rooms only: Anytime up to 24 hours.<br><br>4. **Off licences:** Monday to Saturday: 8am to 11pm. Sunday: 9am to 10.30pm.<br><br>5. **Outdoor Spaces:** Monday to Thursday: 9am to 11.30pm. Friday and Saturday: 9am to 12am. Sunday: 9am to 10.30pm. Sundays immediately prior to a bank holiday: 9am to 12am.<br><br>6. **Pubs and bars, Fast Food and Music and Dance venues:** Monday to Thursday: 10am to 11.30pm. Friday and Saturday: 10am to 12am. Sunday: 9am to 10.30pm. Sundays immediately prior to a bank holiday: 12pm to 12am.<br><br>7. **Qualifying Clubs:** Monday to Thursday: 9am to 12am.. Friday and Saturday: 9am to 12am. Sunday: 9am to 10.30pm. Sundays immediately prior to a bank holiday: 9am to 12am.<br><br>8. **Restaurants:** Monday to Thursday: 9am to 11.30pm. Friday and Saturday: 9am to 12am. Sunday: 9am to 10.30pm. Sundays immediately prior to a bank holiday: 9am to 12am.<br><br>9. **Sexual Entertainment Venues and Sex Cinemas**: Monday to Thursday: 9am to 11.30pm. Friday and Saturday: 9am to 12am. Sunday: 9am to 10.30pm. Sundays immediately prior to a bank holiday: 9am to 12am.<br><br>D. Core hours are when customers are permitted to be on the |

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| | premises and therefore the maximum opening hours permitted will be to the same start and terminal hours for each of the days where licensable activity is permitted.<br><br>E. For the purposes of this policy, 'premises uses' are defined within the relevant premises use policies within this statement. |
| **Policy MD1** | A. Applications outside the West End Cumulative Zone will generally be granted subject to:<br><br>1. The application meeting the requirements of policies CD1, PS1, PN1 and CH1.<br><br>2. The hours for licensable activities being within the council's Core Hours Policy HRS1.<br><br>3. The applicant has taken account of the Special Consideration Zone Policy SCZ1 if the premises are located within a designated zone.<br><br>4. The application and operation of the venue meet the definition of a music and dance premises or similar entertainment in Clause D.<br><br>B. It is the Licensing Authority's policy to refuse applications within the West End Cumulative Impact Zone other than:<br><br>1. Applications to vary the existing licence hours within the council's Core Hours Policy HRS1, and/or,<br><br>2. Applications that seek to vary the existing licence so as to reduce the overall capacity of the premises.<br><br>C. The applications referred to in Clause B1 and B2 will generally be granted subject to:<br><br>1. The application meeting the requirements of policies CD1, PS1, PN1 and CH1.<br><br>2. The application and operation of the venue continuing to meet the definition of a music and dance premises in Clause D.<br><br>D. For the purposes of this policy a music and dance premises is defined as a premises whereby the primary purpose of the venue is to:<br><br>1. Provide regulated entertainment in the form of music, either in the form of live performances or recorded, to customers.<br><br>2. Provide regulated entertainment in the form of music, either as live performances or recorded, and provide facilities for the provision of dance.<br><br>3. The sale by retail of alcohol may be provided as either a considerable element of the operation of the premises or ancillary to the provision of regulated entertainment. |

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| | a. Examples of venues that would fall within this policy are night clubs or bars that provide music and dancing.<br><br>b. De-regulated entertainment (as set out in the glossary will not be subject to this policy). |
| **Policy PB1** | A. A. Applications outside the West End Cumulative Zone will generally be granted subject to:<br><br>1. The application meeting the requirements of policies CD1, PS1, PN1 and CH1.<br><br>2. The hours for licensable activities being within the council's Core Hours Policy HRS1.<br><br>3. The applicant has taken account of the Special Consideration Zones policy SCZ1 if the premises are located within a designated zone.<br><br>4. The application and operation of the venue meet the definition of a Public House or Bar in Clause D.<br><br>B. It is the Licensing Authority's policy to refuse applications within the West End Cumulative Impact Zone other than:<br><br>1. Applications to vary the existing licence hours within the council's Core Hours Policy HRS1.<br><br>2. Applications that seek to vary the existing licence so as to reduce the overall capacity of the premises.<br><br>C. The applications referred to in Clause B1 and B2 will generally be granted subject to:<br><br>1. The application meeting the requirements of policies CD1, PS1, PN1 and CH1, and/or,<br><br>2. The application and operation of the venue continuing to meet the definition of a Public House or Bar in Clause D.<br><br>D. For the purposes of this policy a Public House or Bar is defined as a premises, or part of a premises that's primary use is the sale or supply of alcohol for consumption on those premises and/or for consumption off the premises for consumption outside the venue. |
| **Policy HOT1 (B)** | A. Applications outside the West End Cumulative Impact Zone will generally be granted subject to:<br><br>1. The application meeting the requirements of policies CD1, PS1, PN1 and CH1.<br><br>2. The hours for licensable activities being within the council's Core Hours Policy HRS1.<br><br>3. The sale by retail of alcohol, regulated entertainment and late-night refreshment must be an ancillary function to the primary |

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| | purpose of the venue as a hotel.<br><br>4. The applicant has taken account of the Special Consideration Zone Policy SCZ1 if the premises are located within a designated zone.<br><br>5. The application and operation of the venue meeting the definition of a Hotel as per Clause C.<br><br>B. Applications inside the West End Cumulative Impact Zone will generally be granted subject to:<br><br>1. The application meeting the requirements of policies CD1, PS1, PN1 and CH1.<br><br>2. The hours for licensable activities are within the council's Core Hours Policy HRS1.<br><br>3. The sale by retail of alcohol, regulated entertainment and late-night refreshment must be an ancillary function to the primary purpose of the venue as a hotel.<br><br>4. The applicant has demonstrated that they will not add to cumulative impact within the Cumulative Impact Zone.<br><br>5. The application and operation of the venue meeting the definition of a Hotel as per Clause C.<br><br>C. For the purposes of this policy a Hotel is defined as a premises that is primarily used as an establishment providing overnight accommodation for customers. |

## 4. Equality Implications

The Council in its capacity as Licensing Authority has a duty to have regard to its public sector equality duty under section 149 of the Equality Act 2010. In summary, section 149 provides that a Public Authority must, in the exercise of its functions, have due regard to the need to:

> (a) eliminate discrimination harassment, victimisation and any other conduct that is prohibited by or under this Act;
>
> (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; and
>
> (c) foster good relations between persons who share a relevant protected characteristics and persons who do not share it.

Section 149 (7) of the Equality Act 2010 defines the relevant protected characteristics as age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation.

## 5. Appendices

| | |
|---|---|
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| **Appendix 2** | Applicant supporting documents |
| **Appendix 3** | Premises history |
| **Appendix 4** | Current premises licence (18/00646/LIPN) |
| **Appendix 5** | Proposed conditions |
| **Appendix 6** | Residential map and list of premises in the vicinity |

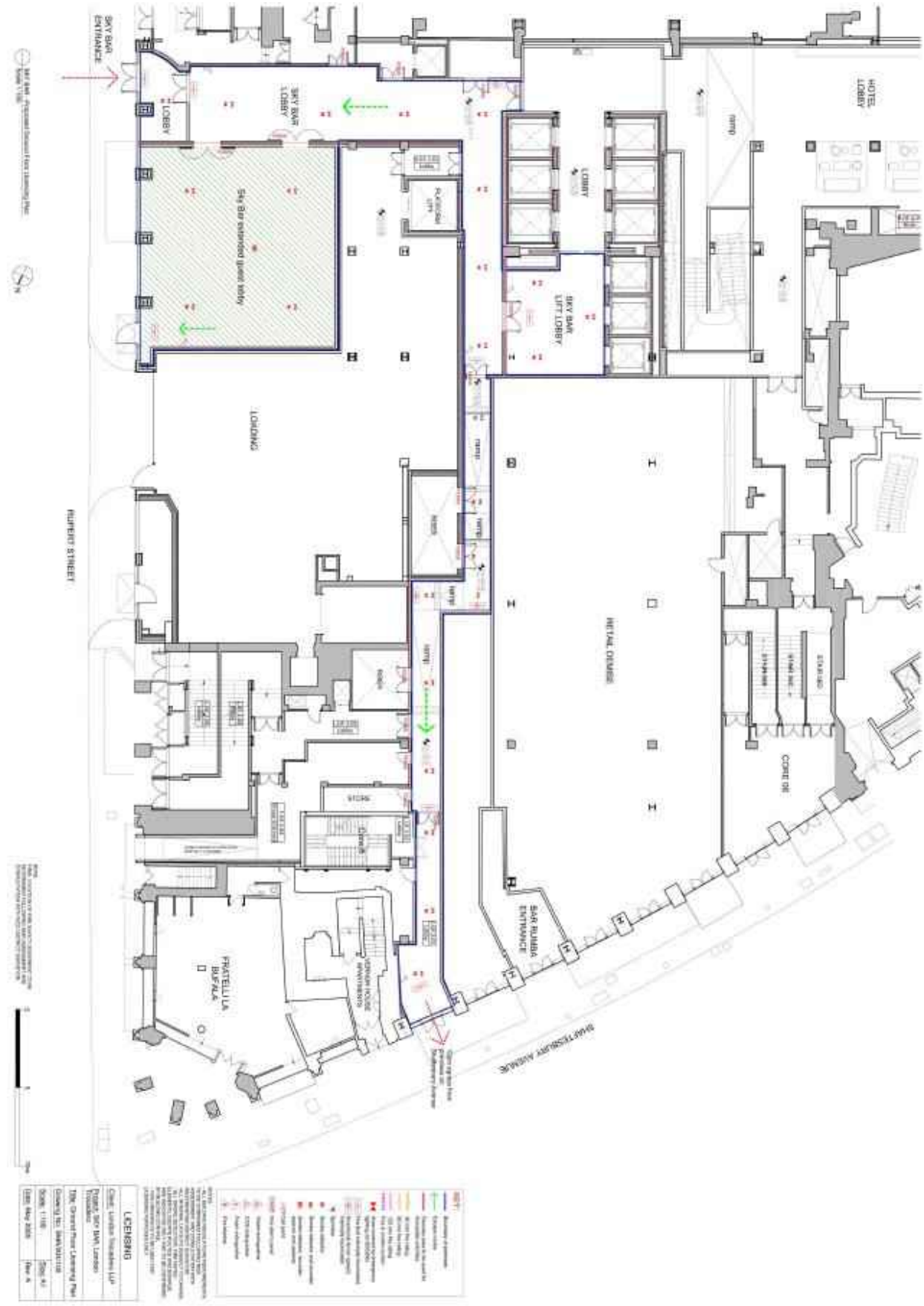
| | |
|---|---|
| **Report author:** | Daisy Gadd<br>Senior Practitioner for Licensing |
| **Contact:** | Telephone: 07816 218 390<br>Email: dgadd@westminster.gov.uk |

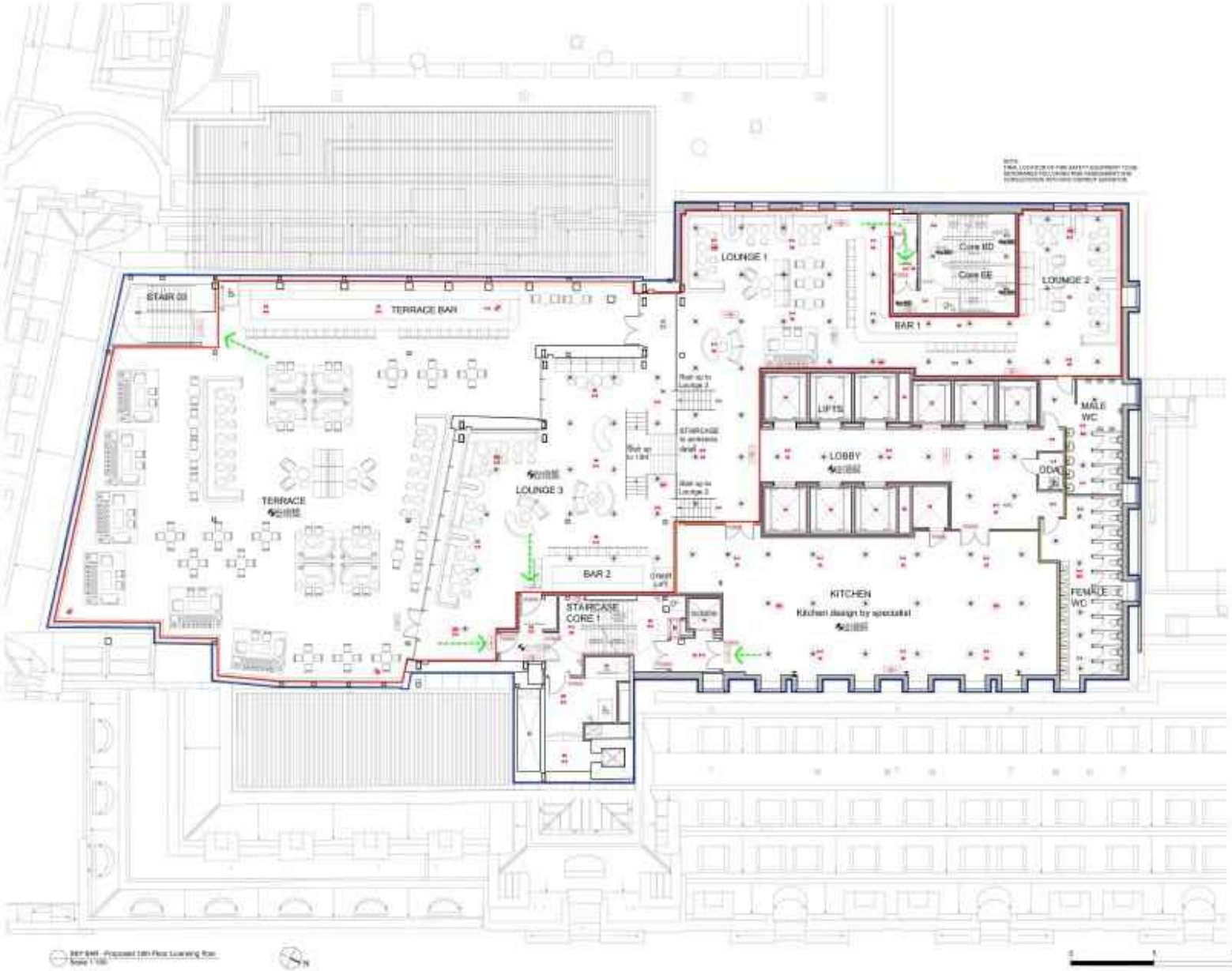
**If you have any queries about this report or wish to inspect one of the background papers please contact the report author.**

**Background Documents – Local Government (Access to Information) Act 1972**

| | | |
|---|---|---|
| **1** | Licensing Act 2003 | N/A |
| **2** | City of Westminster Statement of Licensing Policy | 7th January 2021 |
| **3** | Amended Guidance issued under section 182 of **the Licensing Act 2003** | April 2018 |
| **4** | Metropolitan Police Service representation | 27 January 2021 |
| **5** | Environmental Health representation | 28 January 2021 |
| **6** | Licensing Authority representation | 2 February 2021 |
| **7** | Interested party representation 1 | 21 January 2021 |
| **8** | Interested party representation 2 | 2 February 2021 |

**Premises Plans** **Appendix 1**




STAIR 03
TERRACE BAR
LOUNGE 1
Core 8D
Core 8E
LOUNGE 2
BAR 1
LIFTS
MALE WC
+ LOBBY
ODA
TERRACE
LOUNGE 3
BAR 2
STAIRCASE CORE 1
KITCHEN
Kitchen design by specialist
FEMALE WC
KEY:
LICENSING
Client: London Trocadero
Project: SKY BAR, London Trocadero
Title: 13th Floor Licensing Plan
Drawing No: SBA-300-101
Scale: 1:100
Size: A1
Date: May 2008
Rev: A

SKY BAR - Proposed 13th Floor Licensing Plan
Scale 1:100

N

0 5 10m

LICENSING

| | |
|---|---|
| Client: London Trocadero | |
| Project: SKY BAR, London Trocadero | |
| Title: 13th Floor Licensing Plan | |
| Drawing No: SBA-S0d-100 | |
| Scale: 1:100 | Size: A1 |
| Date: May 2008 | Rev: A |

**Applicant Supporting Documents** **Appendix 2**

**Additional information upon TAO Group Hospitality**

TAO Group is a leading hospitality company based in the US which owns and operates many of the world's most recognized restaurant and entertainment venues. They are passionate about providing a high quality experience. Each restaurant has its own identity, celebrating good food, service and world class design. They currently operate sites in New York, Chicago, Los Angeles, Las Vegas, Singapore and Sydney. TAO Group is co-owned by Madison Square Garden Company who operator a number of live sports and entertainment venues in the US. They include New York's Madison Square Garden; Hulu Theatre at Madison Square Garden; Radio City Music Hall and Beacon Theatre; California and The Chicago Theatre. Madison Square Garden is home to some of the most recognized names in professional sports including original franchises from the NBA and NHL.

TAO Group would propose to operate a number of community and wellbeing events on these premises. When they move to a new city they research what is needed in the community, both internally for employees and externally for neighbours. They support charitable work and in the US are very active in autism awareness, breast cancer awareness, mental health, homeless shelters and many more -https://taogroup.com/taocares/. In addition, in the US they host many non-profit events in their venues, for example the American Cancer Society has been hosting its charitable fundraisers in their venues for years. In the supporting documentation are details for their charitable activities in 2019. TAO Group is a responsible operator and who see themselves as part of any community within which they operate.

TAO Group has won a number of awards for the premises they operate and details can be found in the supporting documentation.

The proposed style of operation, along with the applicant's extensive experience means the applicant is confident that this application will promote the licensing objectives and the premises will be a great asset to the Westminster.

TAO GROUP HOSPITALITY

Document 3

# Trocadero, Sky Bar & Restaurant, 7-14 Coventry Street, W1D Dispersal Policy

The Dispersal Procedure is designed to create a harmonious relationship between the venue its guests and its neighbors. In an effort to make the maximum contribution by exercising pro-active measures as customers leave the premises to move customers away from the exit points and its immediate area in such a way as to cause minimum disturbance or nuisance to neighbors, both residential and business, and to make the minimum impact upon the neighborhood in relation to potential nuisance, antisocial behavior and crime.

The Dispersal Procedure is subject to review and will address problems and concerns if they are identified in order to establish a permanent solution to the reduction or elimination of any behavioral or procedural operation.

## Liaison with Neighbours

Should there be a need, a committee which comprises of representatives of the premises and residential neighbors, along with other persons as appropriate, will be established.

Nearby residents and business owners shall be provided with the contact details for the premises and its management where they are requested along with instructions for how to reach a live representative of the venue during all operational hours.

## End of Evening Operational Policies

The premises will use volume levels, type of music played and variation of lighting levels to encourage the gradual dispersal of customers during the last part of trading and during the drink-up period.

The door supervisors and other staff shall be trained to politely encourage customers to leave gradually to discourage a mass exodus. Access to the lifts from the 13th and 12th floor will be managed at all times but in particular during the last part of trading to support the gradual dispersal of customers.

Customers exiting the lifts on the ground floor prior to midnight shall be directed to leave the premises via the Rupert Street entrance.

Customers exiting after midnight shall be directed to leave via the Shaftesbury Avenue exit.

## Notices at Exit

Highly visible notices will be displayed at all exits requesting customers to respect the needs of local residents and businesses and leave the area quietly.

## Door Supervisors

Door Supervisors shall -



[redacted]

- encourage customers to drink-up and progress to the exit throughout the latter part of drinking-up time;
- remind customers where necessary to leave quietly;
- ensure the removal of all bottles and glasses from any customer who attempts to leave the premises carrying one;
- encourage customers not to assemble outside the premises and discourage street entertainers and beggars outside the premises;
- direct customers to wait inside the premises if waiting for a taxi and assist taxi's that are summoned.

Management shall provide effective control over photographers in the area of the premises.

Management will also regularly host re-training for all door supervisors and ensure that any new hires receive proper training prior to working at the venue.

**Queuing**

At the busiest trading times – [normally a Wednesday or a Saturday evening] – the following key measures will be employed:

- Sufficient door staff will be deployed outside the premises on Rupert Street to ensure proper and efficient management of any queue which may form outside the premises;
- If a queue starts to form outside the premises then (subject to admission to the premises being allowed via Rupert Street entrance after midnight) the operators shall secure the use of the retail unit adjacent to the entrance lobby and shall incorporate this area as an extended lobby area for guests to queue inside the premises lobby;
- If needed to preserve adequate passing space for pedestrians, temporary barriers shall be used outside the premises;
- Management will liaise with EH and Police to ensure that they are satisfied with the operation of said queuing system.

**Hackney Carriage/Private Hire Cars Arrangement**

The premises will enter into an agreement with one black taxi firm and one executive hire firm to provide transport for customers, with contact numbers made readily available to customers. Management shall use its best endeavors to ensure that both firms comply with the following measures when collecting and delivering customers to and from the premises:

- Taxi and car drivers shall not sound their horns or leave their vehicles to collect customers from the premises after 23:00 except in an emergency.
- Taxi and car drivers shall not double park their vehicle outside the premises;
- Management shall ensure that a member of staff employed at the premises is responsible for supervising and overseeing the allocation of taxi vehicles to customers leaving the premises;
- Management shall use all reasonable endeavors to prevent the use of unlicensed taxis by customers leaving the premises;

Door Supervisors will assist in helping the right customer to the right car. Customers will be able to wait inside the premises while they wait for a taxi.



[redacted]

# Trocadero, Sky Bar & Restaurant, 7-14 Coventry Street, W1D: Sound Management Plan

Sound generated by the operation of the above licensed premises can take many forms, and is part of the vibrancy and experience created. However, when this sound becomes unwanted it becomes described as noise. Managing sound both inside and outside the premises to ensure at all times the promotion of the licensing objectives, and to minimize disturbance of nearby residents as far as practicable is the aim of this operational sound management plan.

We will train our staff to observe and enforce this Sound Management Plan and monitor the effectiveness of it and compliance with it to proactively prevent public nuisance from noise.

We will encourage our customers to observe this Sound Management Plan and generally to respect the neighborhood within which we trade. This plan has been informed in response to Acoustic Report 20-0007-0 R01v, dated 6th April 2020, and comment made by WCC Environmental Health to meet Policy PN1 and CIP1.

**We will take the following specific steps in order to promote the licensing objectives, and minimize the risk of justifiable complaints.**

A: Music Controls

1. All amplified music played in the venue will be controlled in level and frequency to using acoustic limiting devices to achieve to following levels at receptor locations, which have been quantified by a suitable qualified or trained person and set and tamper protected to the satisfaction of WCC. The levels being:

| Position | $L_{Aeq}$ in dB(A) | Bass Frequencies $L_{eq}$ 63Hz in dB | Bass Frequencies $L_{eq}$ 125Hz in dB |
|---|---|---|---|
| Coventry Street (M1 in report) | **59** | 59 | 58 |
| Rupert Street (M2 in report) | **56** | 53 | 59 |
| Shaftsbury Avenue (M3 in report) | **58** | 61 | 60 |

*Table 1: Upper Existing Operational Music Levels in any 5 minute period at any time, based on not exceeding the lowest measured background levels (note: any measured value must be corrected for the background with no music). This will achieve a low to no adverse impact for residents, and prevent a significant adverse impact from occurring due to music.*

2. The Skybar and Terrace will have suitable mitigation implemented to allow the levels in Table 1 to be achieved and where this would require external doors or windows to be closed this will be managed to achieve this configuration at noise sensitive times (after 23:00) except for entrance and egress. Where they need to be kept open for Covid-19 Safety reasons or exceptional events require higher levels then alternative to those in Table 1 may be agreed with WCC.
3. No external audio equipment will be permitted to be used, other than the acoustically limited house system.
4. All external suppliers of entertainment (ie. DJ's) will be required to enter into a Service Level Agreement (SLA), which agrees to operate through the limited house system, and if they are found to not be will not be permitted to continue to supply services to the venue.
5. On the 12th floor external terrace, music will be restricted to pre-recorded music until midnight or live music (not including percussion) until 2200 hours. Live music (including percussion) together with recorded music may be permitted beyond these times and until 0300 hours if the external terrace is enclosed within a retractable roof to the satisfaction of the Environmental Health.

## B: External Area Management

1. Ensure all managers, and staff are fully briefed and trained on minimizing people noise from the 12th floor Skybar terrace and the areas external where people congregate for ingress and egress (so that it is orderly and supervised).
2. All customers wishing to utilize the outside areas will be under the same rules and expectations as those inside. Any customer found not to be complying or behaving in an unacceptable or antisocial manner will be refused entry and in appropriate circumstances when they have entered and are using outside areas will be asked to leave the premises.
3. Customers will be permitted entry via Rupert Street entrance up to 02:00 and thereafter there will be no entry/ re-entry (excluding persons exiting to smoke). After midnight exit will be not permitted via Rupert Street and will be permitted only via Shaftsbury access.
4. Admission beyond midnight via Rupert Street access, will implement the areas hatched green in side the premises (labelled the "extended guest lobby") will act as an acoustic lobby which can be used to manage the que to gain access to the 12th and 13th floor inside to minimize the build-up of people and noise in the street. For departures before midnight via Rupert Street this also provides an option to manage a gradual flow of customers leaving, although the lift system would be principally used to manage dispersal (see Dispersal Policy attached).
5. Access for hotel residents and guests will be permitted at all times.
6. Last admission will be 02:00 (including re-entry, but excluding existing to smoke).
7. Place notices internally at all exits, asking customers to respect our neighbors in the outside areas and leave quietly.
8. Manage the behavior of customers outside the premises and those who use the outside areas to discourage unreasonable noisy behavior at more sensitive times.
9. Manage the external area of the premises by ensuring regular removal of glasses, bottles and related litter and ensure that the area is swept prior to the premises opening and immediately after closing and at regular intervals, as appropriate.
10. Limit bottling out as far as possible, within the hours non sensitive times (not between 23:00 and 08:00)
11. Deliveries not to take place between 23:00 and 08:00 (unless for fresh produce)
12. Dispersal will be managed to minimize noise as far as possible, in accordance with the Dispersal Policy.
13. Maintain an ongoing incident book to record all matters in relation to the use of the outside area and non-compliance with this plan, making it readily available upon request to an authorized officer of the local authority or police.
14. Keep residents in the immediate vicinity of the premises informing with plans of upcoming events. Gain and encourage feedback, and build relationships and trust where possible.
15. Plant noise, associated with the operation of the premises, will be assessed in accordance with a total assessment level of less or equal to 0dB, according to BS4142:2014 and a low probability of adverse comment, according to BS6472:2008; to achieve levels of emissions that will not result in a significant adverse effect on residents.

## C: Complaint Management

1. The premises will have a single point of contact for complaints, which is made available to residents that might be affected by noise from the premises (which may be a mobile number or an e-mail address) and they should be encouraged to call it should they have a complaint about music noise;
2. In the event of a complaint details should be recorded into a complaint log and every effort will be made to quickly check that the control measures are in place, and to temporarily reduce levels voluntarily until such time as the complaint has been fully investigated in line with this sound management plan;

## Complaint Log

Name/ Position: .....

A complaint was received: ☐ (tick) ; Date : .....

***Note : If a verbal or telephone complaint was received then complete the details of the complaint below and action taken with as much detail as possible***

| Details of complaints (include contact details if given, time, nature): |
|---|
| |

Investigation details and actions taken:

Reminders : Was the SMP followed ? ☐ , Was it justified (J) or malicious (m) ? ☐

Could more be done to avoid in future?

# Staff Service Level Agreement – Noise Management

I confirm that I am familiar with the requirements of the Noise Management Plan.

If I am found to not comply then I accept that I could be asked to cease providing services to the venue, pending an investigation, and may have payment withheld if I have been found to have willfully not complied with the Sound Management Plan.

Date : .....

Name: ....., Signature: .....

Contact details (email and or mobile):.....

I am aware that I must not operate the sound system beyond the setting of ¼ sound output, as indicated on the control interface: ☐ (tick if yes)

I am familiar with the Sound Management Requirements: ☐ (tick if yes)

# APPENDIX 1 :
# Trocadero, Sky Bar & Restaurant, 7-14 Coventry Street, W1D
# Dispersal Policy

The Dispersal Procedure is designed to create a harmonious relationship between the venue its guests and its neighbors. In an effort to make the maximum contribution by exercising pro-active measures as customers leave the premises to move customers away from the exit points and its immediate area in such a way as to cause minimum disturbance or nuisance to neighbors, both residential and business, and to make the minimum impact upon the neighborhood in relation to potential nuisance, antisocial behavior and crime.

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Door Supervisors will assist in helping the right customer to the right car. Customers will be able to wait inside the premises while they wait for a taxi.

**Acoustic report – Parts 1 & 2**

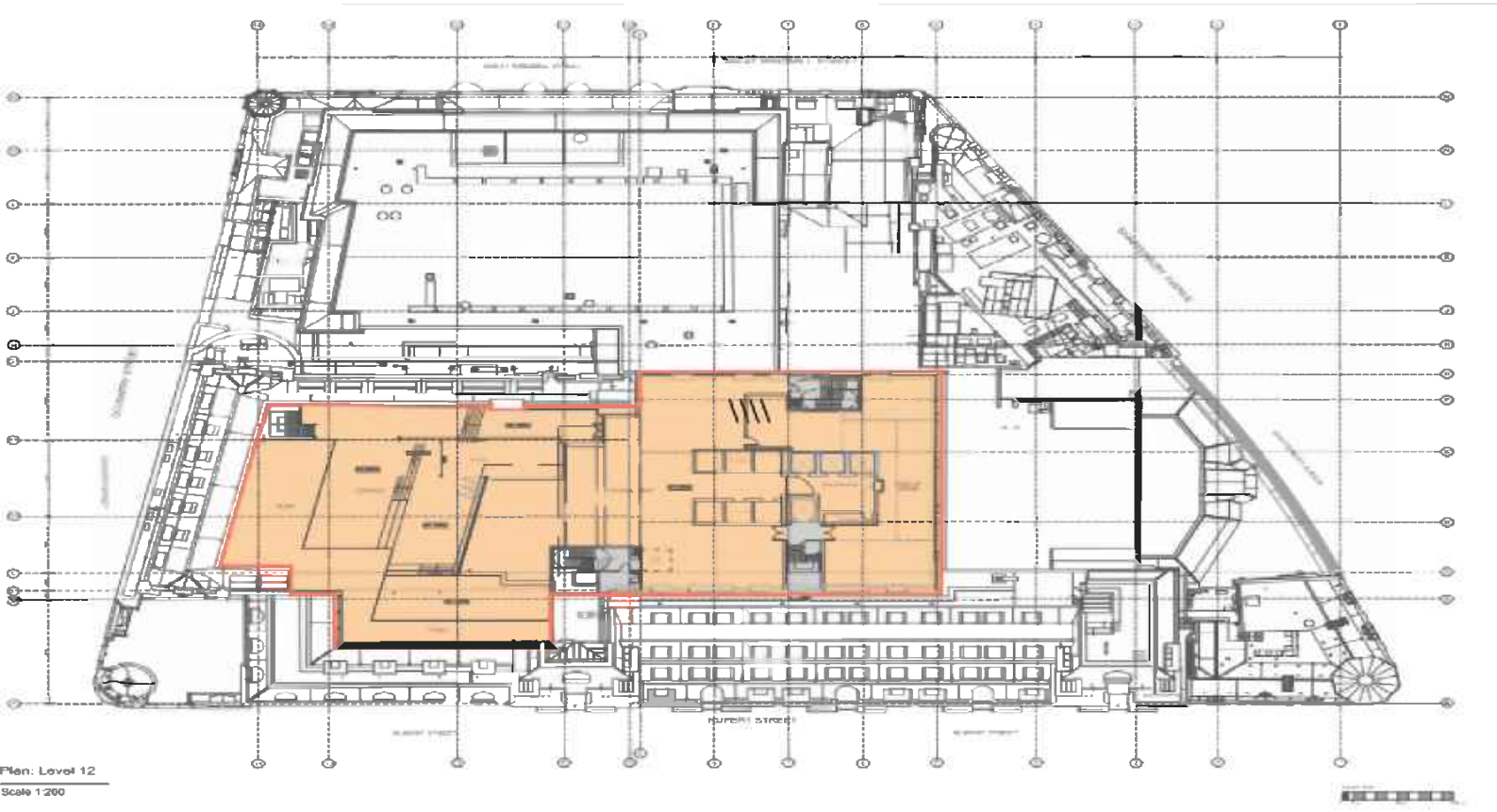
Sustainable Acoustics

# Trocadero, London

## TERRACE NOISE ASSESSMENT

### Licensing & Planning Feasibility Report

Report No. 20-0007-0 R01v2




• PROTECT • ENHANCE • CONNECT

# Trocadero, London

# TERRACE NOISE ASSESSMENT

## Licensing & Planning Feasibility Report

| | |
|---|---|
| Report No.: | 20-0007-0 R01v2 |
| Date: | 06 Apr 2020 |


Prepared by:

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# 1 INTRODUCTION

The London Trocadero is a well-known building in London's West End, currently undergoing refurbishment as a hotel. As part of the refurbishment a rooftop restaurant, function space and 'sky bar' will be located on the 12 and 13 floors. The sky bar features an outside terrace area on the 12 floor.

The licensed capacity for the rooftop development is 1000; 250 13 floor, 750 12 floor.

A new premises licence is to be applied for to include regulated entertainment (live and recorded music performance) until 02:00/ 03:00 for the 12 and 13 floor with the outdoor terrace being operational until midnight. This will include the removal of licensing and planning restrictions relating to compulsory seating for customers.

To assess the feasibility of this, an acoustic assessment has been requested to consider both music and people noise in the outside terrace area.

The premises is located within the West End of London's Cumulative Impact Area so it most be demonstrated that there would be no net additional impact of any variation to the premises license.

## 1.1 Context

The premises are located in London's West End, near to the junction of Coventry Street, Rupert Street and Shaftesbury Avenue.

The building has 13 floors, at least 2 storeys higher than other buildings facing it on any façade. There is a lobby/entrance area, floors 2-11 comprise hotel rooms with associated amenity spaces, floors 12 & 13 are the sky bar, function space and terrace.

There is plant installed on the roof of the Trocadero, though this does not form part of this assessment, beyond its contribution to the underlying noise climate.

There are a number residential properties nearby which may be considered sensitive receptors. On Coventry Street (to the south), Coventry House is located directly opposite the Trocadero, and contains 18 apartments. On Rupert Street (to the east) there are residential properties along the length of the street. The rear façade of commercial and residential properties on Wardour Street has line of sight to the proposed roof terrace. On Shaftesbury Avenue there is understood to be residential directly opposite the Trocadero façade. On Great Windmill Street (to the west) there is no residential opposite the premise, as the building direction opposite is the London Pavilion.

There are many other licensed premises in the area, which is busy and vibrant area. The area is part of the West End Cumulative Impact Area and is therefore subject to more stringent than usual requirements for licence applications, in that it must be demonstrated that the additional impact potential, when considered against other noise in the area, is low to none.

Figure 1 shows the site location and context.


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*Figure 1 - site location and context. Sky bar in green. 12th floor terrace location in white. Nearby residential in blue.*

# 2 RELEVANT POLICY AND GUIDANCE

The relevant policy and guidance are detailed further in Appendix 1.

For the purposes of removing planning conditions relating to use of the outside terrace area beyond 23:00 it is the requirement of planning policy that a Low Observable Adverse Effect Level (LOAEL) is demonstrated. The relevant local policies (see Appendix 1) indicate that significant adverse impacts (SOAEL) should be avoided and that adverse effects should be mitigated and kept to a minimum, in line with national policy outlined in the National Planning Policy Framework (NPPF) and Noise Policy Statement England (NPSE).

For licensing, the usual approach would be to apply the guidance in the Noise Council's Pub & Clubs guidance, along with guidance contained within the Institute of Acoustics Code of Practice for Environmental Noise Control at Concerts (CPENCC) to devise a scheme of noise limits to ensure that the impact of operations does not exceed a reasonable level.

However, because the premises falls within the West End Cumulative Impact Area, meaning that any new licensed premises must not increase the impact of licensed premises in the area as a whole. This overrides usual best practise guidance and is the primary and most stringent consideration for this assessment, although this does not mean some sound is unacceptable. A suggestion is made based on our experience for a low to no impact level to achieve the aim of the CIA intent.

This indicates that on a technical level, proposals which achieve an impact level suitable for the West End CIA should also meet the requirements of planning policy (that a LOAEL at maximum is achieved with adverse effects mitigated).

# 3 ENVIRONMENTAL NOISE SURVEY

To inform the impact assessment, an environmental noise survey was undertaken to determine the typical underlying noise climate, between Friday 6 March and Wednesday 11 March 2020.

The weather for the survey was generally clear with some light rainfall at times, but not sufficient to affect road noise conditions. Wind during the survey period was under 5m/s logger setup and collection.

## 3.1 Unattended measurement locations

Logging sound level meters were placed at the locations marked in Figure 2. One meter was set up for each façade which has adjacent or opposite residential properties.

M1 was located on the south façade, opposite Coventry House, at 11 floor level. The meter was attached to the structure of scaffolding, overlooking Coventry street.

M2 was located on the east façade, on a flat roof section overlooking Rupert Street at 7 floor level.

M3 was located on the north façade on a flat roof section, overlooking Shaftesbury Avenue at 7 floor level.

The measurement positions are show in 3.3.

During logger collection on 11/03/2020 attended measurements were taken on Coventry Street, Rupert Street and Shaftesbury Avenue as a check on the level difference between rooftop noise levels and levels at street level.

On the east and south facades, the dominant noise source was plant noise during both logger setup and collection. Large amounts of plant machinery is visible on rooftops opposite the Trocadero building on all facades, with further plant machinery present on terraces lower down on the façade of the Trocadero itself, at 5 floor level. M1 & M2 were chosen to be as far away from existing plant machinery as possible, given the access constraints imposed by the structure of the building and scaffolding forming part of the construction. More information on existing plant location can be found in Appendix 2.

Traffic noise from Shaftesbury Avenue and Coventry Street was audible at all measurement positions. Rupert Street was closed as part of the construction work so traffic did not pass in that direction. People noise was occasionally just audible during lulls in other noise sources at all receptors.

Music noise from souvenir shops, street performers and pedal taxis on Coventry Street, on the ground floor level of the Trocadero building, was audible at M1, but not at M2 or M3.


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At M3 (on the north façade), construction noise from a site on the junction between Great Denman Street and Shaftesbury Avenue was clearly audible, and subjectively sometimes higher than the plant noise. Traffic noise from passing vehicles on Shaftesbury avenue was constant, but not the dominant noise source, with the passes of individual vehicles (especially HGV's) audible over the prevailing noise. Plant noise sources were located higher up on the Trocadero façade (screened from the measurement position by the roof of scaffolding structures currently erected) and directly opposite with a large amount of rooftop plant visible on the other side of Shaftesbury Avenue, at a slightly lower level than the measurement position.

Some construction work comprising use of power tools was taking place on the 12 and 13 floors of the Trocadero building during both logger set-up and collection. This was occasional and occurred in short bursts of several seconds with long breaks, but was clearly audible when it was occurring.

## 3.2 Attended measurements

Attended measurements with accompanying observations were made on 11/03/2020 as a check on the difference noise levels at rooftop level and street level.

The measurement positions are shown in 3.3.

During the attended survey measurements, on Coventry Street (AM1) the dominant noise source at all times was also plant noise, with significant contributions the plant on the terraces of the Trocadero façade and other rooftops. Other plant noise sources were on rooftops of the buildings on the opposite side of the street, most notably the Prince of Wales Theatre (on the junction between Coventry Street and Oxendon Street). Traffic was occasional, with 25 cars passing during a 15 minute period, and cars passing at low speed. Music from souvenir shops on the ground floor of the Trocadero was the dominant noise source towards the western end of the façade, and featured high levels of low frequency noise. For this reason, the attended survey was positioned at the eastern end of the facade, near the junction with Oxendon Street. Pedestrian foot traffic was constant but not heavy, with the conversation of passers-by audible but not clear (due to the high levels of plant noise) when they passed close to the measurement position.

The noise climate towards the south end of Rupert Street (AM2) was calmer, with no passing traffic. However, some noise from construction workers taking breaks was audible at street level. Levels of pedestrian traffic were lower than on Coventry street, and overall the area was subjectively less loud. Plant noise from the façade of the Trocadero and rooftop level on the opposite side of the street was the dominant noise source, with the main secondary source being construction noise, though this was intermittent.

At the north end of Rupert Street traffic noise was high, with horns and car passes audible and regular. The background noise was dominated by plant noise for the duration of the measurement, with plant sources on the façade of the Trocadero and the rooftops of other buildings close by. People noise and noise from construction works was regular but intermittent. Large numbers of construction workers congregated outside the site entrance on Rupert Street generating audible people noise at the measurement position.

On Shaftesbury Avenue the noise climate was dominated by traffic noise and plant noise, with people noise as a secondary but constant source. The area was highly trafficked both by pedestrians and


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vehicles, with lots of vehicles stopping and starting at the traffic lights near the measurement position. There were several motorbike passes during the measurement, which temporarily elevated maximum and equivalent levels. A power tool was turned on and used constantly for over a minute part way through the measurement.


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## 3.3 Measurement positions map

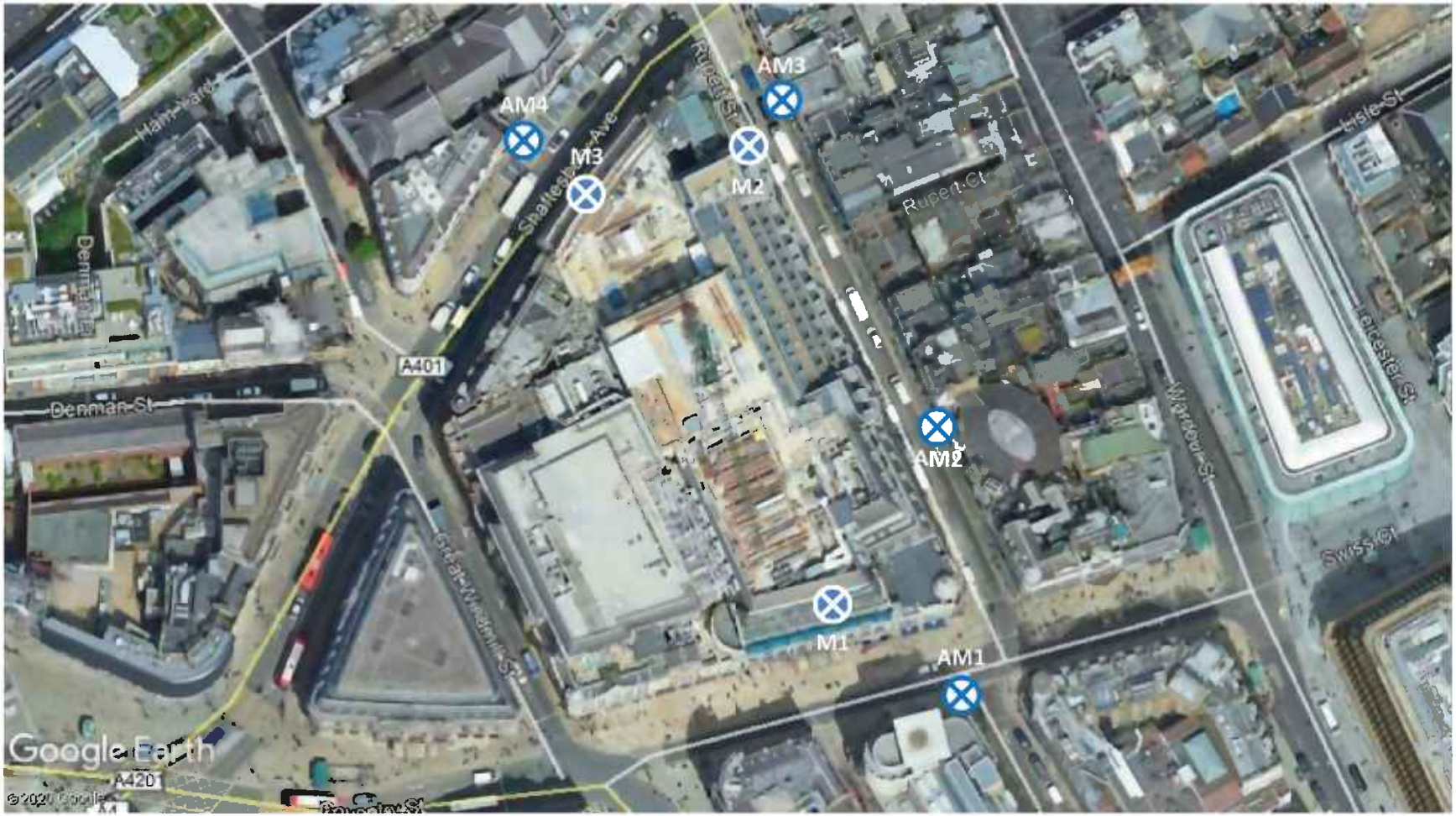


*Figure 2: Measurement positions map.*


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## 3.4 Unattended measurement time history plots

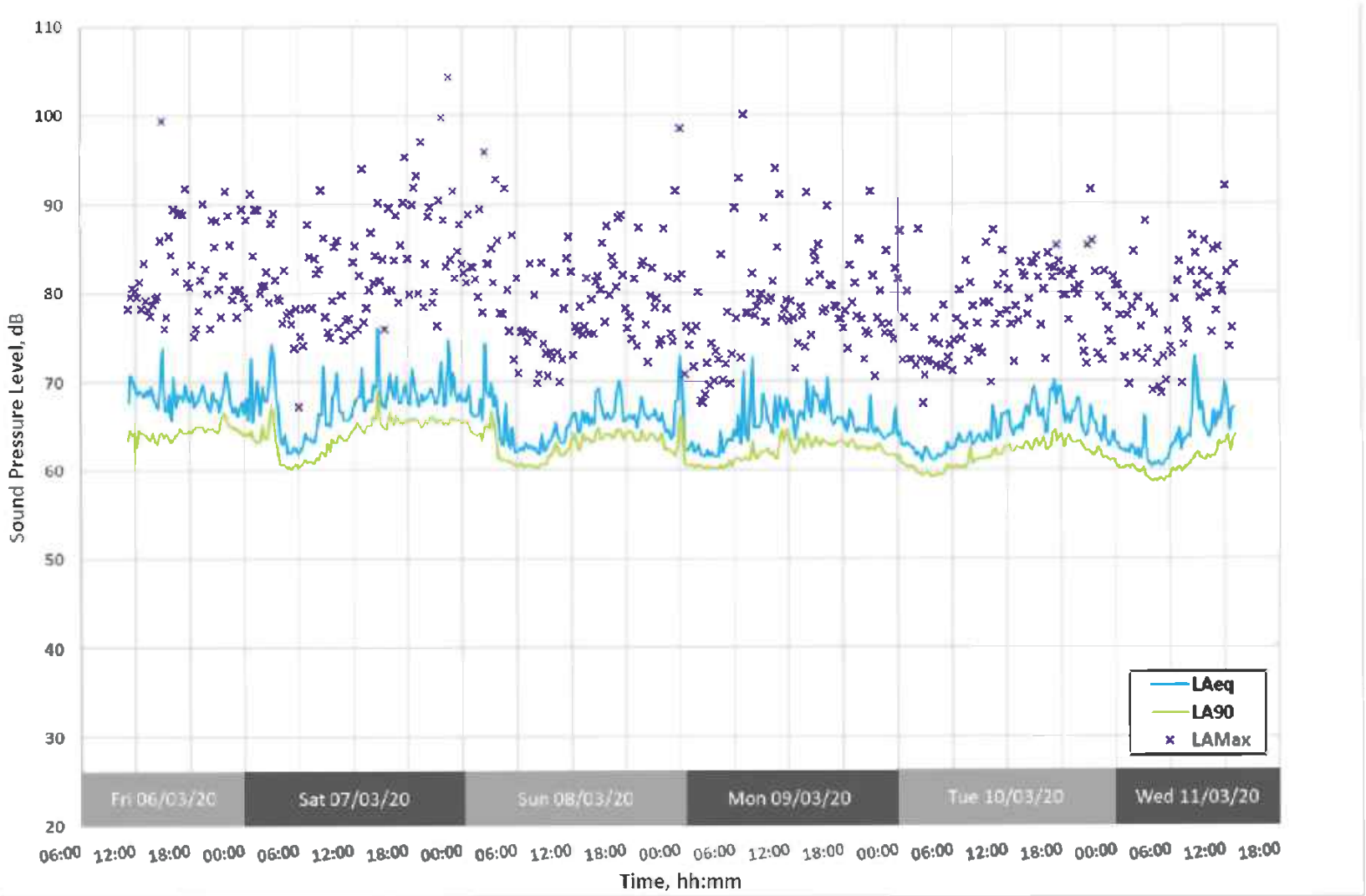


*Figure 3: M1 measurement time history*


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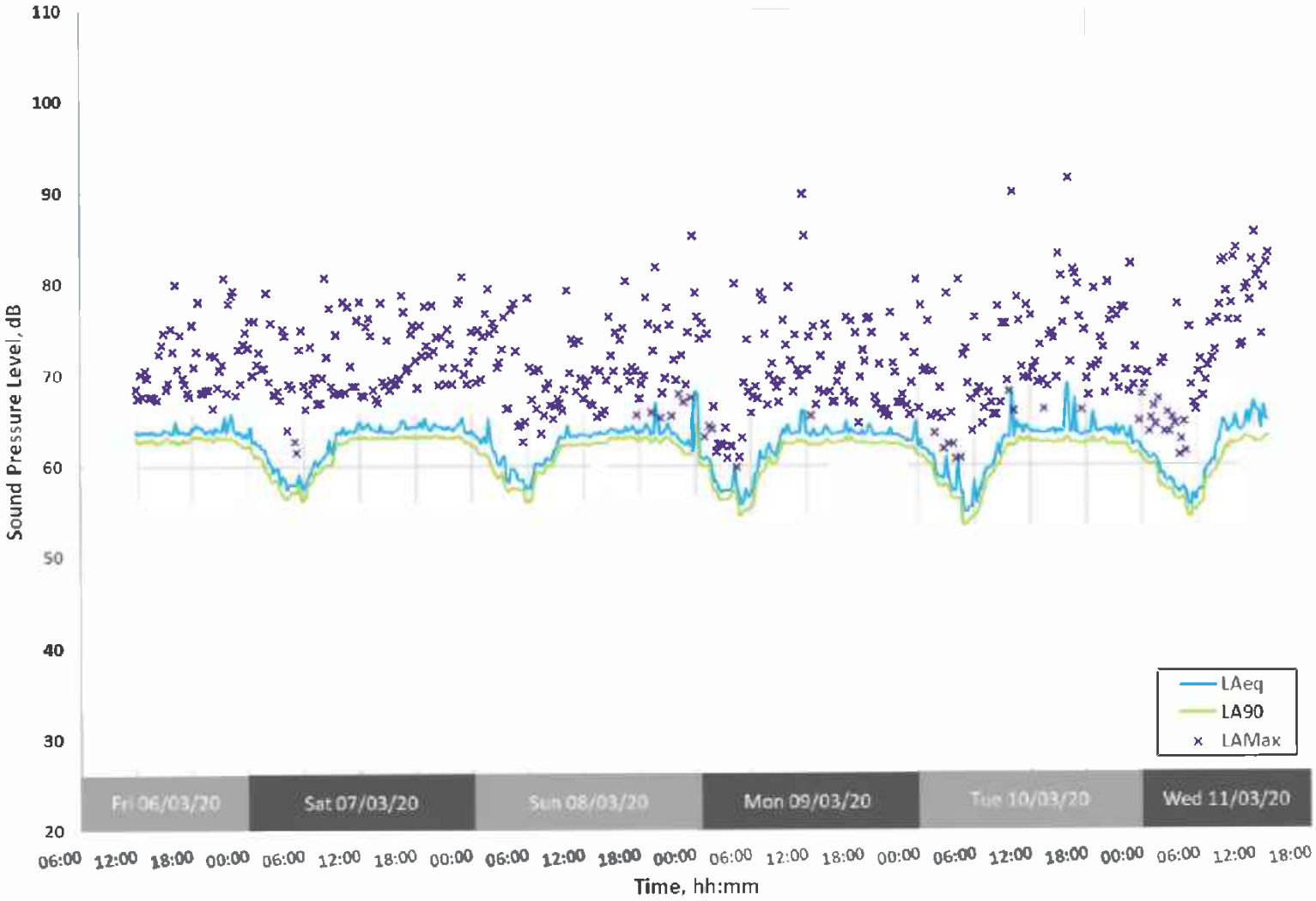


*Figure 4: M2 measurement time history*


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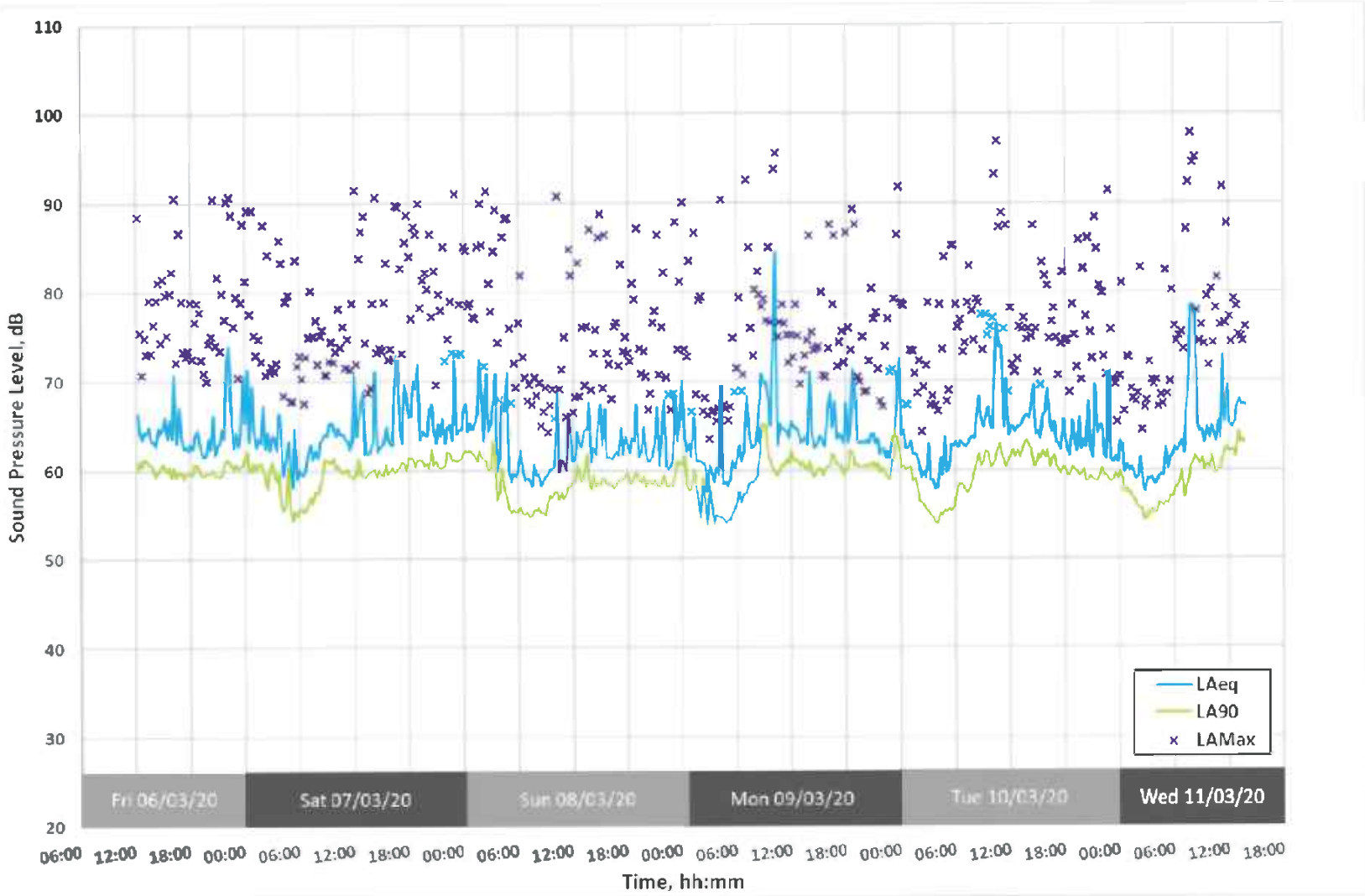


*Figure 5: M3 measurement time history*


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## 3.5 Unattended measurement summary results

| | Ambient noise level $L_{Aeq}$ | | | Background noise level $L_{A90}$ | | Maximum noise level $L_{Amax}$ | |
|---|---|---|---|---|---|---|---|
| | **Min** | **Max** | **Average** | **Min** | **Max** | **Min** | **Max** |
| **Daytime: 0700 - 2300** | 62 | 76 | **67** | 60 | 69 | 70 | 104 |
| **Day: 0700 - 1900** | 62 | 76 | **67** | 60 | 69 | 70 | 100 |
| **Evening: 1900 - 2300** | 63 | 75 | **67** | 61 | 67 | 71 | 104 |
| **Night: 2300 - 0700** | 60 | 74 | **66** | 59 | 68 | 67 | 99 |

*Table 1: Coventry Street (M1) unattended measurement summary results*

| | Ambient noise level $L_{Aeq}$ | | | Background noise level $L_{A90}$ | | Maximum noise level $L_{Amax}$ | |
|---|---|---|---|---|---|---|---|
| | **Min** | **Max** | **Average** | **Min** | **Max** | **Min** | **Max** |
| **Daytime: 0700 - 2300** | 59 | 69 | **64** | 57 | 63 | 64 | 91 |
| **Day: 0700 - 1900** | 59 | 69 | **64** | 57 | 63 | 64 | 91 |
| **Evening: 1900 - 2300** | 62 | 67 | **64** | 61 | 63 | 65 | 82 |
| **Night: 2300 - 0700** | 55 | 68 | **61** | 53 | 65 | 60 | 85 |

*Table 2: Rupert Street (M2) unattended measurement summary results*


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| | Ambient noise level $L_{Aeq}$ | | | Background noise level $L_{A90}$ | | Maximum noise level $L_{Amax}$ | |
|---|---|---|---|---|---|---|---|
| | **Min** | **Max** | **Average** | **Min** | **Max** | **Min** | **Max** |
| **Daytime: 0700 - 2300** | 58 | 85 | **68** | 55 | 65 | 64 | 98 |
| **Day: 0700 - 1900** | 58 | 85 | **68** | 55 | 65 | 64 | 98 |
| **Evening: 1900 - 2300** | 60 | 74 | **65** | 58 | 62 | 67 | 91 |
| **Night: 2300 - 0700** | 58 | 73 | **64** | 54 | 64 | 64 | 92 |

*Table 3: Shaftesbury Avenue (M3) unattended measurement summary results*


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## 3.6 Attended measurement summary results

| Location | Start Time | | A-weighted | 16 Hz | 31.5 Hz | 63 Hz | 125 Hz | 250 Hz | 500 Hz | 1 kHz | 2 kHz | 4 kHz | 8 kHz | 16 kHz |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| AM4 | 12:20:00 | $L_{eq}$ | **67.2** | 78 | 75.8 | 72.8 | 66.6 | 65.8 | 65.7 | 62 | 58.9 | 53.9 | 46.6 | 36 |
| | | $L_{Max}$ | **86.8** | 98.5 | 96.6 | 90.5 | 89.1 | 84.7 | 82.6 | 84.2 | 83.1 | 78.2 | 77.2 | 65.3 |
| | | $L_{90}$ | **63.1** | 65.9 | 68.2 | 65.7 | 62.1 | 62.2 | 61.9 | 57.8 | 53.2 | 45.9 | 34.9 | 21 |
| AM3 | 12:37:58 | $L_{eq}$ | **72** | 77.6 | 79.4 | 76.9 | 77.8 | 74.3 | 69.2 | 65.8 | 62.8 | 57.8 | 50.1 | 40.7 |
| | | $L_{Max}$ | **91.4** | 100.1 | 94.3 | 93.6 | 101.8 | 97.3 | 89.4 | 79.9 | 75.6 | 73.3 | 66.1 | 69.7 |
| | | $L_{90}$ | **64.6** | 68 | 72.3 | 68 | 64.8 | 63.8 | 62.2 | 59 | 55.6 | 50.1 | 40.7 | 26.5 |
| AM2 | 12:20:17 | $L_{eq}$ | **67.7** | 72.4 | 69.5 | 68.2 | 65.7 | 65.1 | 63.6 | 62.8 | 60.6 | 57.5 | 51.8 | 42.7 |
| | | $L_{Max}$ | **91.5** | 88.5 | 90.2 | 82.4 | 83.7 | 96.1 | 91.6 | 85.9 | 81.1 | 79.1 | 79.4 | 73.0 |
| | | $L_{90}$ | **63.3** | - | - | - | - | - | - | - | - | - | - | - |
| AM1 | 12:37:47 | $L_{eq}$ | **66.5** | 68.8 | 71.4 | 75.0 | 69.5 | 65.8 | 64.5 | 61.4 | 57.5 | 52.2 | 45.1 | 36.5 |
| | | $L_{Max}$ | **85.2** | 91.4 | 88.2 | 90.9 | 89.8 | 84.7 | 82.8 | 82.0 | 75.0 | 67.2 | 72.8 | 61.3 |
| | | $L_{90}$ | **63.1** | - | - | - | - | - | - | - | - | - | - | - |

# 4 SOUND PROPAGATION MODEL

A computer model of sound propagation was created using the Wolfel Software IMMI modelling software. IMMI uses the model of sound propagation detailed in *ISO 9613-2:1996 Attenuation of sound during propagation outdoors – Part 2: General method of calculation*.

The model calculates sound propagation from the rooftop terrace to surrounding area and displays this information as a noise map. Individual receptors are modelled as receiver points and noise levels at different frequencies (in octave bands) are calculated for them.

Noise maps were generated to visually display noise levels from both people and music noise on the surrounding area.

## 4.1 Assumptions

The following assumptions were made during the creation of the model:

- 500 people are outside on the roof terrace, with half of them talking at once, representing normal conversational levels.
- People noise on the roof terrace can be represented as an area source with a sound power equivalent to 250 people talking at a normal level (not raised voices). The area source is placed at a 1.5m height above the 12 floor to represent standing people.
- PA systems on the terrace are used for background music. It is proposed by the audio-visual contractor that 88dB(A) is an appropriate operational level.
- PA systems on the roof terrace are represented by a series of point sources placed around the perimeter of the terrace area. The AV installer has indicated that a loudspeaker will be placed every 2.5m around the perimeter, with subwoofers installed under seating in a 2:1 ratio. This has been simplified to 8 point sources around the perimeter of the terrace.
- As manufacturers information is not available, the directionality of the PA system has been simplified to a 3dB decrease to the rear at frequencies above 500Hz, increasing to a 6dB decrease to the rear at frequencies above 1kHz. Frequencies below 500Hz are assumed to be omni-directional (to project from the PA system equally in all directions), which is typical for small loudspeakers.
- The PA system is modelled as 8 directional point sources facing inwards from the perimeter of the outside terrace at 2m elevation angled facing 10 degrees downwards, in line with the description in the PA Specification. 4 subwoofers are located in similar locations at 0.5m elevation, adjacent to other loudspeakers.

More detail of the model is shown in Appendix 3, including the modelled PA system location, the location of receptors modelled, and the noise maps generated.

## 4.2 Calculated noise levels

### 4.2.1 Target levels for night time noise

The lowest measured background noise levels during the planned hours of operation (23:00-03:00) are shown in Table 4.


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| Location | $L_{Z90\ 63Hz}$ | $L_{Z90\ 125Hz}$ | $L_{A90}$ |
|---|---|---|---|
| Coventry Street (M1) | 59 | 58 | **59** |
| Rupert Street (M2) | 53 | 59 | **56** |
| Shaftesbury Avenue (M3) | 61 | 60 | **58** |

*Table 4: Target noise levels derived from the lowest measured background noise levels.*

It is important to note that it is not a requirement of Licensing that noise from a premises is inaudible, only that it does not cause a nuisance.

To ensure that the impact of operations does not increase the overall impact of licensable activities in the area, on the grounds of noise, the impact of planned licensed activities on the roof terrace should not exceed the lowest measured background noise levels in the area (LA90).

This threshold is also suitable for ensuring that a Low impact at maximum (LOAEL) is achieved, for the purposes of satisfying the requirements of local and national planning policy. In reality a higher level may be achievable , with an +4dB increase being just noticeable above the background taking the source levels to 90dB(A) if operations end on the terrace by midnight, which is a workable dancefloor level.

Further, as low frequency music noise is often especially noticeable and cause for annoyance or complaint from local residents, it should be ensured that low frequency noise in the 63Hz and 125Hz octave bands does not exceed the lowest measured $L_{Z90}$ background noise in those octave bands, in addition to the previously mentioned restriction on A-weighted noise levels.

These noise restrictions ensure that at most the lowest level of background noise level is raised by 3dB, which is a just noticeable difference to the average person. The effect on more typical background noise levels will be lower than this.

Using an 88dB source level on the terrace it is possible to calculate the noise level at sensitive receptors, accounting for distance and screening attenuation (amongst other factors) from the terrace to the receiver points on Rupert Street, Coventry Street and Shaftesbury Avenue.

### 4.2.2 Calculated music nosie levels

The modelled sound levels at receiver positions for an 88dB source level (averaged over 4 positions on the terrace) is shown in Table 5.

| | Octave Band Centre Frequency | | |
|---|---|---|---|
| Location | $L_{eq\ 63Hz}$ | $L_{eq\ 125Hz}$ | A-Weighted |
| Source Level (4 position average) | 83dB | 85dB | 88dB(A) |

| | | | |
|---|---|---|---|
| Rupert Street (14.5m, top floor level) | 50dB | 55dB | **53dB(A)** |
| *Predicted level vs target level* | *-3dB* | *-4dB* | ***-3dB*** |
| Rupert Street (Ground Floor) | 47dB | 52dB | **53dB(A)** |
| *Predicted level vs target level* | -6dB | -7dB | **-3dB** |
| Coventry Street (12.5m, top floor window) | 53dB | 59dB | **56dB(A)** |
| *Predicted level vs target level* | *-6dB* | *+1dB* | *-2dB* |
| Coventry Street (1.5m, street level) | 49dB | 54dB | **51dB(A)** |
| *Predicted level vs target level* | -10dB | -4dB | -8dB |
| Shaftesbury Avenue (12.5m, Top Floor level) | 41dB | 45dB | **44dB** |
| *Predicted level vs target level* | -20dB | -15dB | -14dB |

*Table 5: Calculated levels at receiver points using 88dB source level on the terrace*

It can be seen from the calculated results that the noise levels for an 88 dB(A) source level, with restricted low frequency content achieves the target levels at all positions, with the exception of the 4 floor level on Coventry Street in the 125Hz octave band, where it exceeds by 1dB. The overall levels for other frequencies and receptors are below the target levels by 2-20dB, indicating that small alterations to the frequency output or placement of loudspeakers is likely to alleviate the small exceedance at this position.

The limits suggested above would be suitable for background ambient music, with conversation possible on the terrace, but should musical performance be desired then the levels could be increased to 91dB(A), with bass levels limited to 83dB for operation up to midnight. This would provide workable dancefloor levels and so allow DJ performances and limited live performance. If extensive live performance is required then further remedial work would be needed (see Section 5.3). Given the exceedance of the target level at 4 floor level on Coventry Street, it is not recommended that low frequency levels be increased beyond the level modelled or 83dB in 63Hz and 125Hz if operation limited to midnight. For music performance, this may be a suitable level but it is on the low side and unlikely to be suitable for more than solo performers.

The output of the model suggests that the PA system to be installed may be substituted for a greater of lesser number of loudspeakers placed on the perimeter of the terrace, providing the overall level on the terrace is controlled to a level similar to that modelled, and placement of loudspeakers is carefully considered to minimise noise transmission to nearby sensitive receptors.

The overriding requirement for noise limits is at the façade of sensitive properties, and therefore any noise limit should be verified in practise by measurement at the relevant positions, rather than imposing a noise limit at source without verification. If necessary, a measurement exercise should be carried out to ensure that sensitive properties are protected adequately.

### 4.2.3 People noise levels

People noise levels calculated by the model are shown in Table 6.

| | **A-Weighted** |
|---|---|
| Coventry Street (12.5m, top floor window) | **39dB(A)** |
| Rupert Street (14.5m, top floor level) | **37dB(A)** |
| Shaftesbury Avenue (12.5m, Top Floor level) | **27dB(A)** |

*Table 6: Calculated people noise levels.*

The model predicts that people noise levels generated by 250 people (half of the assumed capacity) talking at once on the roof terrace are significantly below background noise levels at receptors, indicating that people noise is likely to be just audible or inaudible at sensitive facades, dependant on other noise sources. This indicates that people noise should not be seen as a limiting factor for either licensing or planning.

# 5 NOISE MITIGATION MEASURES

Though with only one minor exception that is not significant, noise levels are calculated to be within the suggested noise limits, in order to follow best practise (see Appendix 1), demonstrate a proactive approach to preventing public nuisance in line with the Licensing Objectives, ensure that the impact of the predicted LOAEL is mitigated in line with the requirements of local and national planning policy (the NPPF, NPPG and NPSE along with local planning policy), and also ensure a a low to no noise impact to meet the expectations of the CIA policy, noise mitigation measures should be put in place for the premises.

These mitigation measures should be put in place to ensure that the impact of the premises is minimised as far as is reasonably practicable. The following measures are recommended for the rooftop terrace:

- A noise management plan should be formulated with input from the Local Authority, if necessary, which should include managing behaviour on the terrace
- Music levels should be enforced by a limiter device
- Should higher music levels be desired (for music performance, for example) additional mitigations should be put in place to make up the difference


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## 5.1 Noise Management Plan

To formalise management practises relating to noise, a Noise Management Plan should be formulated for the premises and submitted to the Local Authority for comment. The noise management plan should include (as a minimum) the following:

- Procedures for management and/or security staff to manage people noise in the outside area. It should be considered that dedicated security staff for the outside area should be employed to do this, and actively manage people who are raising their voice significantly and regularly.
- Detail of deliveries, and steps taken to reduce the impact of these on local sensitive receptors
- Bottling out protocol if there is not a central waste strategy that is off street - for bar staff to minimise potential disruption to nearby sensitive receptors (it should not take place during sensitive time periods, such as night time)
- Management procedures for ensuring an orderly and well managed dispersal at the end of events
- Detail of a single point of contact for external enquiries and complaints, in case they should arise
- Detail of final noise limits once verified and set, and the technology used to enforce them
- Service Level Agreements for staff, performers and operators of musical equipment on site to ensure that noise control policy is followed and enforced

Staff should be made aware of the noise management plan via staff training, with refreshed training to be undertaken with any updates to the plan.

## 5.2 Limiter for PA system

The noise limits agreed with the Local Authority should be enforced by a noise limiting device.

The device should be capable of limiting maximum output level and independent control of low frequency levels to ensure that music noise is controlled in a robust and traceable manner.

The limiter should be inaccessible to regular staff, stored in a secure area and if possible locked with both physical and digital security (in a locked amplifier room, with a digital password installed) to prevent alteration by unauthorised persons. A tamper proof seal should be used once the levels have been established to allow a simple visual check to be available to the Local Authority.

The final noise limits agreed should be listed in the Noise Management Plan document.

Under no circumstances should external persons be permitted to bring and operate their own loudspeakers, stage monitors or amplifiers, as this risks exceeding the noise limits.

## 5.3 Additional mitigations for higher music levels

It is likely that higher music levels than 88dB(A) be required for operations on the roof terrace, such as for music performance for instance. Up to 91dB(A) and a bass limited to 83dB in 63 and 125 Hz bands would achieve a reasonably commercially viable condition for pre-recorded musical entertainment (such as DJ's), and some limited live music. For a greater ability additional noise mitigations will be necessary, which may include an enclosure of the terrace. Glazed enclosure should


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be designed acoustically, but would be capable of improving source level by approximately 10 20dB(A), depending on the design. This would enable music level to be increased to over 100dB(A) and still meet the noise limits are residential that would result in a low to no impact. The bass level will still need to be limited, but could be increased to an estimated 90dB.

The details of this will need to be agreed by a suitably qualified acoustician.

# 6 CONCLUSION

The feasibility of a new premises license to include the outside terrace and removal of planning conditions restricting operations to the outside area to 23:00 for the planned outside roof terrace on the London Trocadero has been acoustically assessed. The proposal includes operation of a PA system for ambient music in the outside area up to 88dB(A) but with scope to be increased to 91 dB(A), and provision for activities, including standing, for up to 500 people.

A computer model has been created of the roof terrace and surrounding area and noise levels at nearby sensitive properties predicted. The noise levels predicted for background music at 88dB(A) source level and 250 people speaking simultaneously in the outdoor area are predicted to be below the minimum measured background noise levels, with one minor exceedance that is not significant. This suggests that it is feasible to operate the roof terrace in the manner proposed, with the noise limits and mitigation measures suggested in this report implemented.

For operations up to midnight the background levels are higher, and so allow for an increase to 91dB(A), which makes pre recorded musical entertainment by DJ commercially feasible whilst still meeting the limits suggested. This may be suitable for some limited live performance ( limited to the levels stated but excluding drums for instance). For higher levels additional mitigation has been recommended, including a glazed winter garden style enclosure that is carefully acoustically designed. It is expected that this would allow music levels up to 100dB(A) to be possible and so live performances then being commercially viable.

In conclusion the proposal, with a strategy for mitigating the music and people noise associated in place, and further noise management procedures for operating the roof terrace in a manner consistent with the Licensing Act 2003 and the West End Cumulative Impact Policy have been suggested. This will minimise the risk of causing an impact from noise emanating from the roof terrace and having an unacceptable impact on the surrounding residential. This technically demonstrates the feasibility of the proposal.

The noise levels calculated for both music and people noise for the planned use of the terrace have also been demonstrated to have a low impact for the purposes of planning (LOAEL). To ensure that impact is kept to a minimum, noise mitigation measures have been recommended in line with the requirements of both local and national planning policy and that the impact would not add further stress within the cumulative impact area.

# APPENDIX 1 Relevant Policy and Guidance


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In order to properly assess the effect of operating the terrace, the following policies, regulation, and practise guidance should be seen as relevant and taken into account in the assessment.

# 1 LICENSING

## 1.1 Westminster City Council Statement of Licensing Policy (revised January 2016)

The policies from the Westminster City Council Licensing Policy (revised January 2016) are:

> ***"Prevention of public nuisance - Policy PN1***
>
> *To prevent public nuisance the Licensing Authority will apply the following criteria and take into account the following considerations, where relevant, in determining applications and reviews:*
>
> *Criteria*
>
> *The potential for nuisance associated with the style, characteristics and activities of the business to be carried on at the premises and the potential steps which could be taken to reduce the risk of nuisance occurring. This will particularly apply in areas of residential accommodation and where there is residential accommodation in the proximity of the premises. "*

The premises is located in the *West End Cumulative Impact Area* so the following policies also apply to a variation of the premises license:

> ***"Special policy on cumulative impact in Cumulative Impact Areas - Policy CIP1***
>
> *(i) It is the Licensing Authority's policy to refuse applications in the Cumulative Impact Areas for: pubs and bars, fast food premises, and premises offering facilities for music and dancing; other than applications to vary hours within the Core Hours under Policy HRS1.*
>
> *(ii) Applications for other licensable activities in the Cumulative Impact Areas will be subject to other policies, and must demonstrate that they will not add to cumulative impact in the Cumulative Impact Areas."*
>
> **"Reviews in areas of special policies relating to cumulative impact - Cumulative Impact Areas - Policy CIP2**
>
> *In deciding what steps, if any, are necessary to promote the licensing objectives in the determination of a review of a premises licence in a Cumulative Impact Area, that the premises are in an area where special policies of cumulative impact apply and the need to reduce the cumulative impact of licensed premises within the Cumulative Impact Area, will be taken into account."*

## 1.2 Licensing Act 2003

The fourth licensing objective is Public Nuisance. Under common law that is a nuisance so wide as to affect across section of her majesty's subjects in the way described in 3.2.


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The aim of any noise maker, whether part of a Temporary Event Notice (TENs) or as a licensable activity as part of a licence associated with a premises must promote prevention of Public Nuisance.

This does not mean make noise so that it can't be heard, but simply that it does not cause a nuisance.

If a nuisance is caused then this objective has not been satisfied and a Review can be called, or TENs would have grounds not to be granted.

## 1.3 Section 182 Guidance of the Licensing Act 2018, revised April 2018

At paragraph 2.16 it states that Public Nuisance under the Licensing Act "is not narrowly defined" and noise nuisance affecting only a few people has been shown to be something appropriate to consider, although this has been dropped from the guidance.

This means that to satisfy the objective it is necessary to show that steps have been taken to prevent a nuisance occurring that could affect one or more people, especially for live music between 11pm and 8am (as stated in 2.19 of the guidance) when residents may be attempting to sleep.

The aim of the Act, as interpreted by the guidance can effectively can be shown to be satisfied by demonstrated that one person (usually the closest resident) would not be cause a nuisance.

## 1.4 Live Music Act 2012

This Act allows live music to take place without a licence up to 11pm, providing that it does not cause a nuisance. For premises with music on their licence any conditions are disapplied, unless they are reinstated via a Review process.

In this case the proposed operation would continue until 02:00 and so for the final three hours the live music act would not apply, and the business should demonstrate that it is proactively preventing public nuisance during operations at these times.

## 1.5 The Noise Act 1996

This regulatory tool, as amended by the Anti Social Behaviour Act 2003, sets a permitted level of noise for music generated between 11pm and 7am. If this is exceeded a warning notice can be served, and if breached a fine levied.

This power is available to the Local Authority, but is not often used.

## 1.6 Environmental Protection Act 1990

Section 79 (1)(g) of the above act makes it a duty of the Local Authority to serve an abatement notice on a person or persons causing a statutory nuisance, which in this section includes noise.

A statutory nuisance is noise amounting to a nuisance or which is prejudicial to health.

This power is available to the Local Authority, and is often the chosen regulatory route for dealing with a private nuisance.

## 1.7 Nuisance

What a nuisance is comes back to common law, but residents should expect to hear some noise from neighbours (whether commercial or residential) and a balance simply needs to be reached between


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the rights of businesses carrying out their operations reasonably and the protection of reasonable material enjoyment of affected occupants of their property.

Insofar as nuisance goes there are certain principles that have become established, including:

- a balance needs to be struck between the right of a person to the undisturbed enjoyment of his property and that of another to use his property for his own lawful enjoyment;
- a nuisance must be a real interference with the comfort and convenience of living according to the standards of the average man, rather than someone of particular sensitivity it must be *"an inconvenience materially interfering with the ordinary comfort physically of human existence, not merely according to elegant or dainty modes and habits of living, but according to plain and sober and simple notions among the English people"* (Knight Bruce V C in Walter v Selfe, 1851);
- the discomfort should be substantial not merely with reference to the plaintiff, but substantial to any person occupying the plaintiff's premises, irrespective of his position in life, age or state of health.

## 1.8 Guidance: Code of Practice on Environmental Noise Control at Concerts

The following code of practise should also be considered, alongside the IOA GPG for control of music noise from Pubs and Clubs (although the latter has now been withdrawn by the IOA).

The CPENCC guidance is by the Noise Council from 1995, is the most relevant, and forms the current guidance that is available for music noise from events, which are often applied by Local Authorities.

The guidance can be found in full on line, or by clicking here where there is an internet connection.

In summary it sets Music Noise Levels (MNL), which are $L_{Aeq,\ 5m\ s}$. However, it is not intended for use assessing regular events beyond 12 per year.

It says at note 5 of Table 1 that for indoor venues up to about 30 events a year that:

*"an MNL not exceeding the background noise by more than 5 dB(A) over a fifteen minute period is recommended for events finishing no later than 23.00 hours".*

It goes on to say at 3.2 that:

*"For events continuing or held between the hours 23.00 and 09.00 the music noise should not be audible within noise-sensitive premises with windows open in a typical manner for ventilation"*

As a sub note to this it states:

*"Control can be exercised in this situation by limiting the music noise so that it is just audible outside the noise sensitive premises. When that is achieved it can be assumed that the music noise is not audible inside the noise sensitive premises".*

Regarding bass beat it says as notes to 3.4 that:


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*"Although no precise guidance is available the following may be found helpful (Ref.8): A level up to 70 dB in either of the 63 Hz or 125 Hz octave frequency band is satisfactory; a level of 80 dB or more in either of those octave frequency bands causes significant disturbance".*

Table 1 of the CPENCC sets out noise limits for music events appropriate for different environs and frequency of event:

3.1 The Music Noise Levels (MNL) when assessed at the prediction stage or measured during sound checks or concerts should not exceed the guidelines shown in Table 1 at 1 metre from the façade of any noise sensitive premises for events held between the hours of 09.00 and 23.00.

TABLE 1

| Concert days per calendar year, per venue | Venue Category | Guideline |
|---|---|---|
| 1 to 3 | Urban Stadia or Arenas | The MNL should not exceed 75 dB(A) over a 15 minute period |
| 1 to 3 | Other Urban and Rural Venues | The MNL should not exceed 65 dB(A) over a 15 minute period |
| 4 to 12 | All Venues | The MNL should not exceed the background noise level by more than 15 dB(A) over a 15 minute period |

**Notes to Table 1**

1. The value used should be the arithmetic average of the hourly $L_{A90}$ measured over the last four hours of the proposed music event or over the entire period of the proposed music event if scheduled to last for less than four hours.

2. There are many other issues which affect the acceptability of proposed concerts. This code is designed to address the environmental noise issue alone.

3. In locations where individuals may be affected by more than one venue, the impact of all the events should be considered.

4. For those venues where more than three events per calendar year are expected, the frequency and scheduling of the events will affect the level of disturbance. In particular, additional discharges can arise if events occur on more than three consecutive days without a reduction in the permitted MNL.

5. For indoor venues used for up to about 30 events per calendar year an MNL not exceeding the background noise by more than 5 dB(A) over a fifteen minute period is recommended for events finishing no later than 23.00 hours.

6. Account should be taken of the noise impact of other events at a venue. It may be appropriate to reduce the permitted noise from a concert if the other events are noisy.

7. For venues where just one event has been held on one day in any one year, it has been found possible to adopt a higher limit value without causing an unacceptable level of disturbance.

## 1.9 Other relevant guidance

The Noise from Pubs and Clubs final report for Defra, dated March 2005 (under contract NANR 92) is of interest, in that it considers an optimised UK assessment method. It identifies a number of criteria


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to be proposed for validation in Table 7, but is not conclusive about which one is favoured.

| Name | Parameter | Type |
|---|---|---|
| IoA working group annex | $L_{Aeq}$ vs $L_{A90}$ plus $L_{10}$ vs $L_{90}$ in 40-160 Hz 1/3 octave bands | Relative |
| BS 4142 / Noise Act 1996 | $L_{Aeq}$ vs. background ($L_{A90}$, $L_{A99}$, etc.) | Relative |
| Noise Rating curve | 1/3 octave ($L_{eq}$, $L_{10}$ or $L_{max}$) vs. NR curve | Absolute |
| Absolute $L_{Aeq}$ | $L_{Aeq}$ | Absolute |
| DIN 45680 / Moorhouse | 10 – 160 Hz 1/3 octave $L_{eq}$ vs reference curve | Absolute |
| Inaudibility | Subjective | Relative |

**Table 7**. Schedule of proposed criteria for validation.

# 2 PLANNING

Though planning permission has already been granted for the premises, planning policy is still relevant to determine whether the impact of removing the restrictions on operations hours for the terrace has an acceptable impact. The definition of impacts from the National Planning Policy Guidance on Noise (July 2019) are also relevant for this purpose.

## 2.1 NATIONAL PLANNING POLICY FRAMEWORK

Current planning policy is based on the National Planning Policy Framework (NPPF), revised in February 2019, which supports a presumption in favour of sustainable development, unless the adverse impacts of that development would outweigh the benefits when assessed against the policies in the Framework, taken as a whole.

The noise implications of development are recognised at paragraph 180, where it is stated that planning policies and decisions should:

- *"mitigate and reduce to a minimum potential adverse impact from noise from new development – and avoid noise giving rise to significant adverse impacts on health and the quality of life[60]"*

- *"Identify and protect tranquil areas which have remained relatively undisturbed by noise and are prized for their recreational and amenity value for this reason"*

The Government's objective is to significantly boost the supply of homes, but puts in place protections for existing business in paragraph 182:

> *"Planning policies and decisions should ensure that new development can be "integrated effectively with existing business and community facilities (such as places of worship, pubs, music venues and sports clubs)". Existing businesses should not have "unreasonable restrictions placed on them as a result of development permitted after they were established". Where the operation of an existing business or community facility could have a significant adverse effect on new development (including changes of use) in its vicinity, the applicant (or 'agent of change') should be required to provide suitable mitigation before the development has been completed."*


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## 2.2 National Planning Policy Guidance on Noise (July 2019)

The newly refreshed guidance says *"Good acoustic design needs to be considered early in the planning process to ensure that the most appropriate and cost-effective solutions are identified from the outset".*

It also says noise can override other planning concerns, where justified, "*although it is important to look at noise in the context of the wider characteristics of a development proposal".*

It makes clear that "*As noise is a complex technical issue, it may be appropriate to seek experienced specialist assistance when applying this policy".*

It also says that as exposure "*crosses the 'lowest observed adverse effect' level boundary above which the noise starts to cause small changes in behaviour and attitude, for example, having to turn up the volume on the television or needing to speak more loudly to be heard. The noise therefore starts to have an adverse effect and consideration needs to be given to mitigating and minimising those effects (taking account of the economic and social benefits being derived from the activity causing the noise)".* This indicates that impacts below the Low Observable Adverse Effect Level as the upper threshold (LOAEL) would be considered acceptable. The noise exposure hierarchy is set out in a table which suggest that at a LOAEL that is "present and intrusive" that the action should be to mitigate and reduce to a minimum.

Above this is considered to be an Observable Adverse Effect (OAE). It makes clear that when the effect becomes significant (SOAEL) that it should be avoided. This guidance is consistent with the policy within NPSE.

It also talks of a positive soundscape "where natural sounds" are more prominent than background noise from manmade sources. The guidance indicates that this can be considered to be tranquillity in terms of identifying areas that justify being protected or improved.

On S182 "Agent of change" the guidance suggests that "nuisance" may mean the same thing as significant adverse effect level on residents. This is unusual as the two regimes have remained separate until now, but the sentiment is important; which is that development in the vicinity of existing business must consider their impact that they are permitted to carry out, even if they are not occurring at the time of the application. The mitigation appears to be focused on avoiding a Statutory Nuisance occurring, rather than in protecting quality of life (as with the LOAEL), which is a different threshold.

## A1.3 Noise Policy Statement for England

Paragraph 180 of the NPPF also refers to advice on adverse effects of noise given in the Noise Policy Statement for England (NPSE). This document sets out a policy vision to

> *"Promote good health and a good quality of life through the effective management of noise within the context of Government policy on sustainable development".*

To achieve this vision the Statement sets the following three aims:

> *"Through the effective management and control of environmental, neighbour and neighbourhood noise within the context of Government policy on sustainable development:*

[1] Department for Environment, Food and Rural Affairs, *Noise Policy Statement for England,* London, 2010

- *avoid significant adverse impacts on health and quality of life*
- *mitigate and minimise adverse impacts on health and quality of life; and*
- *where possible, contribute to the improvement of health and quality of life.*

In achieving these aims the document introduces significance criteria as follows:

**SOAEL – Significant Observed Adverse Effect Level**

This is the level above which significant adverse effects on health and quality of life occur. It is stated that "significant adverse effects on health and quality of life should be avoided while also taking into account the guiding principles of sustainable development".

**LOAEL – Lowest Observed Adverse Effect Level**

This is the level above which adverse effects on health and quality of life can be detected. It is stated that the second aim above lies somewhere between LOAEL and SOAEL and requires that: "all reasonable steps should be taken to mitigate and minimise adverse effects on health and quality of life while also taking into account the guiding principles of sustainable development. This does not mean that such adverse effects cannot occur."

**NOEL – No Observed Effect Level**

This is the level below which no effect can be detected. In simple terms, below this level, there is no detectable effect on health and quality of life due to the noise. This can be related to the third aim above, which seeks: "where possible, positively to improve health and quality of life through the pro-active management of noise while also taking into account the guiding principles of sustainable development, recognising that there will be opportunities for such measures to be taken and that they will deliver potential benefits to society. The protection of quiet places and quiet times as well as the enhancement of the acoustic environment will assist with delivering this aim."

The NPSE recognises that it is not possible to have a single objective noise-based measure that is mandatory and applicable to all sources of noise in all situations and provides no guidance as to how these criteria should be interpreted. It is clear, however, that there is no requirement to achieve noise levels where there are no observable adverse impacts but that reasonable and practicable steps to reduce adverse noise impacts should be taken in the context of sustainable development and ensure a balance between noise sensitive and the need for noise generating developments.

## 2.3 Local Planning Policy

The relevant local policies are Policy S32 from the Westminster City Plan (Nov 2016) and Policy 7.25 from the London Plan (Jan 2017).

The requirement of both policies is that developments do not cause significant adverse impacts to nearby sensitive receptors (SOAEL), and that all adverse effects are mitigated to minimise impacts.


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POLICY S32 NOISE

The council will work to reduce noise pollution and its impacts and protect Noise Sensitive Receptors from noise by:

- Requiring development to minimise and contain noise and vibration;
- Ensuring development provides an acceptable noise and vibration climate for occupants and is designed to minimise exposure to vibration and external noise sources; and
- Securing improvements to Westminster's sound environment, including protecting open spaces of particular value for their relative tranquillity.


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## POLICY 7.15 REDUCING AND MANAGING NOISE, IMPROVING AND ENHANCING THE ACOUSTIC ENVIRONMENT AND PROMOTING APPROPRIATE SOUNDSCAPES

### Strategic

A The transport, spatial and design policies of this plan will be implemented in order to reduce and manage noise to improve health and quality of life and support the objectives of the Mayor's Ambient Noise Strategy.

### Planning decisions

B Development proposals should seek to manage noise by:

- a avoiding significant adverse noise impacts on health and quality of life as a result of new development;
- b mitigating and minimising the existing and potential adverse impacts of noise on, from, within, as a result of, or in the vicinity of new development without placing unreasonable restrictions on development or adding unduly to the costs and administrative burdens on existing businesses;
- c improving and enhancing the acoustic environment and promoting appropriate soundscapes (including Quiet Areas and spaces of relative tranquillity);
- d separating new noise sensitive development from major noise sources (such as road, rail, air transport and some types of industrial development) through the use of distance, screening or internal layout – in preference to sole reliance on sound insulation;
- e where it is not possible to achieve separation of noise sensitive development and noise sources, without undue impact on other sustainable development objectives, then any potential adverse effects should be controlled and mitigated through the application of good acoustic design principles;
- f having particular regard to the impact of aviation noise on noise sensitive development;
- g promoting new technologies and improved practices to reduce noise at source, and on the transmission path from source to receiver.


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# APPENDIX 2 Pictures


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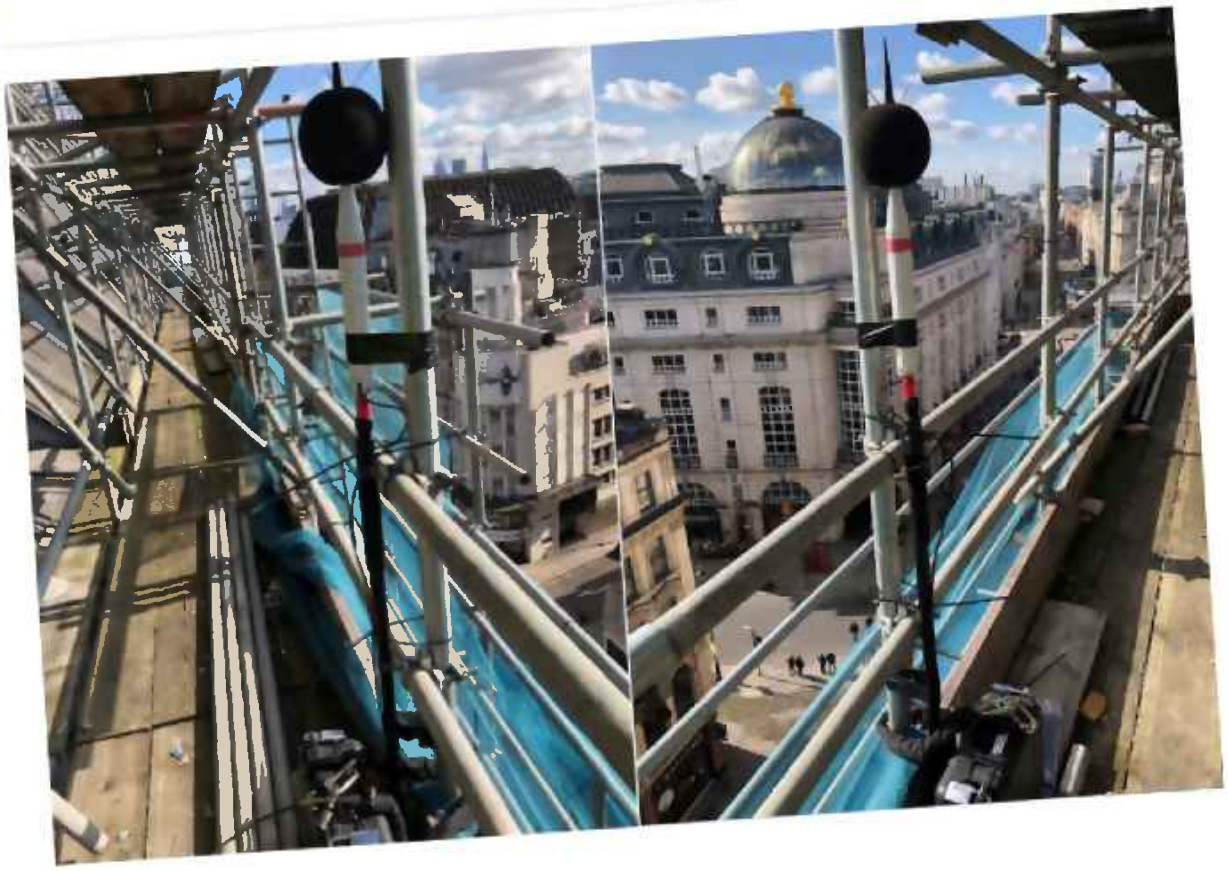

*Figure 6: M1 logger position (Coventry Street)*

*Figure 7: View from 12th floor (Coventry Street, above M1). Plant noise sources on opposing roofline highlighted.*

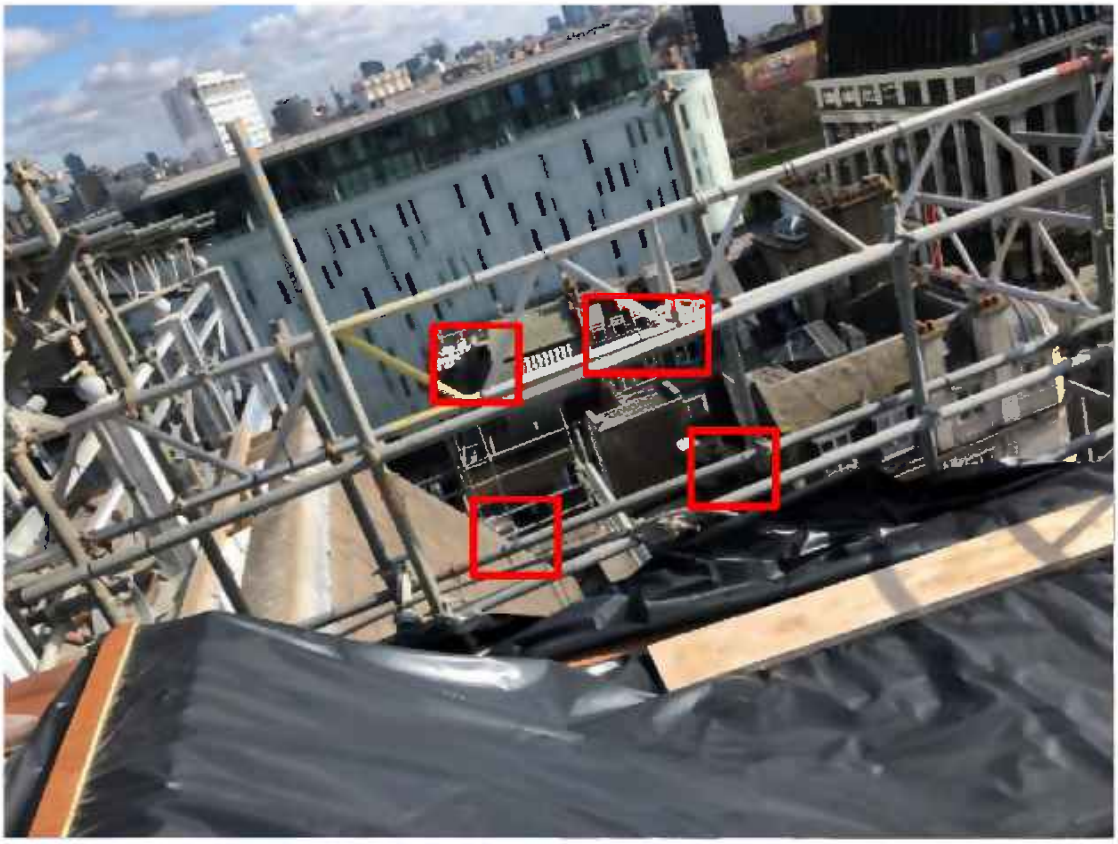

*Figure 8: View from southeast corner of roof terrace, looking to the east. Plant noise sources on the opposing roofline marked*

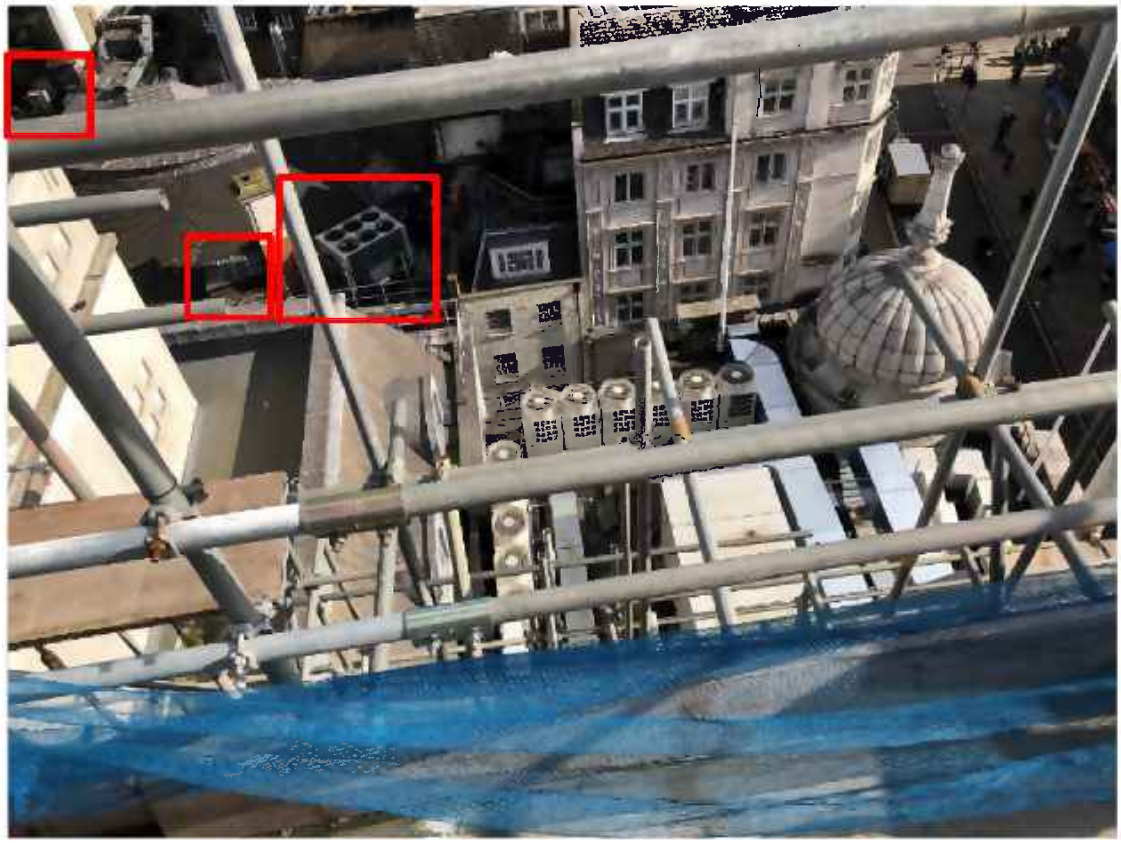

*Figure 9: View from southeast corner of roof terrace to plant installed on the Trocadero facade (facing southeast). Plant on the opposing roofline marked*

*Figure 10: M2 with opposing roofline visible.*


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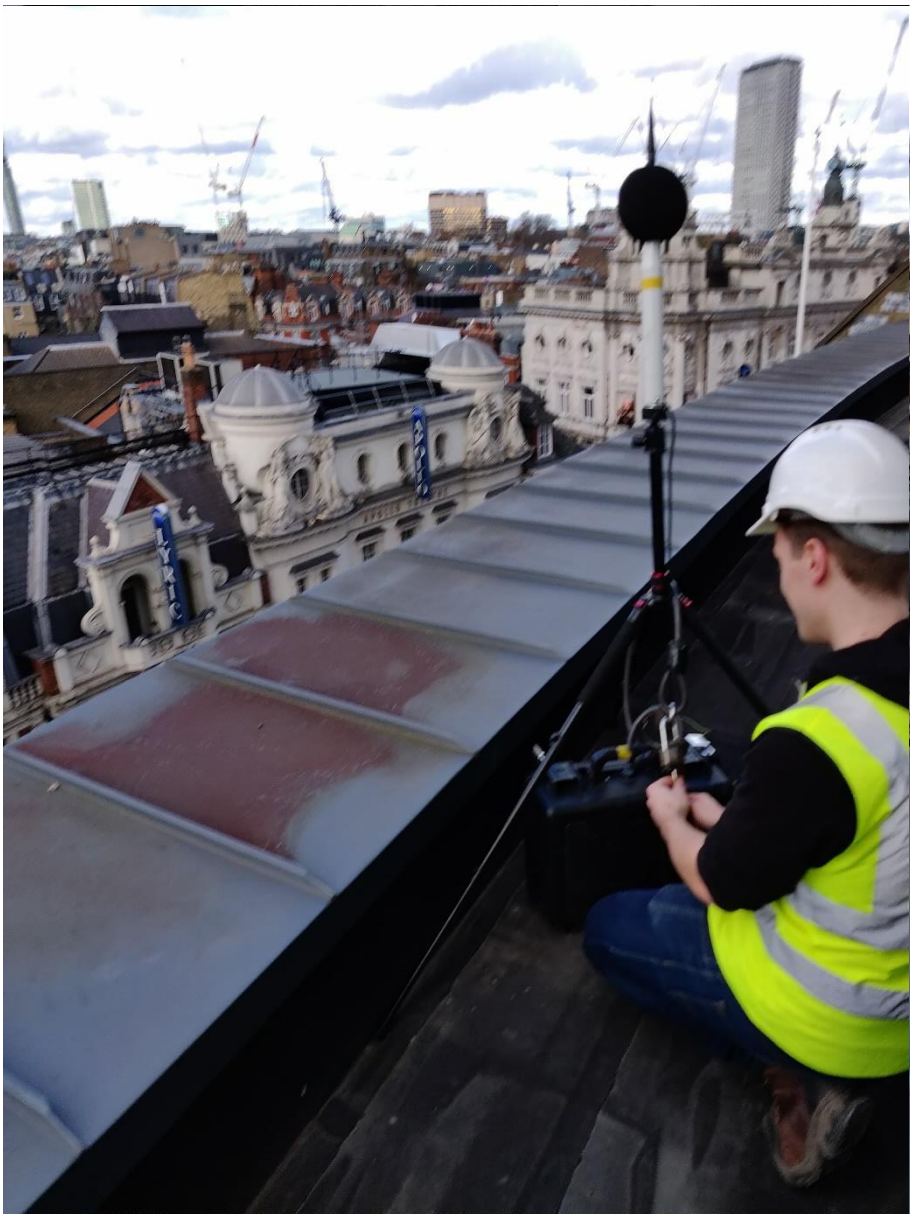

*Figure 11: M3 with opposing roofline visible*


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*Figure 12: AM2 looking southwards on Rupert Street*

*Figure 13: AM1 looking towards Rupert Street*


Susta nab e Acoust cs © 2020

*Figure 14: AM3 looking northwards on Rupert Street*

*Figure 15: AM4 looking eastwards on Shaftesbury Avenue*


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# APPENDIX 3 Environmental Noise Model (IMMI/ISO 9612-2:1996)



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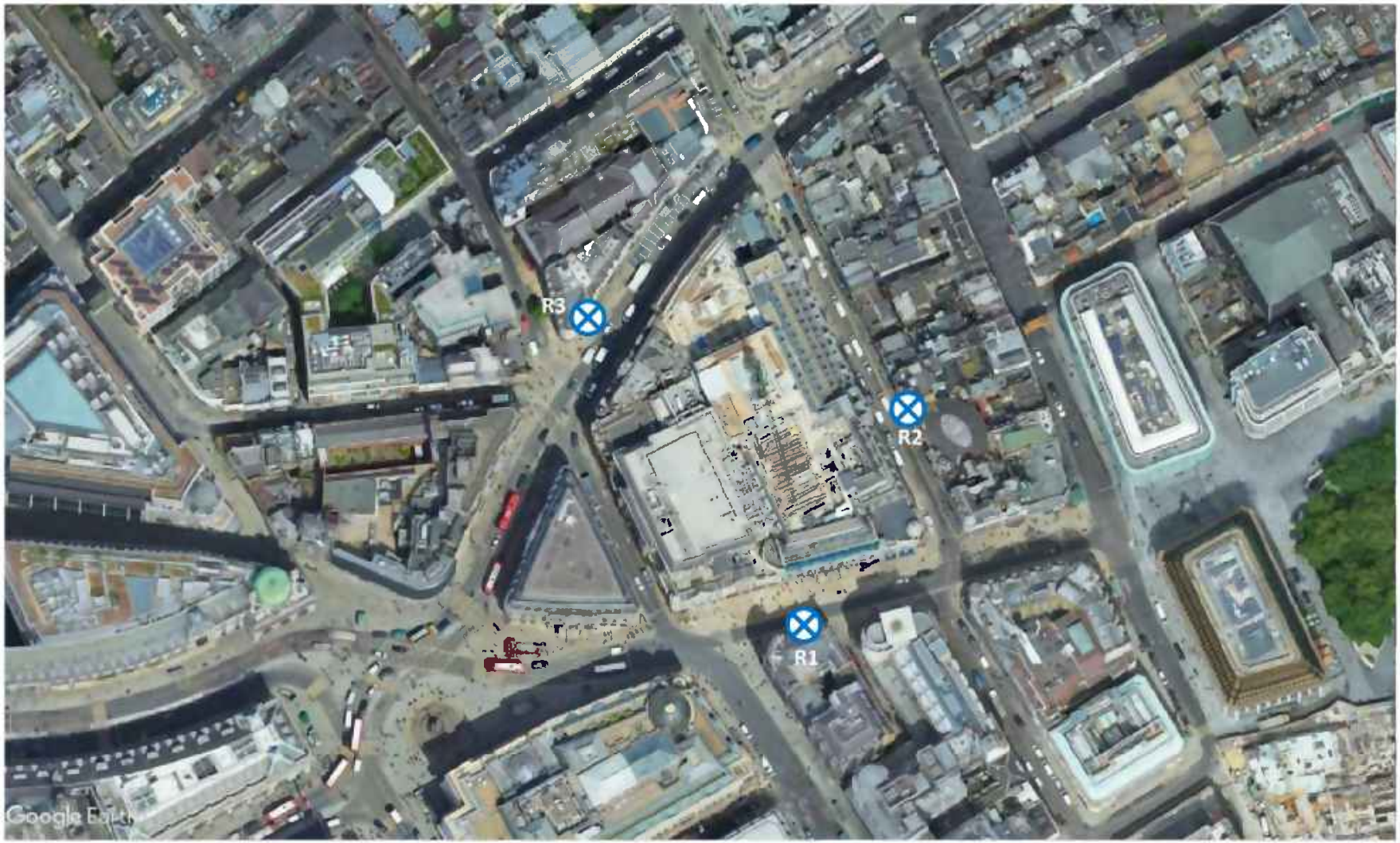


*Figure 16: Receiver positions used in IMMI model. R1 and R2 modelled at both ground and 4th floor level. R3 modelled at 4th floor level only.*



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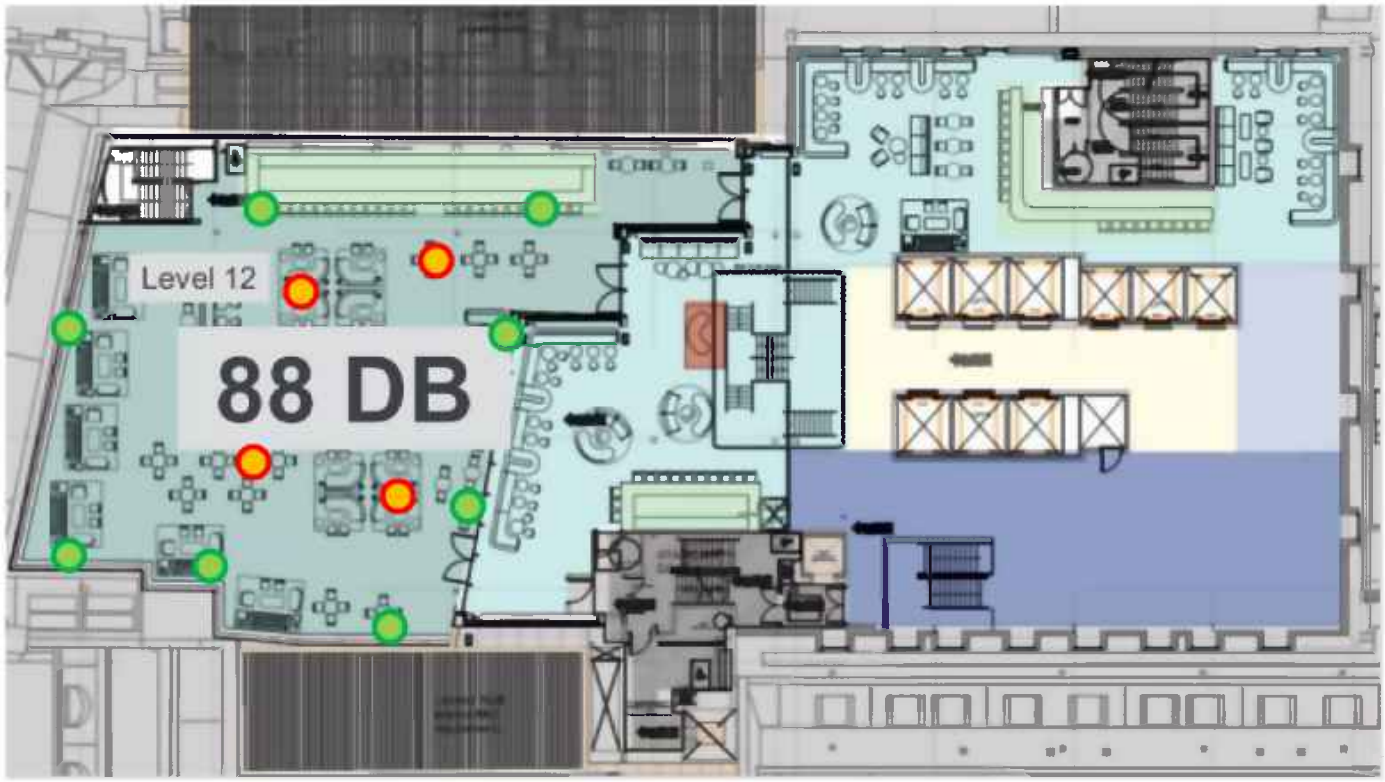



*Figure 17: Location of PA loudspeakers in IMMI computer model. 'Full range' (120Hz+) loudspeakers in green, Subwoofers (45-120Hz) in orange. All 'full range' loudspeakers (green) located facing inwards towards the centre of the terrace.*



Susta nab e Acoust cs © 2020

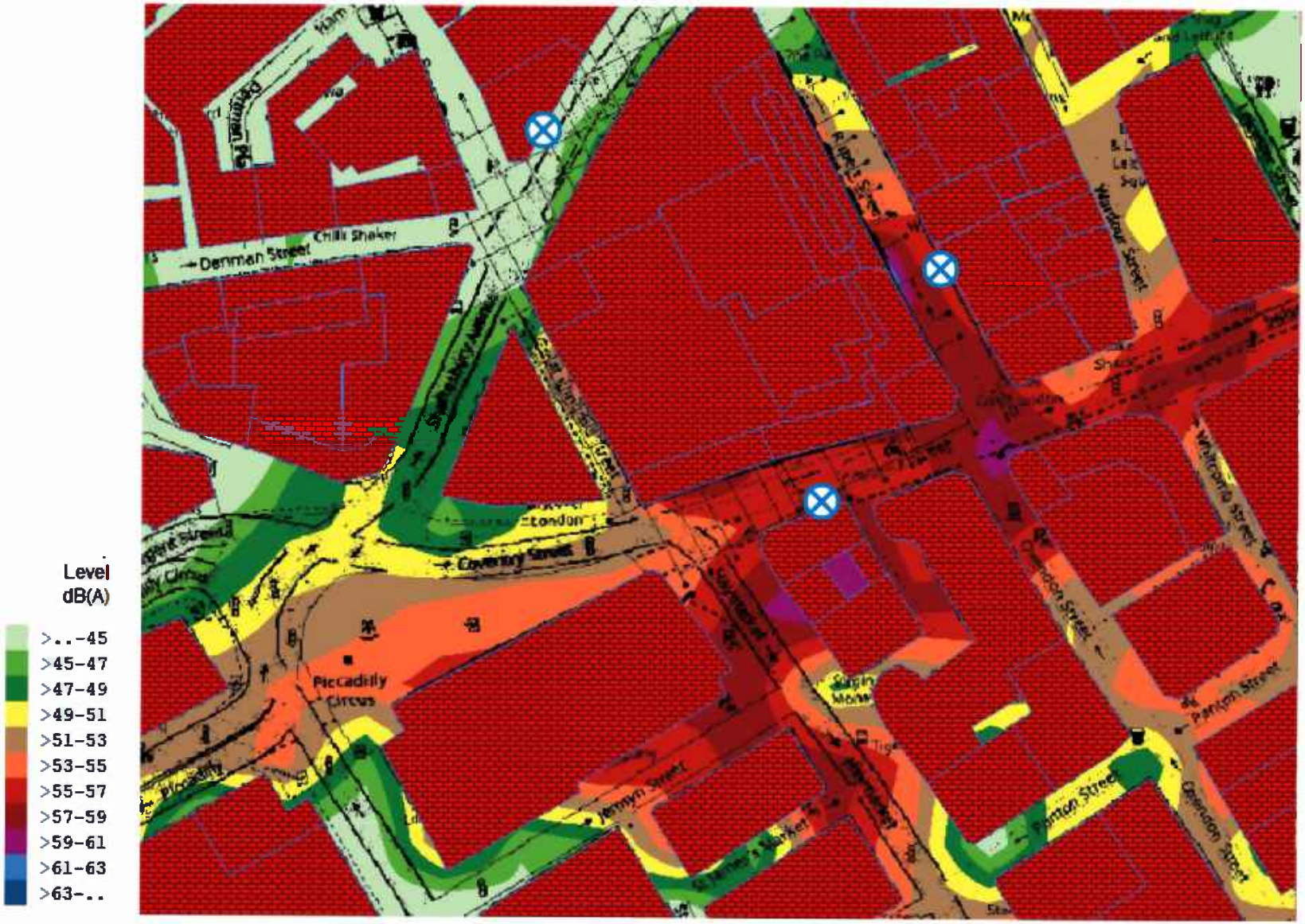



*Figure 18: Noise map for combined music and people noise at 4th floor level*



Susta nab e Acoust cs © 2020

*Figure 19: Noise map for combined music and people noise, ground floor level*


Susta nab e Acoust cs © 2020

**Tao Group Hospitality – licensing brochure**

# TAO GROUP

## HOSPITALITY

"We are a group that built its business by delivering excellent food, world-class hospitality, and an unparalleled guest experience in every venue every day"

- Tao Group Hospitality

TAO GROUP

HOSPITALITY

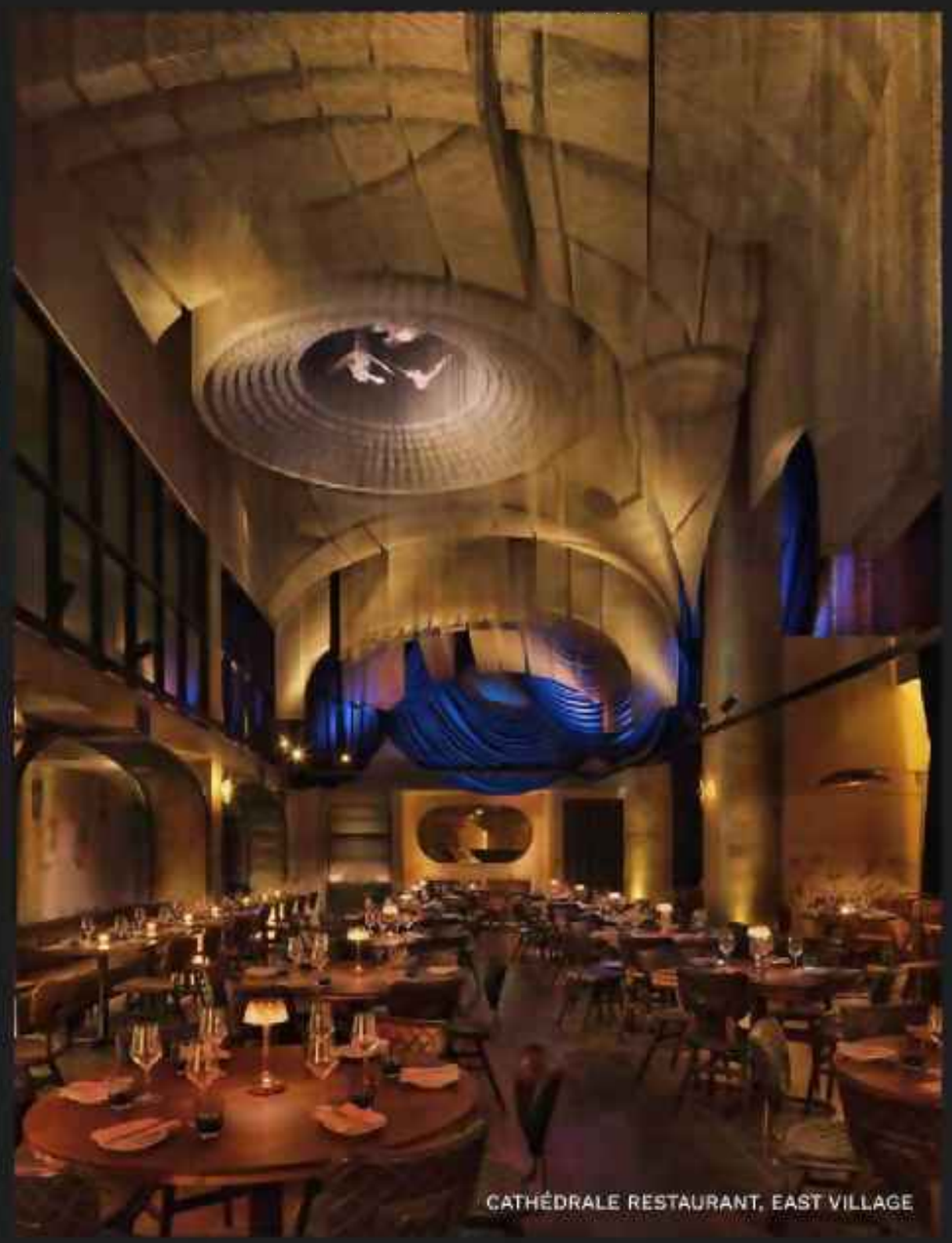
## OUR STORY

Tao Group Hospitality is a leading hospitality company that develops, owns and operates many of the worlds most recognized restaurant and entertainment venues under brands including but not limited to TAO, Marquee, Avenue, LAVO, Beauty & Essex, The Highlight Room and Koma in major markets across the world including New York City, Las Vegas, Los Angeles, Chicago, Sydney and Singapore. Tao Group Hospitality operates all of the food and beverage outlets for Dream Hollywood in California and five hotels in New York which include Royalton Park Avenue, Dream Downtown, Dream Midtown, Moxy Times Square and Moxy Chelsea. Prominent brands that can be found within those properties include The Fleur Room, Feroce, Cathédrale, Little Sister, PHD, Bodega Negra, The Rickey, Electric Room, Fishbowl, Legasea and Magic Hour. Tao Group Hospitality's corporate headquarters is located in New York City, with locally-based managing partners and a full-time marketing and operations staff in every other market.

# OUR LOCATIONS

# NEW YORK

THE FLEUR ROOM, CHELSEA


CATHÉDRALE RESTAURANT, EAST VILLAGE

TAO DOWNTOWN, MEATPACKING DISTRICT

# LAS VEGAS

BEAUTY & ESSEX

TAO ASIAN BISTRO

LAVO ITALIAN RESTAURANT

# SINGAPORE

KOMA

MARQUEE

LAVO ITALIAN RESTAURANT & ROOFTOP BAR

AVENUE LOUNGE

# ADDITIONAL LOCATIONS

TAO CHICAGO

AVENUE LOS ANGELES

MARQUEE SYDNEY

# LONDON ENTERTAINMENT

## CAMDEN TOWN

Eccentric Shops line the square and alternative art and live music flood the streets.

## HACKNEY

Trendy hot spot with many up and coming clubs and music venues.

## SHOREDICH

An artsy area with fashionable clubs and a variety of hipster eatery's.

## SOHO

A historic epicenter of London's entertainment with a promiscuous reputation.

## PICADILLY CIRCUS

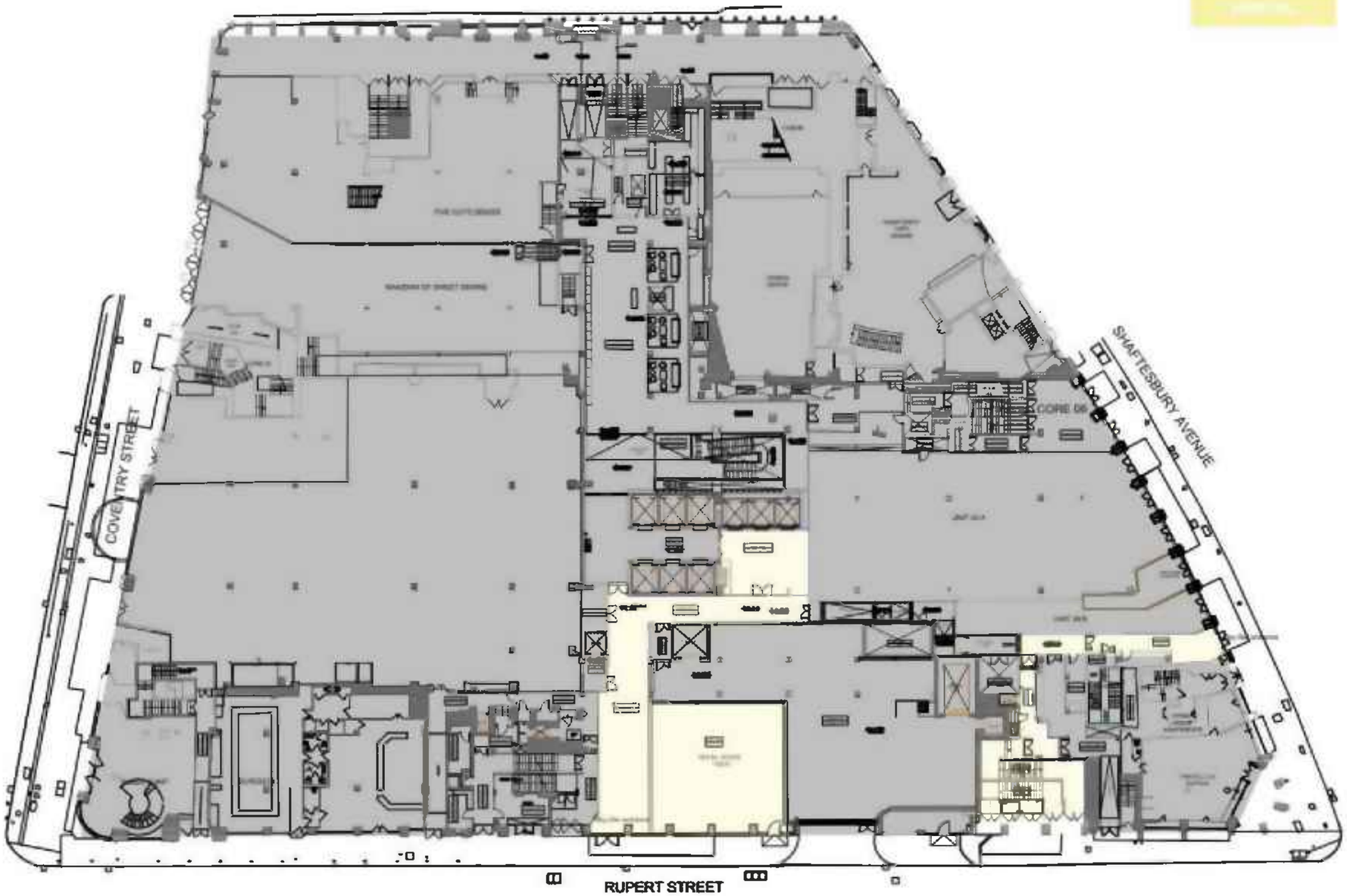
A famous intersection to congregate before shopping or heading out for a night on the town at various theaters and nearby entertainment hubs.

# LONDON TROCADERO

The London Trocodero dates back to the 19th century but remains relevant at the heart of London's entertainment. Its variety of shopping centers and entertainment venues attract visitors locally and globally. Tao would add a brand new landmark to rejuvenate the already buzzing environment.

zedwell

# LEVEL 1



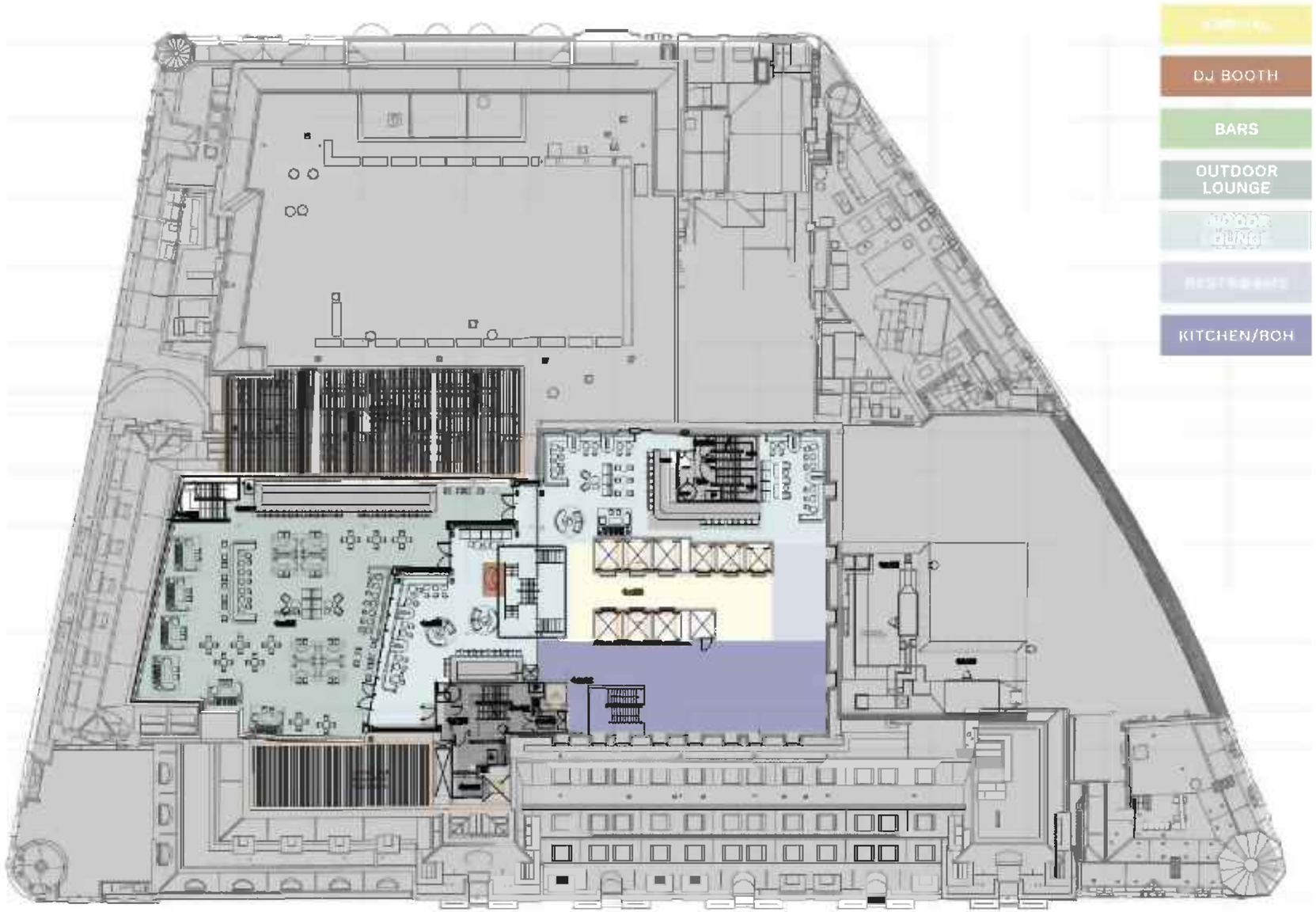

## STATEMENT ENTRIES

KOMA SINGAPORE

MARQUEE SINGAPORE

TAO ASIAN BISTRO, LV

# LEVEL 12




## INDOOR/OUTDOOR LOUNGE

THE FLEUR ROOM, NY

THE HIGHLIGHT ROOM, LA

MAGIC HOUR, NY

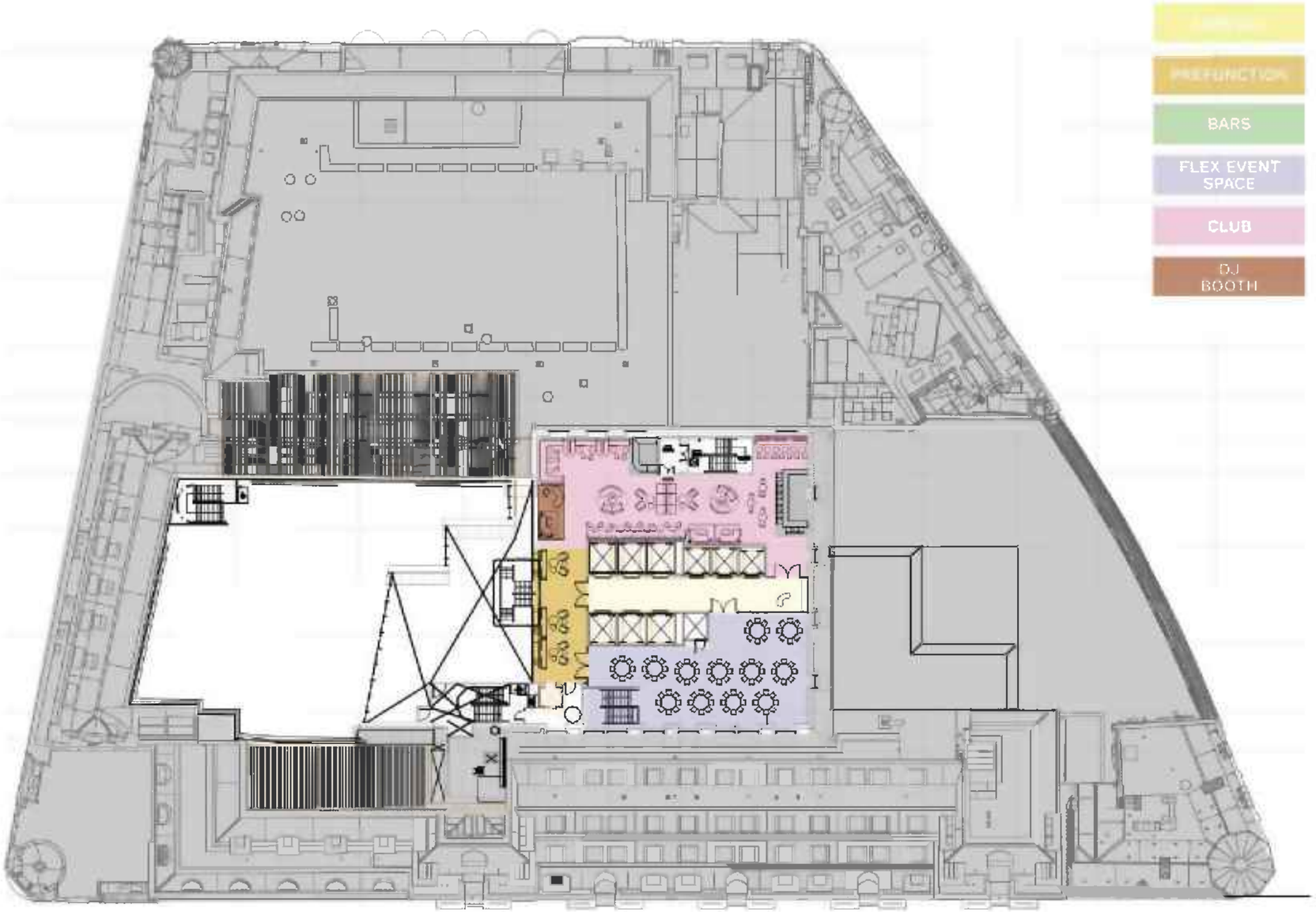
# LEVEL 12 INSPIRATION

THE FLEUR ROOM, NY

THE HIGHLIGHT ROOM, LA

MAGIC HOUR, NY

# LEVEL 13




## CLUB & EVENT SPACE

PHD LOUNGE, NY

AVENUE, LA

# rockwellgroup

## OUR STORY

Based in downtown New York with an office in Madrid and Los Angeles, we specialize in a wide array of work from luxury hospitality, cultural, and healthcare projects, to educational, product, and set design. A combination of interactive technology, handmade objects, custom fixtures and furniture create environments that seamlessly integrate technology, craftsmanship and design.

Crafting a unique strategy and individual narrative concept for each project is fundamental to Rockwell Group's successful design approach. From the big picture to the smallest detail, the story informs and drives the design.

## OUR SERVICES

- Architecture
- Interior Design
- Custom FF&E Design
- Set Design
- Product Design
- Event Design
- Exhibit Design
- Interactive Design
- Strategy
- Branding

## ROCKWELL GROUP LAB

The LAB explores the intersection of physical space and the digital world. Here, immersive environments come to life through a collaborative approach—as designers, strategists, creative coders, and technologists the LAB tells stories and creates places, activities, and events that bring people together.

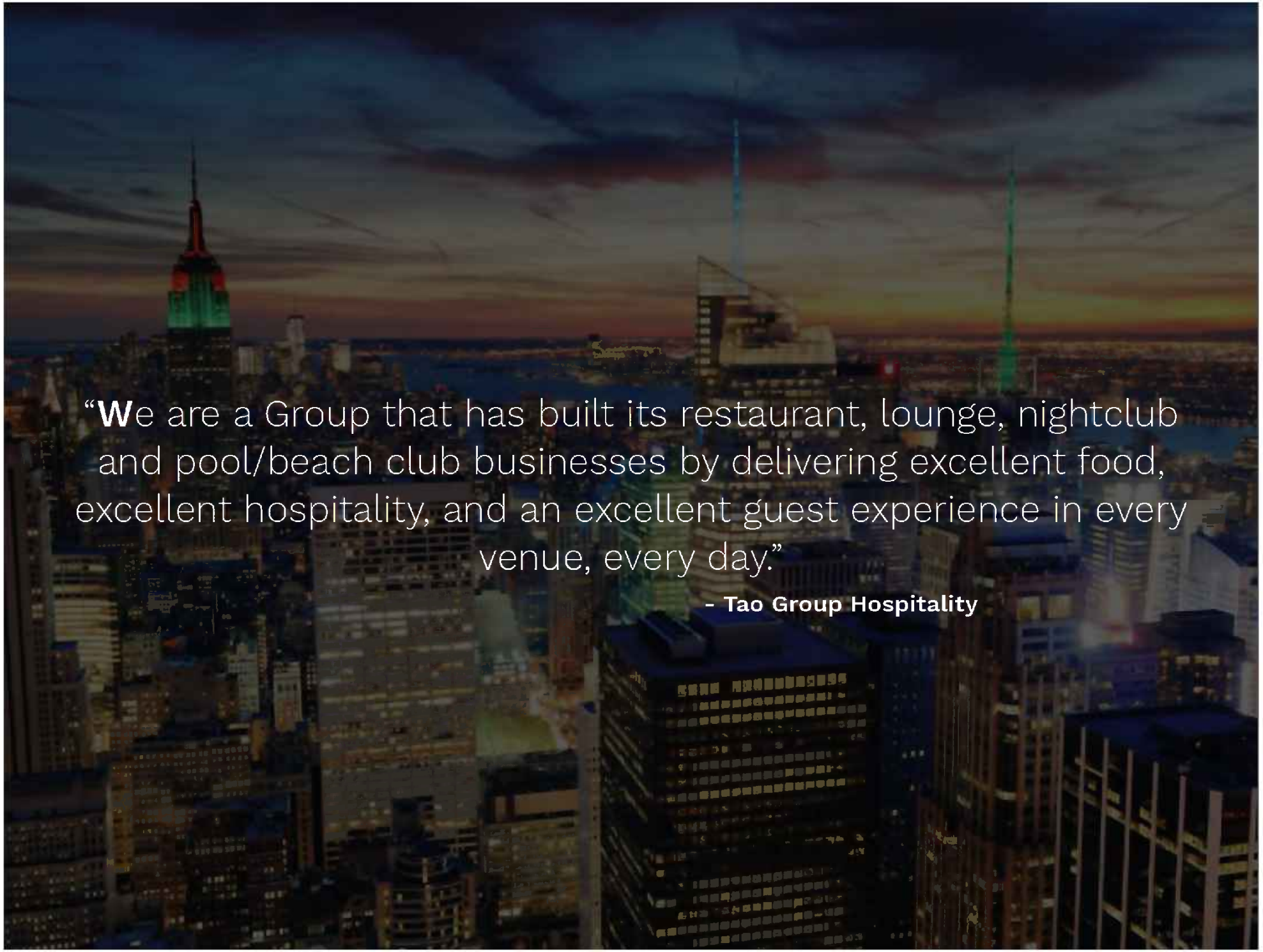
# THANK YOU

TAO GROUP

HOSPITALITY

**Tao Group – images and details of other operations Parts 1 & 2**

TAO GROUP
HOSPITALITY
NEW YORK
CHICAGO
LAS VEGAS
LOS ANGELES
SYDNEY
SINGAPORE


“We are a Group that has built its restaurant, lounge, nightclub and pool/beach club businesses by delivering excellent food, excellent hospitality, and an excellent guest experience in every venue, every day.”
- Tao Group Hospitality

NEW YORK CITY
RESTAURANTS
TAO GROUP
HOSPITALITY

# TAO
DOWNTOWN

**Cuisine:** Pan-Asian

Designed by Rockwell Group, TAO Downtown offers a distinct sense of arrival and discovery and is the first TAO venue where guests descend into the multi-level space. The subterranean restaurant is intended to look and feel as if it has been there for decades and only unearthed recently to reveal the artifacts within. Upon arrival, guests immediately encounter a long corridor with a dragon scale patterned screen and Chinese calligraphy murals mounted on weathered brick walls.

Hours:
Sun – Wed 5pm to Midnight
Thu – Sat 5pm to 1am

92 Ninth Ave, New York, NY 10011
taodowntown.com

# TAO UPTOWN

**Cuisine: Pan-Asian**

TAO Uptown was created to offer guests a sensual trip through the cuisines of Asia. From the moment one enters, they are transported to another world designed to relax and indulge all the senses. Open since Fall 2000, this action packed venue hasn't lost one bit of its buzz.

Hours:
Mon – Sat 11:30am to 5pm
Dim Sum Brunch: Sun 12pm to 5pm
Dinner: Sun – Wed 5pm to Midnight
Thu – Sat 5pm to 1am

42 E 58th St, New York, NY 10022
taorestaurant.com

# LAVO
## RESTAURANT

**Cuisine: Italian**

LAVO Restaurant channels a nineteenth century Italian bistro. It is the perfect spot for lunch, light fare and cocktails after work, or dinner in the spectacular dining room. Brunch is served Saturday and Sunday. The warm dining room is outfitted with antique mirrors, reclaimed subway tiles, bricks repurposed from old factories, and red Italian leather banquettes; the perfect perch from which to view the bustling scene.

Hours:
Mon, Fri & Sun 11:30am to 1am
Champagne Brunch: Sat 2pm to 6pm
Riviera Dinner Party: Sun 9pm

39 E 58th St, New York, NY 10022
lavony.com

# BODEGA NEGRA

**Cuisine: Mexican**

Bodega Negra, an offshoot of the popular London import known for its menu of upscale Mexican fare, is located just off the lobby of the Dream Downtown Hotel.

Designed by nightlife legend Serge Becker, guests encounter an intimate, mock Tudor Hacienda space rich in dark tones and accented by mirrored panels and copper trim. Mix-match decor, from screens made of repurposed Mariachi uniforms to collaged antique paintings, sets an evocative tone for the evening.

Hours:
Daily 5:30pm to 1am

355 W 16th St, New York, NY 10011
bodeganegranyc.com

# BEAUTY & ESSEX

RESTAURANT • LOUNGE • PAWN SHOP

**Cuisine: Multi-Ethnic Share Plates**

In December of 2010, Tao Group Hospitality and Celebrity Chef Chris Santos welcomed Beauty & Essex to the Lower East Side. With an operational pawnshop entrance, the breathtaking design transforms the turn-of-the-century townhouse into a seductive, bi-level restaurant and lounge with a twenty-foot skylight and dramatic crystal chandeliers.

Since opening, Beauty & Essex was named OpenTable's Hottest Restaurant in America in both 2012 and 2013.

Hours:
Mon – Wed 5pm to 12am
Thu – Sat 5pm to 1am
Brunch: Sat & Sun 11:30am to 3pm

146 Essex St, New York, NY 10002
beautyandessex.com

VANDAL

**Cuisine: Multi-Ethnic Share Plates**

Located on Bowery, a street that dates back to the 17th century, Vandal is the latest restaurant lounge by the Tao Group Hospitality and Chef Chris Santos.

Vandal celebrates the art, architecture, and food of global street culture from New York to Vietnam to Barcelona and beyond, as well as the history and culture of the restaurant's Lower East Side locationThe two-level space includes a bar/ lounge, restaurant, garden dining area, semi-private dining room, and cellar bar/lounge.

Hours:
Sun – Wed 5pm to 12am
Thu – Sat 5pm to 1am
Brunch: Sat & Sun 11:30am to 3:30pm

199 Bowery, New York, NY 10002
Vandalnewyork.com

# legasea

SEAFOOD BRASSERIE

**Cuisine: Seafood**

Taking a modern approach to seafood, this playful brasserie serves up local, sustainable dishes in a vivacious atmosphere unique to NYC. Helmed by chef/ partner Ralph Scamardella (Tao Group Hospitality) and Jason Hall (formerly of Craft, Gotham Bar & Grill), the restaurant menu includes fun, shareable salads and appetizers, and entrées such as the Great Big Lobster Bake, the Double Bar Burger,and Cauliflower Carbonara. The elegant private dining room has a woven cane ceiling, painted lacquered wall panels, and embossed leather chairs

Hours:
Lunch: Mon – Fri 11:30am to 5pm
Dinner: Sun – Wed 5pm to Midnight
Thu – Sun 5pm to 1am

485 7th Ave, New York, NY 10018
legaseany.com

# FEROCE

RISTORANTE CAFFÈ & BAR

**Cuisine: Italian**

A lively yet intimate indoor/outdoor destination fusing Italian traditions with contemporary refinements, Feroce is a new concept from Francesco Panella of Antica Pesa. The ristorante's lunch and dinner menus reflect the cuisine found across Italy and are dedicated to dishes from a variety of Italian regions that change with the seasons. Feroce combines the best of both worlds by importing select ingredients from historic brands and small producers from across Italy, and sourcing fresh produce from the best local purveyors in New York.

Hours:
Lunch: Mon-Fri 11:30am to 5pm
Dinner: Mon-Sun 5 to 11pm

105 W 28th St, New York, NY 10001
ferocenyc.com

# Cathédrale

RESTAURANT

**Cuisine: French-Mediterranean**

As guests descend to the space, the soaring main dining room feels like stumbling upon an abandoned architectural treasure. Its 26-foot, triple-height ceiling is covered in a massive wire mesh sculpture by artist Edoardo Tresoldi and looks like the apparition of a grand domed ceiling inspired by the now-demolished auditorium of the Fillmore East. The restaurant, conceived by executive chef Jason Hall and Tao Group Hospitality, also features an open kitchen with copper accents, a bar area with distressed plaster walls, and neon signs that hearken back to earlier East Village hotspots like the Palladium and Nightingale. An outdoor dining terrace, with a retractable roof, feels like a hidden surprise, and the adjacent Poster Room can seat up to 26 guests for private dining. The menus signature dishes include starters such as the Potato Chip Omelette and Roasted Calamari and mains such as Bouillabaisse 'Tetou' and Entrecot au Poivre.

Hours:
Breakfast: Mon-Fri 6:30am to 11:30am
Dinner: Mon-Sun 5 to 12am

112 E 11th St, New York, NY 10003
cathedraleny.com

NEW YORK CITY
NIGHTLIFE
TAO GROUP
HOSPITALITY

# MARQUEE
NEW YORK

Marquee New York, the legendary Chelsea nightclub that defined a generation of New York nightlife, is an acclaimed music destination attracting the most in-demand DJs and live acts. The venue offers jaw-dropping sound and visual elements, including a Funktion-One sound system with floor-to-ceiling LED feature wall and a computerized moving light system engineered to feel like an indoor music festival experience.

Hours:
Wed, Fri & Sat 11pm to 4am

289 Tenth Ave, New York, NY 10001
marqueeny.com

# LAVO
## NIGHTCLUB

Below LAVO Restaurant, guests will find the ultimate subterranean playground, LAVO Nightclub. Designed with a multi-layered, voyeuristic approach, it is ideal for both after dinner entertaining and late night revelry. The intimate, yet energetic dance floor is anchored by the state-of-the-art DJ booth, home to some of the most recognized DJ's in the world. Two full-service bars and decadent banquette seating complete the space.

Hours:
Thu, Fri & Sat 11pm to 4am

39 E 58th St, New York, NY 10022
lavony.com

# AVENUE

NEW YORK

Avenue is a two-story lounge and event venue conveniently located at the intersection of Chelsea and the Meatpacking District in NYC. Known as the go-to meeting place for bold-faced names and scenesters alike, Avenue has also hosted private events for Marc Jacobs, Kim Kardashian and Derek Jeter, to name just a few.

The rotating line-up of crowd pleasing DJs keeps the room jumping and like all Tao Group Hospitality venues, guests should expect nothing but the highest caliber of hospitality and service when they enter.

Hours:
Mon, Tue, Thu – Sat 11pm to 4am

116 Tenth Ave, New York, NY 10011
Avenue-newyork.com

TAO®

DOWNTOWN
NIGHTCLUB

From the atmosphere to the music at TAO Downtown, guests will find all of the elements of a quintessential New York night. Expect all of the hits from New York City's favorite DJs and a packed dance floor exploding with energy. Dance the night away under the watchful eye of our Geisha Girls and bask in the glow of Manhattan's largest disco ball.

With a capacity of 250, the nightclub offers an intimate setting to revel among the social elite of New York City with a who's who of the social set. TAO Downtown boasts a cool, sophisticated atmosphere of an Upper East Side crowd coupled with a downtown vibe.

Hours:
Tue, Thu, Fri & Sat 11pm to 4am

369 W 16th St, New York, NY 10011
taodowntown.com

# PHD

PENTHOUSE AT DREAM

PHD Rooftop Lounge is the ultimate penthouse, featuring timeless, luxurious finishes including Italian Portoro marble, Macassar ebony, nickel finish walls and amber Venini glass chandeliers. The exquisite panoramic Manhattan skyline view includes direct lines of sight to the Hudson River and Empire State Building. Seating is at custom-built Italian leather banquettes with marble tables, and cozy niches on the terrace. The Sunset Menu offers delectable small bites prepared by Chef Mike Armstrong that partner perfectly with bespoke cocktails, ideal for any special occasion.

PHD Rooftop's amenities include two full-service bars, fully-equipped DJ booth, state of the art lighting, audio, internet & multimedia capabilities, & retractable canopy for outdoor terrace.

Hours:
Mon – Sat 5pm to 4am
Sun 5pm to 4am

355 W 16th Street, New York, NY 10011
phdlounge.com

The Electric Room is an intimate lounge on the lower level of the Dream Downtown Hotel. Guests descend a dramatic entrance decorated by street artist Harif Guzman that leads to the private entrance of this hidden gem. The room has  a distinct, Britannic feel with sofas featuring the Union Jack Flag and two gothic-inspired chandeliers. Custom back-painted antique mirrors by artist Chris Stain complement photography and artwork by Sante D'Orazio and Marilyn Minter. Equipped with a full sound system and a 108" high-definition TV, the Electric Room is as functional as it is fashionable.

Hours:
Mon – Sun 11pm to 4am

355 West 16th Street, New York, NY 10011
electricroomnyc.com

at dream downtown

beach

The Beach at Dream Downtown provides a tranquil escape from the busy city. Spanning over 4,800 square feet, it is the ideal location for a summertime soirée. This hidden oasis flaunts a glass-bottom pool, full-service bar, imported sand beach, private cabanas, and over 50 Cote D'Azur-inspired chaise lounges. DJs spin a mix of poolside favorites as guests enjoy a variety of refreshing cocktails and small bites from the seasonal menu.

Hours:
Mon – Sun 11:30am to 11pm (seasonal)

355 West 16th Street, New York, NY 10011
dreambeach.club

# PHD

## TERRACE

at DREAM MIDTOWN

This luxe penthouse is a sophisticated rooftop lounge perched above Midtown Manhattan with panoramic views of the city. In this bi-level space, guests can either enjoy cocktails in the lush and more intimate indoor lounge, or head to the roof to dance under the stars. Open year round, PHD Terrace is centrally located and provides the perfect setting to start or end any evening.

Hours:
Sun – Wed 5pm to 1am
Thu – Sat 5pm to 4am

210 W 55th St, New York, NY 10019
phdterrace.com

# The Rickey

COCKTAIL LOUNGE

The latest addition to the Dream Midtown Hotel is an inviting craft cocktail lounge with an unconventional, yet mildly familiar drink menu. The Rickey features an impressive wine list that pairs wonderfully with a seasonal small bites menu. Appointed with plush velvet sofas, this sumptuous lounge with brass and copper accents is anchored by an elegant marble bar.

Hours:
Mon – Sun 4pm to 2am

210 W 55th St, New York, NY 10019
therickey.com

# FISHBOWL

BAR • LOUNGE • GAME ROOM

Welcome to Fishbowl, where Midtown Manhattan meets upscale game room. Upon entering the 2,500 square foot venue guests descend a grandiose gold spiral staircase where they are greeted by a 5,000-gallon fish tank, home to over 150 exotic salt water fish, and a large exposed brick bar. A reprieve after a long day in the office, Fishbowl is the ideal place to watch a sporting event, host a private engagement, or bowl a round or two while enjoying your favorite beverage.

Hours:
Fri 7pm to 4am
Sat 10pm to 4am

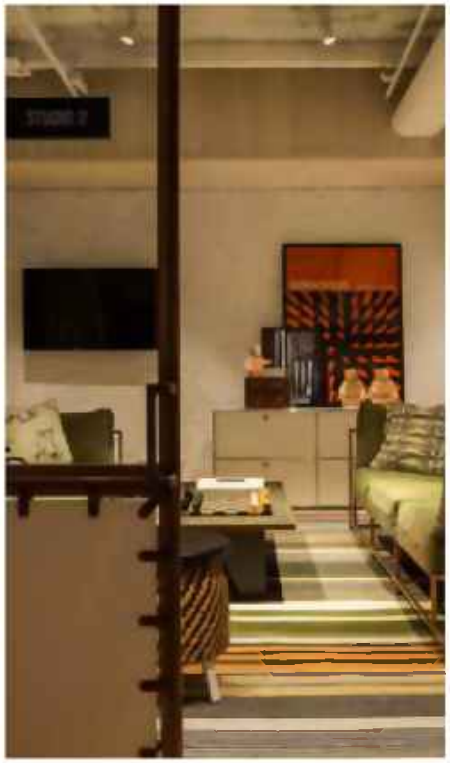
210 W 55th St, New York, NY 10019
Fishbowlnyc.com

# VANDAL

Beneath the restaurant at Vandal, a serpentine bar melds traditional barstool seating with sumptuous inbuilt banquettes. Crystal-covered pendant lights weave themselves to the shape of the bar, bathing the lounge in a soft glow. The room's crystalized appearance is only magnified by the bold, graphic wallcoverings on the walls and ceiling. This exclusive lounge is the perfect spot for an after dinner drink or an entire evening unto itself.

Hours:
Daily 7pm to 3am

199 Bowery, New York, NY 10002
Vandalnewyork.com



# Bar MOXY

Flooded with natural light thanks to a dramatic, triple-height atrium, the second-floor Bar Moxy is the social heart of the hotel, featuring an inviting all-day menu of small bites and cocktails. entered around a magnificent copper-wrapped bar, its flexible seating areas make collaborative workspaces during the day, then transition into a buzzing lounge as the sun goes down.

Flooded with natural light thanks to a dramatic, triple-height atrium, the second-floor Bar Moxy is the social heart of the hotel, featuring an inviting all-day menu of small bites and cocktails. entered around a magnificent copper-wrapped bar, its flexible seating areas make collaborative workspaces during the day, then transition into a buzzing lounge as the sun goes down.

Hours:
Daily 6:30am to Midnight

485 7th Ave, New York, NY 10018
moxytimessquare.com

# MAGIC HOUR

ROOFTOP BAR & LOUNGE

New York City's largest indoor/outdoor hotel rooftop bar and lounge features an "urban amusement park" with adult sensibilities, epic Empire State Building views, a rotating carousel, an oversized topiary garden, and Foreplay—a putt-putt golf course populated by flirty animal sculptures. A menu inspired by state fairs offers shareable light bites including Sausage & Peppers, Maine Lobster Roll, Duck Carnitas Tacos, and the Carnival Burger. Nightly live DJs and a decadent beverage list add to the sense of indulgence and amusement.

Hours:
Daily 4pm to Late

485 7th Ave, New York, NY 10018
magichourny.com

# BAR FEROCE

The second-floor lobby Italian snack bar and lounge offers a modern twist on traditional spuntini, little bar bites, and merende, the afternoon snacks your mother used to make; shareable Roman comfort dishes; oven-fired pizzas; and classic cocktails. In a dynamic space that transforms throughout the day, Bar Feroce caters to the early riser grabbing a cup of coffee, the neighborhood solopreneurs sipping their post-meeting Negronis, or the guest who pops down for a late-night cannoli. At Bar Feroce's Backyard, get a little spirited with aromatic cocktails and a game of made-for-Moxy bocce—loser buys next round!

Hours:
Sun - Wed 11am to 12am
Thu - Sat 11am to 1am

105 W 28th St, New York, NY 10001
moxychelsea.com

# THE FLEUR ROOM

The glass-encased lounge on Moxy Chelsea's 35th floor has showstopping, 360-degree views of the Manhattan skyline, from the Statue of Liberty to the Empire State Building. The design by Rockwell Group adds a glamorous touch to the botanical theme with rich floral fabrics, a copper-clad bar, a water droplet chandelier, and a massive vintage disco ball that once graced the infamous LA club Vertigo. At the touch of a button, the glass walls of the lounge retract to create an alfresco sky veranda.

Hours:
Mon 5pm to 1am
Tue - Sat 5pm to 4am

105 W 28th St, New York, NY 10001
moxychelsea.com

# SUITE SIXTEEN

Suite Sixteen is Tao Group Hospitality's members-only lounge located inside The World's Most Famous Arena, Madison Square Garden. Suite Sixteen delivers a one-of-a-kind experience that combines TAO-style luxury with top MSG sports and entertainment. Suite amenities include opulent décor, complimentary menu items from Tao Group Hospitality restaurants, as well as a custom-built cash bar serving an array of premium spirits, wine, and champagne. Membership tiers range from Access level, for those who already have event tickets, to top-of-the-line memberships, which include reserved priority seating, exclusive marketing/branding opportunities, and private access to the Suite.

Madison Square Garden
4 Pennsylvania Plaza, New York, NY 10001
suitesixteenlounge.com

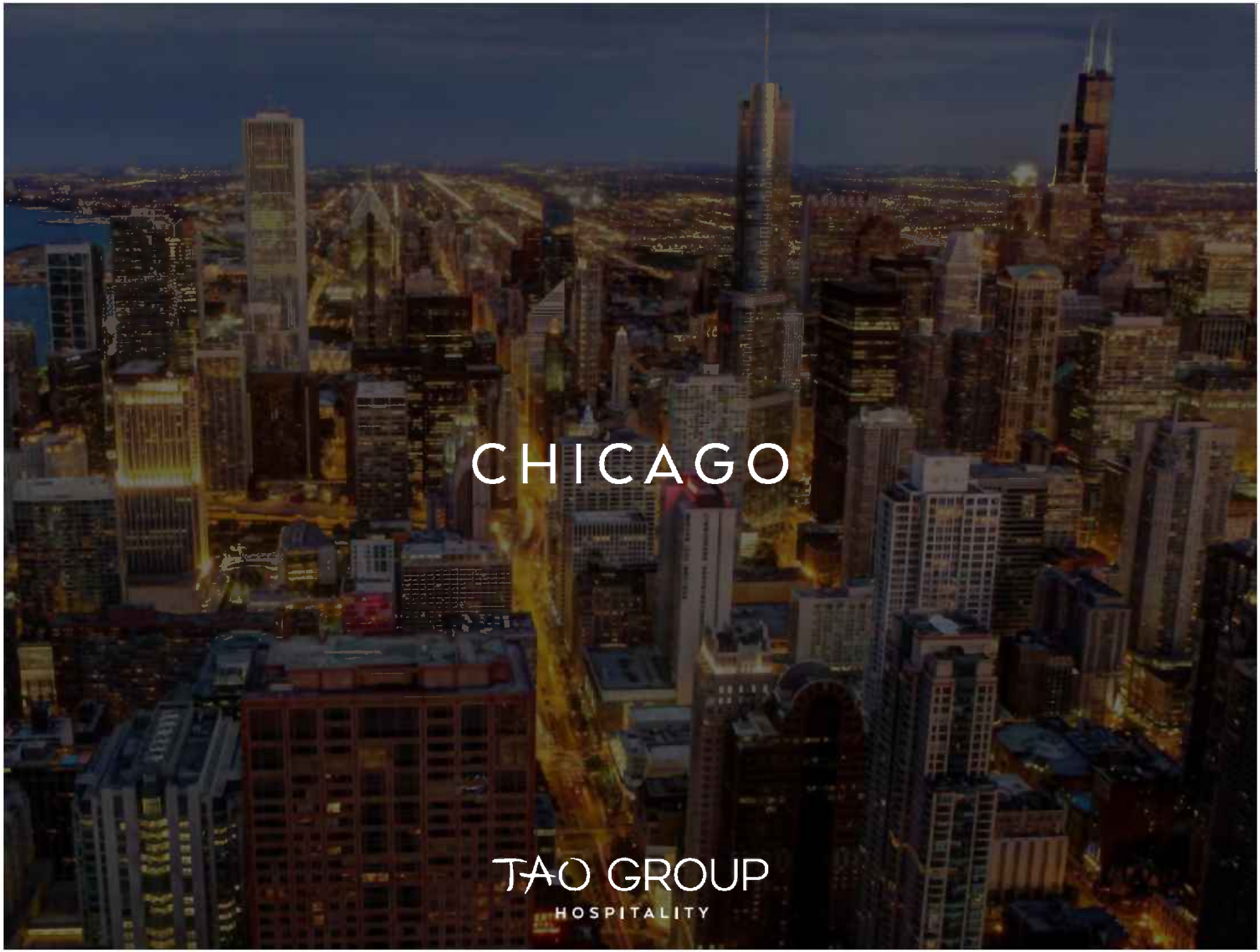
# little sister

## LOUNGE

Located on the lower level of Moxy East Village, this intimate nightclub is a sexier, more sophisticated update on the underground clubs that defined East Village nightlife in the 1990s. The room's clandestine, cavern-like feel recalls the East Village's legendary underground nightlife with plush banquettes, a copper-accented bar, and custom light fixtures including a disco ball, conspire to create an exclusive, in-the-know vibe. A mural depicting a bucolic, forested scene—what the neighborhood might have looked like when the early settlers began to inhabit the land in the 1600's further distinguishes the speakeasy-style nightclub.

Hours:
Thu – Sun 11pm to 4am

112 E 11th St, New York, NY 10003
littlesisterny.com


CHICAGO
TAO GROUP
HOSPITALITY

# TAO CHICAGO

**Cuisine: Pan-Asian**

Tao Group Hospitality makes its Midwest debut with the launch of TAO Chicago. Sitting in the midst of the lively River North District, the Romanesque Revival granite-clad building was once home to the Chicago Historical Society, the Chicago Institute of Design, recording studios and a series of nightclubs. Inspired by the original locations, TAO Chicago features multiple levels, creating dynamic dining & nightlife experiences surely to blow away even the 'windiest of cities!'

Hours:
Restaurant: Open Daily at 5pm
Nightclub: Fri & Sat 10pm to 5am

632 N Dearborn St, Chicago, IL 60654
taochicago.com

LAS VEGAS
TAO GROUP
HOSPITALITY

LAS VEGAS
RESTAURANTS
TAO GROUP
HOSPITALITY

# TAO

ASIAN BISTRO & NIGHTCLUB

**Cuisine: Pan-Asian**

TAO Restaurant is an unparalleled Asian-inspired restaurant in the heart of the Las Vegas Strip. Conveniently located inside The Venetian Resort and Casino, this is the perfect place to wind down after a memorable day and, adjacent to TAO Nightclub, the perfect place to kick off an unforgettable night.

Stepping through the door takes you out of Las Vegas and into an Asian paradise complete with an infinity pool that is home to beautiful Japanese Koi. Lush silks and century-old stones only add to the incredible ambiance. Every table in our 400-seat, two-level dining area is the best seat in the house under the watchful eyes of our 20-foot Buddha statue, and every guest is guaranteed to leave feeling completely satisfied.

Hours:
Sun – Thu 5pm to Midnight
Fri & Sat 5pm to 1am

The Grand Canal Shoppes
3377 S Las Vegas Blvd, Las Vegas, NV 89109
taolasvegas.com/restaurant

# LAVO
## RESTAURANT

**Cuisine: Italian**

LAVO Italian Restaurant & Nightclub is the hottest spot on the Las Vegas Strip from the creators of TAO Asian Bistro, TAO Nightclub & TAO Beach. Located at The Palazzo, LAVO has become Las Vegas' celebrity haunt that has already hosted a long list of star studded evenings.

Located directly on Las Vegas Boulevard, LAVO's terrace (available for dinner, cocktails and private events) overlooks The Strip, affording one of the best views in all of Las Vegas. With over 20,000 square feet of space, LAVO offers a multitude of indulgent entertainment experiences. Guests can start or end the night with cocktails in one of the sexiest lounges in town, or enjoy incredible Italian cuisine in a warm, fun-filled dining room.

Hours:
Daily 5pm to Midnight

The Palazzo
3325 S Las Vegas Blvd, Las Vegas, NV 89109
lavolv.com

# BEAUTY & ESSEX

RESTAURANT • LOUNGE • PAWN SHOP

**Cuisine: Multi-Ethnic Share Plates**

What happens when Lower East Side grit meets Las Vegas Strip glam? You get an energetic dining experience unlike any other. Beauty & Essex Las Vegas is Chef Chris Santos' first foray out of New York City, and since opening in May 2016, it has consistently been ranked as one of the hottest new restaurants on the strip for its food, drinks, service, and ambiance. Enjoy handcrafted cocktails in our Pearl Lounge before moving into one of our two jewelry-box-themed dining rooms, where you'll be treated to an extensive selection of shareable plates, fine wines, and the world-class service that has made Tao Group Hospitality a leader in Las Vegas dining and entertainment.

Hours:
Mon, Fri, Sat 5pm to 1am
Beauty Mondays: Mon 9pm to 1am
Tue – Thu, Sun 5pm to Midnight

3708 S Las Vegas Blvd, Las Vegas, NV 89109
beautyandessex.com

LAS VEGAS
NIGHTLIFE & DAYCLUBS
TAO GROUP
HOSPITALITY

# MARQUEE
## NIGHTCLUB & DAYCLUB

Marquee Nightclub at The Cosmopolitan is the premier location for the Las Vegas nightlife experience. Located on Las Vegas Blvd, Marquee is a 40,000 square-foot Dave Rockwell designed venue containing seven different bars and three rooms—The Main Room, The Boom Box, and The Library—each with a distinct musical experience. Perfect for a corporate event, networking function, bachelorette party, or regular weekend night, the stylish and sophisticated venue offers a full range of food services, from passed hors d'oeuvres to buffet style dining, beverage options, and bottle service. Marquee is also the number one destination for the world's best music talent.

Hours;
Mon, Fri & Sat 10pm

The Cosmopolitan of Las Vegas
3708 S Las Vegas Blvd, Las Vegas, NV 89109
marqueelv.com

# MARQUEE
## NIGHTCLUB & DAYCLUB

Marquee Dayclub at The Cosmopolitan of Las Vegas spans 22,000 square-feet of the expansive multi-level Marquee Nightclub & Dayclub entertainment complex and boasts two pools, several bars and a gaming area. Entertainment is highlighted by Marquee Nightclub & Dayclub resident DJs encompassing the world's premier electronic music talent.

Exclusive experiences can be had in one of the grand cabanas, which feature infinity edge glass dipping pools, flat screen televisions and dedicated cocktail and food service. The ultimate day to night offering can be discovered in the exclusive bungalows dotting the perimeter of the Dayclub, complete with overnight quarters, individual pools and an open-air party deck. Days spent dancing or basking in the sun are made complete with well thought out amenities, while a specialty cocktail and food menu from Corporate Executive Chef Ralph Scamardella fuels the party.

Hours:
Daily 11am to Sunset

The Cosmopolitan of Las Vegas
3708 S Las Vegas Blvd, Las Vegas, NV 89109
marqueelv.com

TAO®

ASIAN BISTRO & NIGHTCLUB

When the rich, famous, and devastatingly beautiful let loose in Las Vegas, they all gravitate to one place: TAO Nightclub. Known the world over as one of the hottest nightclubs on the Las Vegas Strip, TAO delivers non-stop energy and an electric atmosphere that will put you high up on cloud nine. With 44,000 square feet of space spread out between two main rooms, three full-service bars, eight private skyboxes, countless beautiful dancers, and some of the most infectious dance music that the world has to offer, TAO Nightclub has all the makings of an unforgettable night in Sin City and so much more.

Hours:
Thu, Fri, Sat 10pm

The Grand Canal Shoppes
3377 S Las Vegas Blvd, Las Vegas, NV 89109
taolasvegas.com

# TAO BEACH

When you visit Las Vegas in the summertime, there's no escaping its characteristic heat, but the temperature isn't the only thing that's heating up on the Strip. TAO Beach, an exotic escape situated atop TAO Asian Bistro and Nightclub, is the hottest pool party in all of Sin City.

The beautiful, rich, and famous of the world flock to the scene all summer for what promises to be the most amazing daytime party you've ever been a part of. You can grab a cold drink at the bar and relax in one of our 12 air-conditioned, luxury cabanas, enjoying a much-needed escape from the sun, or you can jump right in and join the revelry while one of our internationally acclaimed guest DJs gets the party started. Either way, you'll be rubbing elbows with celebrities and truly living the good life.

Hours:
Daily 11am to Sunset

The Grand Canal Shoppes
3377 S Las Vegas Blvd, Las Vegas, NV 89109
taolasvegas.com

LOS ANGELES
TAO GROUP
HOSPITALITY

LOS ANGELES
RESTAURANTS
TAO GROUP
HOSPITALITY

# TAO
LOS ANGELES

**Cuisine:** Pan-Asian

Drawing strong inspiration from TAO Downtown in New York, TAO Los Angeles is a dynamic 250-seat restaurant and lounge, complete with four private dining rooms and a large bar. A grand staircase will connect TAO's two levels of seating, creating the ultimate platform to see and be seen. As in New York, a 20-foot tall Quan Yin statue stands atop a koi pond, where 3D projection mapping technology will create subtle animations to bring this signature statue to life. The menu, developed by Chef/Partner Ralph Scamardella, features a diverse selection of Asian-inspired specialties, focusing on Chinese, Japanese and Thai techniques and ingredients. Signature dishes like Miso Glazed Chilean Sea Bass and Typhoon Lobster complement a range of fresh sushi options and dim sum like, Spicy Tuna on Crispy Rice and Lobster Wontons.

Hours:
Sun, Mon, 5pm to 11pm
Tue – Sat 5pm to Midnight

6421 Selma Ave, Los Angeles, CA 90028
taolosangeles.com

# BEAUTY & Essex®
LOS ANGELES

**Cuisine: Multi-Ethnic Share Plates**

At over 10,000 square feet on North Cahuenga Boulevard, Beauty & Essex expands into its third location. The menu features Chef/Partner Chris Santos' signature multi-ethnic dishes including: Grilled Cheese and Tomato Soup Dumplings, Tuna Poke Wonton Tacos, Oven Braised Chicken Meatballs, and Tomato Tartare. The double-height main dining room offers natural light from a 20-foot oval skylight, while an opulent private dining room allows for a more intimate dining experience. The space also incorporates outdoor seating, with an open air ground floor courtyard and patio on the second level.

Hours:
Sun, Mon, 3pm to 9pm
Tue – Sat 5pm to Midnight

1615 Cahuenga Blvd, Los Angeles, CA 90028
beautyandessexla.com

# luchini
## pizzeria & bar

**Cuisine: Italian**

Luchini Pizzeria & Bar heralds the launch of a new fast casual concept for Tao Group Hospitality. Combining a 'by-the-slice' pizzeria with a sleek design, comfortable seating, and a full bar; Luchini Pizzeria & Bar offers up red and white New York style pizzas, huge Sicilian slices alongside market salads, avocado crostini and the burger of all burgers. Luchini Pizzeria & Bar also puts a focus on using the highest quality ingredients along with providing great service. Open daily at 5pm, the cafe is the go-to hangout for dinner, delivery and for those who want to grab a bite after-hours.

Hours:
Sat & Sun Open at 5pm
Mon – Fri Open at 6pm

1607 Cahuenga Blvd, Los Angeles, CA 90028
luchinipizzeria.com

LOS ANGELES
NIGHTLIFE & DAYCLUBS
TAO GROUP
HOSPITALITY

# AVENUE

LOS ANGELES

Avenue, New York City's most sought-after late night haunt unveils its first-ever outpost on the West Coast. Known in New York as the go-to meeting place for bold-faced names, including Kim Kardashian, Rihanna, Marc Jacobs and LeBron James, Avenue LA continues to be the favorite hangout for the elite. Designed by the Rockwell Group, the 4,000 square foot space evokes the intrigue of a grand estate frozen in time. Avenue's intimate feel showcases its traditional lounge elements in unexpected materials and forms, and is filled with camouflaged leather banquettes, as well as black marble, dark wood and bronze accents to enrapture the crowd. Guests enter through a custom glass and metal greenhouse before gradually descending into an intimate club space, which will be connected to the semi-exposed outdoor patio. Equipped with a state-of-the-art sound and lighting system, Avenue LA plays host to world-class DJs, providing the best in entertainment and reigniting parties in Hollywood.

Hours:
Tue, Fri, Sat 11pm

1601 Cahuenga Blvd, Los Angeles, CA 90028
avenuela.com

# THE HIGHLIGHT ROOM

AT DREAM HOLLYWOOD

At the apex of the Dream Hollywood is Tao Group Hospitality's newest dining, daylife and nightlife concept, The Highlight Room. The luxe 11,000 square foot outdoor rooftop lounge, pool and grill is set high above Hollywood with unparalleled aerial views of the famed Hollywood sign and the Los Angeles skyline. The Highlight Room is L.A.'s most anticipated new hangout, offering lively experiences day and night, in addition to casual fare in a stylish atmosphere no matter what the weather.

The Highlight Room's chic, modern sundeck is the ideal destination to relax by the pool on plush loungers or in luxurious private cabanas, while enjoying a light menu and handcrafted refreshments. The Highlight Room's grill serves freshly prepared Californian fare from breakfast through dinner amidst a serene environment of lush cascading foliage and unforgettable city views. At sundown, the Hollywood retreat transforms into a rooftop bar and lounge.

Hours:
Grill & Pool: Open Daily at 7am
Lounge: Thu & Sat 10:30pm to 2am

6417 Selma Ave, Los Angeles, CA 90028
thehighlightroom.com

SYDNEY
TAO GROUP
HOSPITALITY

# MARQUEE
THE | STAR | SYDNEY

With nearly 20,000 square feet of floor space, Marquee – The Star Sydney houses three distinct spaces to cater for different tastes and moods. With a capacity of 1000+ people, The Main Room is the heartbeat and focal point of the Sydney nightclub, featuring a high performance sound system and a 30 foot projection stage.

The giant LED screen provides a striking back drop to the DJ booth and contains over 200,000 LED lights. Wall features and decor include metallic patterned wallpaper and customized wall-mounted lighting sourced from London. The lighting system also features laser, strobe and smoke technology, combining together with the state-of-the-art sound system for the ultimate of nightclub experiences.

Hours:
Fri & Sat 10pm

Pirrama Rd, Pyrmont NSW 2009, Australia
marqueesydney.com

SINGAPORE
TAO GROUP
HOSPITALITY

SINGAPORE
RESTAURANTS
TAO GROUP
HOSPITALITY

# LAVO

## · SINGAPORE ·

**Cuisine: Italian**

Vibe dining with a spectacular view. Set against Singapore's infamous skyline at 57-stories above ground with 180 degree views of the city, LAVO is a sleek and contemporary Italian-American restaurant that flaunts a luxurious lounge, complete with a fully-equipped DJ booth. As the music gets pumping, rock the night away with handcrafted cocktails at the sprawling outdoor bar and terrace.

Hours:
Daily 5pm to 2am

Marina Bay Sands
10 Bayfront Ave, Singapore 018956
Hotel Tower 1, Level 57 Sands Skypark®
lavosingapore.com

# KOMA

Cuisine: Japanese

KOMA, an original concept from Tao Group Hospitality, is a Japanese restaurant and sushi bar offering a modern interpretation of Japanese cuisine. Featuring original creations from Executive Chef Kunihiro Moroi, KOMA takes a bold and distinct approach in its menu, incorporating fresh and seasonal produce and ingredients from Japan.

Guests enter through a striking 20m passageway lined with orange arches, reminiscent of the Fushimi Inari Shrine in Kyoto, into an intimate lounge where one can experience creative new cocktails or choose from the venue's extensive sake list. A dramatic 2.5m tall one-of-a-kind Japanese "bell," which presides above a traditional Japanese foot bridge, provides a focal point for the main dining room, which is complemented by soaring high ceilings, an oversized sushi bar and a private dining room at the mezzanine.

Hours:
Sun – Thu 5pm to 12am
Fri & Sat 5pm to 2am

Marina Bay Sands
2 Bayfront Ave, B1-67, Singapore 018972
komasingapore.com

SINGAPORE
NIGHTLIFE
TAO GROUP
HOSPITALITY

# MARQUEE SINGAPORE

Making its debut in Asia and a part of a multi-concept dining and entertainment destination offering at Marina Bay Sands, Marquee Singapore is a fully immersive nightclub experience with a perfect blend of design, technology and cutting-edge sound that spans across three different floors, dramatically high ceilings that soar 70 feet and a full-sized, an eight-armed Ferris Wheel that offers unrivaled views of the nightclub when you ride in its pods.

Hours:
Fri & Sat 10pm

Marina Bay Sands
2 Bayfront Ave, B1-67, Singapore 018956
marqueesingapore.com

# AVENUE
LOUNGE

Avenue Singapore is a bespoke hidden gem located within the same complex as Marquee Singapore, but with a distinctly different scene. Decked in plush custom banquettes and fun features like a mini bowling alley, karaoke room, arcade games and a pool table, drawing inspiration from original locations in New York and Los Angeles, Avenue Singapore features curated craft cocktails, live DJ performances, intelligent lighting and top of the line Funktion One sound system. This space will also play host to a distinct hip-hop, sing-alongs, deep house and open-format music experience.

Hours:
Wed – Fri 7pm
Sat 10pm

Marina Bay Sands
2 Bayfront Ave, Basement3, Singapore 018956
avenuesingapore.com

**Royalton Park Avenue – example events space**

ROYALTON
PARK AVENUE

# ROYALTON PARK AVENUE
# EVENTS MENU

Royalton Park Avenue provides an array of breathtaking, versatile event spaces for all occasions, from a creative product launch to an extravagant rooftop reception.

Every event space boasts floor-to-ceiling windows with natural light, contemporary furnishings, and complimentary high-speed wireless internet.

Food and Beverage is provided in partnership with The TAO Group and it is with pleasure that we present innovative suggestions for your stylish affair.

All menus require a minimum of 15 guests, unless otherwise specified.
All pricing is based per person. All food & beverage charges are subject to applicable taxes & an administrative fee of 24%.

We look forward to embracing your vision.

ROYALTON
PARK AVENUE

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# BREAKFAST BUFFETS

Price based on one hour service.

All Breakfast Buffets Include: Coffee and Tea Service, Fresh Squeezed Orange & Grapefruit Juices, Whole Milk, Skim Milk, Half & Half, Soy Milk, Almond Milk

## CONTINENTAL BREAKFAST

$45 per Guest

- Seasonal Fruit Plate
- Greek Yogurt
- Homemade Granola
- Assorted Cereal Boxes
- Miniature Pastries – Pain Au Chocolate, Croissants, Cheese Danish, Cinnamon Roll
- Toast – White, Wheat, Multi-Grain & Assorted Fruit Preserves

## AMERICAN BREAKFAST

$60 per Guest

- Seasonal Fruit Plate
- Assorted Cereal Boxes
- Miniature Pastries – Pain Au Chocolate, Croissants, Cheese Danish, Cinnamon Roll
- Miniature Bagels – Plain, Whole Wheat, Everything, Cinnamon Raisin with Traditional & Vegetable Cream Cheeses
- Toast – White, Wheat, Multi-Grain & Assorted Fruit Preserves
- Home Fries – Potatoes, Onions, Peppers, Paprika
- Applewood Bacon
- Organic Scrambled Eggs (Substitute Egg Whites $5 Supplement per Guest)

# BEVERAGE BREAKS

## TRADITIONAL BEVERAGE BREAK

All Day – Up To 8 Hours | $45 per Guest
Half Day – Up To 4 Hours | $25 per Guest
- Selection of Pepsi Branded Soft Beverages
- San Benedetto Water
- Citrus Infused Water
- Freshly Brewed Coffee – Regular & Decaf
- Whole Milk, Skim Milk, Half & Half, Soy Milk, Almond Milk
- Tea

Iced Coffees Available Upon Request

## WELLNESS BEVERAGE BREAK

All Day – Up To 8 Hours| $30 per Guest
Half Day – Up To 4 Hours | $15 per Guest
- Citrus Infused Water
- Freshly Brewed Coffee – Regular & Decaf
- Whole Milk, Skim Milk, Half & Half, Soy Milk, Almond Milk
- Selection of Honey & Sons Tea
- Iced Coffees Available Upon Request

## COFFEE BAR ENHANCEMENT

All Day – Up To 8 Hours | $20 per Guest
Half Day – Up to 4 Hours | $12 per Guest
- Espresso, Macchiato, Cappuccino, Latte
- Vanilla, Caramel, Hazelnut Syrups

## QUENCH MY THIRST ENHANCEMENT

All Day – Up To 8 Hours | $15 per Guest
Half Day – Up to 4 Hours | $8 per Guest
- Iced Tea
- Fresh Squeezed Lemonade

## JUICED UP ENHANCEMENT

All Day – Up To 8 Hours | $30 per Guest
Half Day – Up To 4 Hours | $16 per Guest
- Assortment of Cold Pressed Fruit & Vegetable Juices

# BREAKS – STATIONS

## DIP IT
$25 per Guest
- Tortilla Chips
- Rice Crackers
- Guacamole
- Pico De Gallo
- Hummus
- Spinach Artichoke Dip

## GET FIT
$30 per Guest
- Steamed Edamame with Sea Salt
- Baked Pita Chips with Black Olive Tapenade
- Individual Crudité Cups with Hummus
- Seasonal Fruit Skewers
- Assortment of Cold Pressed Fruit & Vegetable Juice Shooters

## SAY CHEESE
$35 per Guest
- Fig & Brie Tarts
- Grilled Cheese Sandwiches
- White Cheddar Popcorn
- Artisanal Cheeses Bread
- Assorted Breads, Grapes, Dried Fruits

## POP!
$15 per Guest
- Traditional Popcorn
- Buttered Popcorn
- White Cheddar Popcorn
- Curried Popcorn
- Smoked Paprika & Cayenne Popcorn
- Black Truffle & Rosemary Popcorn

**Alice in Wonderland**
$25 per Guest
- Mini Tea Sandwiches
- Mini Scones
- Assorted Butter Cookies
- Mini Eclairs
- Coffee/Tea

**Cupcake Break**
$15 per Guest
- Assorted Mini Cupcakes
- Coffee/Tea
- Milk & Chocolate Milk

**Black & White**
$25 per Guest
- Assorted Mini Brownies
- Black & White Cookies
- Milk, Chocolate Milk
- White Chocolate Milk
- Coffee/Tea
- Espresso Shots

## CUSTOM LUNCH BUFFET

Buffet – $85 per Guest | Family Style – $110 per Guest
Includes: Assortment of Dinner Rolls, Butter & Olive Oil

### SALADS

*Select Two | $8 per Guest per Additional Selection*

Caesar Salad – Romaine, Kale, Cherry Tomatoes, Parmesan, Croutons, Classic Caesar Dressing
Field Greens Salad – Mesclun, Cucumbers, Cherry Tomatoes, Red Peppers, Fennel, Radish
Kale Salad - Kale, Honeycrisp Apple, Cheddar Cheese, Celery, Red Grapes, Fennel, Radish, Orange, Citrus Vinaigrette
Arugula Salad – Farro, Pomegranate, Goat Cheese

Included Dressings: Balsamic Vinaigrette, Honey-Lemon Vinaigrette, Buttermilk Ranch

### PASTAS

*Select One | $12 per Guest per Additional Selection*

Penne – San Marzano Tomato Sauce, Basil
Orecchiette – Broccoli Rabe & Sausage
Malfadine Pasta - Fresh Cherry Tomato Sauce, Ricotta, Basil

### ENTRÉES

*Select Two | $15 per Guest per Additional Selection*

Salmon – Lemon, Caper, Dill
Shrimp – Garlic & Smoked Paprika
NY Strip Steak – Chimichurri
Filet Mignon – Chimichurri
Chicken Breast – Salsa Verde

### SIDES

*Select Two | $7 per Guest per Additional Selection*

Roasted Baby Carrots
Roasted Mushrooms
Grilled Asparagus
Sautéed Broccolini
Fingerling Potatoes
Roasted Cauliflower

### MINIATURE DESSERTS

*Select Three | $7 per Guest per Additional Selection | Coffee and Tea Included*

Fresh fruit skewers
Carrot cake with cream cheese frosting
Mascarpone Ricotta filled canollis
Mini Tiramisu
Chocolate chip cookies and milk shots
Mini chocolate cupcakes
Mini funfetti cupcakes
Mini red velvet cupcakes
Mini Italian rainbow cookies
Mini Italian butter cookies
Chocolate brownies with cream and berries
Chocolate dipped strawberries

## SEASONAL CUSTOM PLATED LUNCH – FALL / WINTER (Oct 1 – Mar 31)

Three Courses – $120 per guest

Includes: Assortment of Dinner Rolls, Butter & Olive Oil

**APPETIZERS**

*Select One | $12 Supplement per Guest per Additional Option*

Caesar Salad – Romaine, Kale, Cherry Tomatoes, Parmesan, Croutons, Classic Caesar Dressing
Field Greens Salad – Mesclun, Cucumbers, Cherry Tomatoes, Red Peppers, Fennel, Radish, Balsamic Vinaigrette
Kale Salad - Kale, Honeycrisp Apple, Cheddar Cheese, Celery, Red Grapes, Fennel, Radish, Orange, Citrus Vinaigrette
Bibb Lettuce Salad – Radish, Asparagus, Parmesan, Sunflower Seeds, Buttermilk Ranch Dressing
Herb Salad – Baby Lettuce, Fennel, Radish, Mint, Parsley, Chives, Tarragon, Dill, Honey Mustard

**ENTRÉES**

*Select Two | $20 Supplement per Guest per Additional Option*

Penne – San Marzano Tomato Sauce, Basil
Orecchiette – Broccoli Rabe & Sausage
Malfadine Pasta - Fresh Cherry Tomato Sauce, Ricotta, Basil
Branzino – Lemon, tomato, fennel, picholiane olives
NY Strip Steak – Fingerling Potatoes, Porcini Mushroom Crema
Roasted Chicken Breast – Parsnip, Carrots, Salsa Verde

**DESSERTS**

*Select One | $10 Supplement per Guest per Additional Option | Coffee and Tea Included*

Fresh fruit skewers
Carrot cake with cream cheese frosting
Mascarpone Ricotta filled canollis
Mini Tiramisu
Chocolate chip cookies and milk shots
Mini chocolate cupcakes
Mini funfetti cupcakes
Mini red velvet cupcakes
Mini Italian rainbow cookies
Mini Italian butter cookies
Chocolate brownies with cream and berries
Chocolate dipped strawberries

## CUSTOM DINNER BUFFET

Buffet – $110 per Guest | Family Style – $140 per Guest
Includes: Assortment of Dinner Rolls, Butter & Olive Oil

### SALADS

*Select Two | $10 per Guest per Additional Selection*

Caesar Salad – Romaine, Kale, Cherry Tomatoes, Parmesan, Croutons, Classic Caesar Dressing
Field Greens Salad – Mesclun, Cucumbers, Cherry Tomatoes, Red Peppers, Fennel, Radish, Balsamic Vinaigrette
Kale Salad - Kale, Honeycrisp Apple, Cheddar Cheese, Celery, Red Grapes, Fennel, Radish, Orange, Citrus Vinaigrette
Herb Salad – Baby Lettuce, Fennel, Radish, Mint, Parsley, Chives, Tarragon, Dill, Green Goddess Dressing Included

Dressings: Balsamic Vinaigrette, Honey-Lemon Vinaigrette, Buttermilk Ranch

### PASTAS

*Select One | $15 per Guest per Additional Selection*

Penne – San Marzano Tomato Sauce, Basil
Orecchiette – Broccoli Rabe & Sausage
Malfadine Pasta - Fresh Cherry Tomato Sauce, Ricotta, Basil

### ENTRÉES

*Select Two | $20 per Guest per Additional Selection*

Salmon – Whole Grain Mustard Sauce
Shrimp – Garlic & Smoked Paprika
NY Strip Steak – Chimichurri
Filet Mignon – Chimichurri
Chicken Breast – Salsa Verde

### SIDES

*Select Two | $8 per Guest per Additional Selection*

Roasted Mushrooms
Grilled Asparagus
Fingerling Potatoes
Roasted String Beans
Roasted Cauliflower

### MINIATURE DESSERTS

*Select Three | $7 per Guest per Additional Selection | Coffee and Tea Included*

Fresh fruit skewers
Carrot cake with cream cheese frosting
Mascarpone Ricotta filled canollis
Mini Tiramisu
Chocolate chip cookies and milk shots
Mini chocolate cupcakes
Mini funfetti cupcakes
Mini red velvet cupcakes
Mini Italian rainbow cookies
Mini Italian butter cookies
Chocolate brownies with cream and berries
Chocolate dipped strawberries

## CUSTOM PLATED DINNER

$165 Three Course (Appetizer, Entrée, Dessert)
$195 Four Course (Appetizer, Pasta, Entree, Dessert)
Includes: Assortment of Dinner Rolls, Butter & Olive Oil

**APPETIZERS**

*Select One | $15 Supplement per Guest per Additional Option*

Caesar Salad – Romaine, Kale, Cherry Tomatoes, Parmesan, Croutons, Classic Caesar Dressing
Field Greens Salad – Mesclun, Cucumbers, Cherry Tomatoes, Red Peppers, Fennel, Radish, Balsamic Vinaigrette
Kale Salad - Kale, Honeycrisp Apple, Cheddar Cheese, Celery, Red Grapes, Fennel, Radish, Orange, Citrus Vinaigrette
Herb Salad – Baby Lettuce, Fennel, Radish, Mint, Parsley, Chives, Tarragon, Dill, Green Goddess Dressing

**PASTAS** *(only included with the four course menu)*

*Select One | $18 Supplement per Guest per Additional Option*

Penne – San Marzano Tomato Sauce, Basil
Orecchiette – Broccoli Rabe & Sausage
Malfadine Pasta - Fresh Cherry Tomato Sauce, Ricotta, Basil

**ENTRÉES**

*Select Two | $25 Supplement per Guest per Additional Option*

Branzino – Lemon, tomato, fennel, picholiane olives
Salmon – Roasted Beets, Baby Fennel, Leeks, Candied Mustard Seeds
NY Strip Steak – Fingerling Potatoes, Porcini Mushroom Crema Filet Mignon –
Mashed Potatoes, Broccolini, Au Poivre Sauce
Roasted Chicken Breast –Parsnip, Carrots, Salsa Verde

**DESSERTS**

*Select One | $12 Supplement per Guest per Additional Option | Coffee and Tea Included*

Fresh fruit skewers
Carrot cake with cream cheese frosting
Mascarpone Ricotta filled canollis
Mini Tiramisu
Chocolate chip cookies and milk shots
Mini chocolate cupcakes
Mini funfetti cupcakes
Mini red velvet cupcakes
Mini Italian rainbow cookies
Mini Italian butter cookies
Chocolate brownies with cream and berries
Chocolate dipped strawberries

## DELI SANDWICH

Buffet – $65 per Guest | Family Style – $85 per Guest

### APPETIZERS & SIDES

*Includes:*

Potato Chips
Caesar Salad – Romaine, Cherry Tomatoes, Parmesan, Croutons, Classic Caesar Dressing
Pasta Salad – Fusilli Pasta, Black Olives, Cherry Tomatoes, Basil, Red Onion, Chili Flakes, Parmesan

### SANDWICHES

*Select Three – $12 Supplement per Guest per Additional Selection*

**Cold**

Grilled Vegetable – Eggplant, Zucchini, Roasted Peppers, Goat Cheese, Hummus, Focaccia
Smoked Salmon – Cucumber, Red Onion, Arugula, Dill, Crème Fraiche, Pumpernickel
Chicken Salad – Chicken Breast, Apricot, Scallions, Red Onions, Celery, Greek Yogurt, White Bread
Smoked Turkey Wrap – Swiss Cheese, Lettuce, Honey Mustard, Whole Wheat Wrap
Roast Beef – Arugula, Tomatoes, Horseradish Aioli, Brioche Roll

**Warm**

Roasted Vegetable – Eggplant, Zucchini, Squash, Fresh Mozzarella, Black Olive Paste, Focaccia
Smoked Turkey Croissant – Swiss Cheese, Honey Mustard, Croissant
Grilled Chicken Breast – Cheddar, Red Onion, Grilled Peppers, Chipotle Aioli, Spinach Wrap
Grilled Skirt Steak – Sautéed Spinach, Grilled Onions, Chimichurri, Baguette

### DESSERTS

*Includes:*

Fresh fruit skewers
Carrot cake with cream cheese frosting
Mascarpone Ricotta filled canollis
Mini Tiramisu
Chocolate chip cookies and milk shots
Mini chocolate cupcakes
Mini funfetti cupcakes
Mini red velvet cupcakes
Mini Italian rainbow cookies
Mini Italian butter cookies
Chocolate brownies with cream and berries
Chocolate dipped strawberries

## AMERICAN BBQ

Buffet – $75 per Guest | Family Style – $100 per Guest

**APPETIZERS & SIDES**

*Includes:*

- Chopped Salad – Tomatoes, Cucumbers, Peppers, Onions, Feta, Honey Mustard
- Coleslaw
- Corn Bread
- Sweet Potato Wedges
- Grilled Seasonal Vegetable Skewers
- BBQ Sauces Served on the Side:
  - Kansas City (Tomato & Molasses)
  - North Carolina (Spicy Vinegar Based)
  - South Carolina (Mustard Based)
  - Tennessee (Whiskey Based)
  - Alabama White Sauce (Mayo, Vinegar, Black Pepper)

**ENTRÉES**

*Select Two | $15 Supplement per Guest per Additional Selection*

- Grilled Salmon
- Grilled Chicken Breast
- Braised Chicken Thighs with Slider Rolls
- Pulled Pork with Slider Rolls
- Grilled Skirt Steak Beef

**DESSERT**

*Includes:*

- Fresh fruit skewers
- Carrot cake with cream cheese frosting
- Mascarpone Ricotta filled canollis
- Mini Tiramisu
- Chocolate chip cookies and milk shots
- Mini chocolate cupcakes
- Mini funfetti cupcakes
- Mini red velvet cupcakes
- Mini Italian rainbow cookies
- Mini Italian butter cookies
- Chocolate brownies with cream and berries
- Chocolate dipped strawberries

## ITALIAN GONDOLA RIDE

Buffet – $75 per Guest | Family Style – $100 per Guest

**APPETIZERS & SIDES**

*Includes:*

Assortment of Dinner Rolls, Butter & Olive Oil
Caesar Salad – Romaine, Kale, Cherry Tomatoes, Parmesan, Croutons, Classic Caesar Dressing
Caprese – Fresh Mozzarella, Heirloom Tomatoes, Basil, Balsamic Vinaigrette
Patate al Forno – Roasted Fingerling Potatoes, Rosemary, Garlic, Olive Oil
Broccolini – Garlic, Olive Oil, Chili Flakes

**PASTA**

*Select One | $12 Supplement per Guest per Additional Selection*

Penne – San Marzano Tomato Sauce, Basil
Orecchiette – Broccoli Rabe & Sausage
Farfalle – Basil Pesto, Sundried Tomatoes, Ricotta Salata

**ENTRÉES**

*Select Two | $15 Supplement per Guest per Additional Selection*

Branzino – White Wine, Lemon, Garlic, Oregano
Salmon – Atlantic Salmon, Roasted Cherry Tomatoes, Garlic, Olives, Capers, Basil
Filetto di Manzo – Filet Mignon, Sangiovese Wine Sauce

**DESSERT**

*Includes:*

Fresh fruit skewers
Carrot cake with cream cheese frosting
Mascarpone Ricotta filled canollis
Mini Tiramisu
Chocolate chip cookies and milk shots
Mini chocolate cupcakes
Mini funfetti cupcakes
Mini red velvet cupcakes
Mini Italian rainbow cookies
Mini Italian butter cookies
Chocolate brownies with cream and berries
Chocolate dipped strawberries

## DINING ENHANCEMENTS

### ARTISANAL CHEESE BOARD

$20 per Guest

Manchego, Parmigiano Reggiano, Sage Derby, Drunken Goat, Gorgonzola Dolce
Assorted Bread, Grapes, Dried Fruits

### CHARCUTERIE BOARD

$25 per Guest

Prosciutto San Daniele, Bresaola, Capocollo, Cacciatorini, Mortadella with Pistachio, Assorted Bread

### SHRIMP COCKTAIL

$25 Supplement per Guest

Lemons, Limes, Cocktail Sauce, Herb Aioli, Tabasco

### CARVING STATION

*Minimum of 30 Guests*
**Chef Attendant: Up To 50 Guests – $150 | 51 – 125 Guests – $300 | 126 – 200 Guests – $450 | More Than 200 Guests – $600

$35 Supplement per Guest

**MEATS**

*Select One | $25 Supplement per Guest per Additional Selection*

Bone-In Pork Loin – Gremolata & Whole Grain Mustard Jus
Peppercorn Crusted Beef Tenderloin – Au Poivre Sauce & Demi-Glace
Prime Rib of Beef – Demi-Glace & Horseradish Cream ($15 Supplement per Guest)

$15 Supplement per Guest

**SIDES:**

*Select Two | $8 Supplement per Guest per Additional Selection*

Roasted Baby Carrots
Sautéed Broccolini
Fingerling Potatoes
Haricot Verts
Roasted Cauliflower
Grilled Asparagus

### TAO DOWNTOWN SUSHI PLATTERS

$300 Per Platter
Chef's selection of 18 Assorted Sushi Pieces & 8 Maki Rolls

Continued on next page.

## PASTA ACTION STATION

**Chef Attendant: Up To 50 Guests – $150 | 51 – 125 Guests – $300 | 126 – 200 Guests – $450 | More Than 200 Guests – $600
One Hour – $45 per Guest | Two Hours – $65 per Guest

*Includes:*

Assortment of Dinner Rolls
Olive Oil, Crushed Red Peppers, Parmesan Cheese
Caesar Salad – Romaine, Cherry Tomatoes, Parmesan, Croutons, Classic Caesar Dressing

Pasta – Penne, Orecchiette
Sauces – San Marzano Tomato Sauce, Basil Pesto, Olive Oil & Garlic, Parmesan Cream
Proteins – Shrimp, Bacon, Grilled Chicken
Vegetables – Sundried Tomatoes, Roasted Peppers, Onions, Zucchini, Asparagus

# RECEPTIONS – PASSED

## HORS D'OEUVRES

One Hour – $42 per Guest | Each Additional Hour – $21 per Guest

*Select Six – 3 Cold & 3 Warm | Each Additional Selection – $7 Supplement per Guest (First Hour), $4 per Guest per Additional Hour*

### COLD BITES

Caprese Skewers – Red grape tomatoes, ciliengini mozzarella, fresh basil and balsamic syrup.
Hummus Crudité Cups – Zucchini, Peppers, Cherry Tomatoes, Watermelon Radish
Shrimp Cocktail – Citrus Poached Shrimp, Classic Cocktail Sauce, Lemon Wedge
Smoked Salmon – Crème Fraiche, Chives, Capers, Salmon Roe, Lemon
Ahi Tuna Tartare – Avocado Mousse, Lime Zest, Micro Herbs, Rice Cracked Crisp
Steak Crostini – Filet Mignon, Gorgonzola, Red Onion Jam, Arugula
Melon Soup Shooters with Crispy Prosciutto
Greek Salad Skewers
Goat Cheese Cake with Red Onion Jam and Micro Herbs
Feta, Basil, Blackberry and Watermelon Skewers
Ratatouille Crostini's

### WARM BITES

Roasted Seasonal Vegetable Skewers
Fried Truffle Mac & Cheese – Béchamel, Parmesan, Cheddar
Crab Cake – Old Bay Aioli
Fried Chicken & Waffle Bites – Fried Chicken, Waffle Cubes, Bacon, and Maple Syrup Jam
Fig & Brie Crostini – Melted Brie Cheese over Fiscelle Crostini and Fig Jam
Chicken Satay With PB Dip
Mini Elote with Queso Fresco and Chili
BBQ Pulled Pork Sliders
Mini Crab Rangoon
Spinach and Feta Spanakopitas
Mini Black Bean Empanadas
Butternut Squash and Sage Soup Shot Glasses

# RECEPTIONS STATIONS

## GARDEN OF EDEN

One Hour – $25 per Guest | Two Hours – $35 per Guest

Raw Seasonal Vegetable Crudité
Blue Cheese Dip, Ranch Dressing, Herb Aioli, Hummus
Grilled Seasonal Vegetable Skewers
Seasonal Fruit Skewers

## SAY CHEESE

One Hour – $35 per Guest | Two Hours – $55 per Guest

Baked Brie – Puff Pastry, Apricot Jam, Thyme
Grilled Cheese
White Cheddar Popcorn
Parmesan Crisps
Artisanal Cheeses – Manchego, Parmigiano Reggiano, Sage Derby, Drunken Goat, Gorgonzola Dolce
Assorted Breads, Grapes, Dried Fruits

## ITALIAN ANTIPASTI

One Hour – $40 per Guest | Two Hours – $55 per Guest

Artisanal Cheeses – Manchego, Parmigiano Reggiano, Sage Derby, Drunken Goat, Gorgonzola Dolce
Charcuterie – Prosciutto San Daniele, Bresaola, Capocollo, Cacciatorini, Mortadella with Pistachio
Assorted Bread, Grapes, Dried Fruits
Mixed Nuts
Marinated Olives
Homemade Pickled Vegetables

## TACO STAND

One Hour – $40 per Guest | Two Hours – $55 per Guest

*Includes:*

Corn & Flour Tortillas
Sauces – Sour Cream, Pineapple Salsa, Salsa Verde, Pico De Gallo, Tabasco
Toppings – Queso Fresco, Avocado, Shredded Lettuce, Red Onions, Jalapeño, Radish, Scallions, Cilantro, Lime, Lemon

*Select Two | $15 Supplement per Guest per Additional Selection*

Grilled Shrimp
Grilled Chicken Breast
Grilled Skirt Steak

## DIM SUM STATION

One Hour – $45 per Guest | Two Hours – $60 per Guest

Shrimp Shumai
Vegetable Spring Rolls
BBQ Pork Buns
Pork Dumplings
Vegetable Lo Mein
Soy Sauce, Hoisin Sauce, Oyster Sauce, Chili Oil, Ginger–Scallion Oil, Sesame Oil

## BALL GAME STATION

One Hour – $40 per Guest | Two Hours – $55 per Guest

Peanuts
Traditional & Caramel Popcorns
French Fries
Soft Pretzels
Miniature Hotdogs
Miniature Cheeseburgers
Ketchup, Mustard, Mayonnaise, Pickles

## SLIDERS & FRIES

One Hour – $40 per Guest | Two Hours – $55 per Guest

*Includes:*

French Fries
Sweet Potato Fries
Ketchup, Mustard, Mayonnaise, Pickles

*Select Two | $15 Supplement per Guest per Additional Selection*

Caprese – Fresh Mozzarella, Tomato, Basil, Black Olive Tapenade
Crab Cake – Pineapple Salsa
Fried Chicken – Bacon, Cheddar, Red Onion Jam
Kobe Beef Burger – Cheddar Cheese, Lettuce, Tomato, Pickle

# RECEPTIONS DESSERTS

## MINIATURE DESSERTS

One Hour – $21 per Guest
*May be passed or served stationary.
*Select Three | $7 Supplement per Guest per Additional Selection*

- Fresh fruit skewers
- Carrot cake with cream cheese frosting
- Mascarpone Ricotta filled canollis
- Mini Tiramisu
- Chocolate chip cookies and milk shots
- Mini chocolate cupcakes
- Mini funfetti cupcakes
- Mini red velvet cupcakes
- Mini Italian rainbow cookies
- Mini Italian butter cookies
- Chocolate brownies with cream and berries
- Chocolate dipped strawberries

## MOVIE NIGHT

One Hour – $30 per Guest | Two Hours – $45 per Guest

- Traditional Popcorn Buttered Popcorn
- White Cheddar Popcorn
- Assorted Candy Bars
- Pigs in a Blanket
- Nachos with Queso
- Pretzels with Mustards

## PREMIUM BAR

One Hour – $50 per Guest | Each Additional Hour – $25 per Guest
*One Signature Cocktail Included*

VODKA
Ketel One & Flavors • Tito's • Grey Goose • Belvedere

GIN
Tanqueray • The Botanist • Bombay Sapphire • Hendricks

RUM
Bacardi • Captain Morgan • Brugal Anejo • Malibu Coconut

TEQUILA
El Jimador • Avion Silver • Don Julio Blanco • Patron Silver

BOURBON
Jim Beam • Jack Daniels • Bulleit • Woodford Reserve

WHISKEY
Seagram's 7 • Jameson • Bushmills 10yr • Crown Royal

SCOTCH
Johnnie Walker Red • Dewar's • Macallan 12yr • Glenlivet 12yr

BRANDY
Hennesy VS

WHITE WINE & ROSÉ
Pinot Grigio, *Gabbiano* • Sauvignon Blanc, *Brancott*
Chardonnay, *Landmark* • Rosé, *Chateau Minuty*

RED WINE
Malbec, *Terrazas* • Pinot Noir, *Kenwood Yulupa* •
Cabernet Sauvignon, *ChateSt Jean*

BUBBLY
Prosecco, *Valdo* • Rosé, *Chandon*

BEERS
Amstel Light • Corona • Stella Artois • Seasonal Selection

## STANDARD BAR

One Hour – $40 per Guest | Each Additional Hour – $20 per Guest
*Optional Signature Cocktail | $10 Supplement per Guest*

VODKA
Ketel One & Flavors • Tito's

GIN
Tanqueray • The Botanist

RUM
Bacardi • Captain Morgan

TEQUILA
El Jimador • Avion Silver

BOURBON
Jim Beam • Jack Daniels

WHISKEY
Seagram's 7 • Jameson

SCOTCH
Johnnie Walker Red • Dewar's

WHITE WINE
Pinot Grigio, *Gabbiano* • Sauvignon Blanc, *Brancott*

RED WINE
Malbec, *Terrazas* • Pinot Noir, *Kenwood Yulupa*

BUBBLY
Prosecco, *Valdo*

BEERS
Amstel Light • Corona • Stella Artois

## WINE & BEER BAR

One Hour – $30 per Guest | Each Additional Hour – $15 per Guest
*Optional Signature Cocktail | $10 Supplement per Guest*

WHITE WINE
Pinot Grigio, *Gabbiano* • Sauvignon Blanc, *The Castlepoint SB*

RED WINE
Malbec, *Terrazas* • Pinot Noir, *Kenwood Yulupa*

BUBBLY
Prosecco, *Valdo*

BEERS
Amstel Light • Corona • Stella Artois

**Tao Group Cares 2019 events and fundraising**

TAO GROUP
HOSPITALITY
*Cares*

## 2019 YEAR IN REVIEW

**4,584+**

**Hours volunteered**
supporting children's hospitals, youth homeless shelters, animal welfare organizations, and our local communities.

**12,360+**

**Meals donated**
supporting homeless shelters, food rescue organizations, and tasting table events.

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**$101,637**

Raised for programs supporting students living with **autism** and associated career opportunities.

**$237,029**

Raised for cancer research throught the **American Cancer Society** Making Strides Against Breast Cancer.

**$74,582**

Raised to support the **Covenant House** homeless youth shelter and specifically their mother-child program.

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**$134,350**

Of **in-kind donations** to help support 501c3 charities in our local communities and organizations our employees support.

**136**

Charity events and fundraisers held in our venues throughout New York City, Chicago, Los Angeles and Las Vegas.

# THANK YOU

TO ALL OF YOU,
**OUR AMAZING EMPLOYEES**
WHO HELPED MAKE 2019
OUR MOST IMPACTFUL YEAR!

## 2020 VOLUNTEER OPPORTUNITIES

- ANIMAL WELLNESS & ADOPTION
- SERVE FOOD AT A CHILDREN'S HOSPITAL
- GROUP FITNESS
- SLEEPOUT FOR HOMELESS YOUTH (Covenant House)
- AUTISM AWARENESS INCLUSION KICKOFF
- BREAST CANCER AWARENESS WALK

★ RSVP AT ★
**TAOGROUP.COM/VOLUNTEER**

**Tao Group Hospitality Awards**

***Architects Newspaper A|N Best of Design Awards***
Editors' Picks, Interior-Hospitality, 2019, The Fleur Room

***Blueprint Magazine***
Shortlisted, 2017, Best Interior Project (Leisure), TAO LA

***FRAME Awards***
Long-listed, Spatial Awards, Bar of the Year, 2020, Bar Feroce

***Contract Design Magazine***
Annual Interiors Awards, Bar/Restaurant, 2019, The Fleur Room
Annual Interiors Awards, Bar/Restaurant, 2019, Bar Feroce

**DesignWeek Awards**
Shortlisted, Hospitality Interiors, 2016, Vandal
Shortlisted, Hospitality Interiors, 2018, Magic Hour Rooftop Lounge and Bar

**SBID International Design Awards (Society of British and International Interior Designers)**
Finalist, Restaurant Design, 2016, Vandal
Finalist, Club & Bar Design, 2019, Bar Feroce

**International Design Awards**
**Honorable Mention, Interior, 2014, TAO**
Downtown Winner, Gold, Interior Design-Restaurants & Bars, 2019, The Fleur Room

***Hospitality Design Magazine***
Finalist, Nightclub/Bar/Lounge, 2014, TAO Downtown

***Hospitality Design Magazine (Nightlife Awards)***
Winner, Hotel Bar or Lounge, 2018, Magic Hour Rooftop Bar and Lounge

***FX International Interior Design Awards***
Shortlisted Bar or Restaurants, 2016, Vandal
Shortlisted Bar or Restaurants, 2017, TAO LA

***Hotels and Boutique Design***
Gold Key Awards, Finalist, 2014, Best Nightclub/Lounge, TAO Downtown
Gold Key Awards, Finalist, 2016, Best Restaurant Causal Dining, Vandal
Gold Key Awards, Winner, 2018, Judges So Cool, Magic Rooftop Bar & Lounge
Gold Key Awards, Winner, 2019, Best Hotel Focused Service, Moxy Chelsea
Gold Key Awards, Finalist, 2019, Best Lobby Focused Service, Moxy Chelsea

***Interior Design Magazine***
Best of Year, Finalist, Bar/Lounge, 2014, TAO Downtown

**NYCxDESIGN Awards**
Winner, Bar/Lounge, 2018, Magic Hour Rooftop Bar and Lounge
Finalist, Bar/Lounge, 2019, Bar Feroce

***Business Week Magazine's Industrial Design Excellence Awards (IDEA)***
IDEA Finalist, Environments, 2014, TAO Downtown

**Skift Design Award**
Finalist, Entertainment Space, 2019, Bar Feroce

***Sleeper Magazine***
AHEAD (Awards for Hospitality Experience and Design)

***Americas***
Winner, Bar, Club or Lounge, 2018, Magic Hour Rooftop Bar and Lounge Winner, Bar, Club or Lounge, 2019, The Fleur Room

***Restaurant and Bar Design Awards***
Shortlisted, Nightclub, 2018, Magic Hour Rooftop Bar and Lounge

https://www.barandrestaurantexpo.com/operations/rooftop-bar-year-phd-terrace-at-dreammidtown

https://www.barandrestaurantexpo.com/people/nightclub-bar-media-group-announces-2020nightclub-bar-award-winners

# Tao Group Security Overview

TAO GROUP
HOSPITALITY

**Tao Group Security**
To protect the iconic brand of Tao, a global security program was established to ensure the safety and security of our guests and employees. Headquartered in New York City, Tao Group Security is a corporate function that drives global security initiatives across 48 locations, in 6 cities and 3 countries. Led by corporate and regional leaders, the headquarters element sets forth the governance and policy for the brand. Security is omnipresent throughout the Tao landscape in the form of technology, security personnel and programs. Corporate serves to set forth standards for all venues regarding security matters and supports the business with specialized capabilities as needed. To augment operational capabilities, Tao Security works in parallel with Madison Square Garden Entertainment Corporation (MSG-E).

**Our Mission and Organizational Behaviors**
The Tao Security mission is to deliver the highest levels of service, through a world class security program that safeguards our guests, employees and the brand of Tao Hospitality Group. To accomplish this mission, we ensure that each member of our team fully understands their responsibilities and is afforded the tools for success.

Equally important are our behaviors that we subscribe in action and word. In order to reinforce the mission of Tao Security, we adhere to a value system that guides our behaviors at work and in our roles as security professionals. These behaviors are: (1) the safety and security of our guests is the highest priority; (2) we treat others with respect and dignity at all time; (3) we are an important part of the guest experience.

**Our Approach to Security**
The safety and security of our guests and employees is our top priority. Using a risk based approach, the security program at each venue is tailored to fit. We determine risk using a variety of analytics, capabilities and expertise to ensure our security measures are thoughtfully balanced with the local business needs. In partnership with MSG-E, Tao supports a robust protective intelligence capability. Staffed with a myriad of disciplines that include: senior personnel from the US Intelligence, Military and Law Enforcement community, the intelligence unit serves as an asset to support our security operations around the world. This unit is resourced with the most contemporary tools to exploit open source intelligence and actively supports Executive Protection, Threat Management, Travel Security and Global Security Operations. With a deeper understanding of risk, the organization can more effectively deploy a contemporary model of protective layers that are founded in people, programs and technology.

*Global Standards and Policies*
Tao Security has universal standards that drive the structure, roles, responsibilities and operational guidelines for all security team members. These universal standards apply to both internal Tao employees and contracted workforce that support our operations regardless of location. Key policies that support our security program include: Workplace Violence, Security Operations, Incident Response, Loss Prevention and Professional Conduct.

At the local level, Standard Operating Procedures are developed for each venue and address site specific procedures that include: guest screening, incident response, emergency response, building evacuations, escalations and subjects related to local compliance.

*Security Staff*
People are our most valued asset. Each member of our security team serves as an extension of our brand and is routinely the first contact our guests have at our venues. Recruiting and retention programs focus on

the selection of qualified individuals that deliver the highest levels of customer support, coupled with a balance of sound judgement and professionalism. Tao Security strives to employ a proprietary security team. In some instances, trusted third party resources are used to augment special events and specialized capabilities such as armed security personnel, executive protection specialists, etc.

*Training*

Beyond the recruitment of world class talent, all team members undergo a formal Tao Security Training Program that address the fundamental skills necessary as a security officer. This training is Tao-centric and occurs independently of any government mandated training and licensing. Culture, Customer Service, Emergency Response and Conflict Resolution are a sample of core topics during this training. Each year officers participate in annual continuing education training on specialty topics such as Active Shooter, Situational Awareness and Incident Response.

*Security Technology*

Tao uses contemporary and proven security technologies detect, deter, document, investigate and audit. The most prominent technology found at all Tao locations is a state of art surveillance program. Surveillance is an active component of our security poster and is used by security and management to overwatch guest and employee activity in the workplace. In the majority of our spaces, systems are exclusive and provide coverage of all traditional points of interest, egress and transactions are monitored, captured and archived. Each surveillance plan complies with local regulations and incorporates necessary encryption and information security measures to data protection. To ensure system health, Tao Security uses preferred integrators and technicians to support our managed assets, aged asset replacement and routine system audits. This comprehensive approach insures that technology performs at the highest levels to serve as a force multiplier to our security efforts.

Where available and permitted, ID Scanners, Weapon detection and Biometric technologies are deployed to increase capability and confidence when screening all guests and employees. Experience has demonstrated that leveraging technology aids in minimizing risk, safeguards people and protects against misconduct. Our team assume a conservative approach to screening and focuses on prevention of crime and unwanted conduct.

*Threat Management and Investigations*

When unique circumstances arrive that require specialized tools and skills, local security leaders can escalate matters for handling. These capabilities span threat identification, social media monitoring, protective actions and investigations. This team works in parallel with the local security teams to provide operational support though intelligence and information they can obtain. Working with MSG-E we have found this function to be extremely help an allows many of our operational plans a high degree of success based on information shred by this group.

*Emergency Response*

The ability to effectively respond to an emergency situation requires the alignment of several items working cohesively to one goal. Detection technology coupled with effective plans work hand in hand to during emergencies and are an active training topic for all staff. The ability to safety navigate each location requires a deep understanding of venue design, architecture, evacuation and shelter in place options and ultimately decision making depending on the type of event.

*External Partners*

TAO GROUP
HOSPITALITY

At Tao, building relationships with our communities makes us a more responsible industry partner. Security leaders are expected to maintain a professional relationship with all local, state and federal agencies. These organizations serve to protect our businesses and it is imperative that work collaboratively to promote information sharing, collaborative training and mutually beneficial training opportunities. Members of the Tao Security program actively participate with several private-public partnerships to contribute and share information regarding best practices in the security vertical.

*Audit and Testing*

To maintain program vigilance, ensure compliance and support the training of all team members, Tao Security uses Active Audit, Spotter/Secret Shopper Programs, Red Team testing and Penetration Testing. These programs coupled with training and exercise programs are regularly used to improve our security posture and identify areas of improvement.

*Innovation*

The ability to remain cutting edge as a security organization, relies on innovation. Our team consistently tests and evaluates new technologies to improve security operations, and efficiency. In partnership with MSG-E, Tao maintains the capability to perform full spectrum testing of technology, system and security architecture.

David Harville, CPP serves as the Vice President of Security for Tao Group Hospitality with 30 years of private and government experience. Prior to joining Tao, Dave served as Director of Global Security and Resiliency for eBay, Inc supporting a global workforce of over 20,000 employees across 30 countries. He has worked as a senior security executive supporting the global brands of Apple, Amazon, Nike, Facebook, Uber, NFL and Academy of Motion Picture Arts and Science. Dave is a veteran of the US Army and former contractor with the US Government.

**Licence offered for surrender as part of licence granted for the Trocadero 12th and 13th floor – 15/02410/LIPT**

Schedule 12
Part A

WARD: St James's
UPRN: 010033537369

**City of Westminster**
64 Victoria Street, London, SW1E 6QP

Premises licence

Regulation 33, 34

| | |
|---|---|
| **Premises licence number:** | 15/02410/LIPT |
| **Original Reference:** | 06/00699/LIPT |

**Part 1 – Premises details**

**Postal address of premises:**

One London
Third Floor To Fifth Floor
1-4 Leicester Square
London
WC2H 7NA

**Telephone Number:**

**Where the licence is time limited, the dates:**

Not applicable

**Licensable activities authorised by the licence:**

Performance of Dance
Exhibition of a Film
Performance of Live Music
Playing of Recorded Music
Anything of a similar description to Live Music, Recorded Music or Performance of Dance
Performance of a Play
Late Night Refreshment
Sale by Retail of Alcohol

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

**Performance of Dance**
Monday to Sunday: 09:00 to 03:00

**Exhibition of a Film**
Monday to Sunday: 09:00 to 03:00

**Performance of Live Music**
Monday to Sunday: 09:00 to 03:00

**Playing of Recorded Music**
Monday to Sunday: 09:00 to 03:00

**Anything of a similar description to Live Music, Recorded Music or Performance of Dance**
Monday to Sunday: 09:00 to 03:00

| | |
|---|---|
| **Performance of a Play** | |
| Monday to Saturday: | 09:00 to 23:00 |
| Sunday: | 12:00 to 22:30 |
| **Late Night Refreshment** | |
| Monday to Sunday: | 23:30 to 03:30 |
| **Sale by Retail of Alcohol** | |
| Monday to Sunday: | 10:00 to 03:00 |

**The opening hours of the premises:**

Monday to Sunday: 00:00 to 00:00

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

Alcohol is supplied for consumption on the Premises.

Part 2

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

Central London Investments Limited
13 Peel Road
Douglas
Isle Of Man
IM1 4LR
C/O LT Law
18 Soho Square
London
W1D 3QL
*Electronic Mail : C- lana@ltlaw.co.uk*
*Business Phone Number : C- 020 3755 5138*

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

000593V

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

**Name:** Chase McGuinness

*Please note: It is the policy of the Licensing Authority not to display the address details of a designated premises supervisor.*

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

| | |
|---|---|
| **Licence Number:** | BOP_M005760 |
| **Licensing Authority:** | Poole Borough Council |

**Date:** 22 October 2015

**This licence has been authorised by Miss Susan Patterson on behalf of the Director - Public Protection and Licensing.**

**Annex 1 – Mandatory conditions**

1. No supply of alcohol may be made at a time when there is no designated premises supervisor in respect of this licence.

2. No supply of alcohol may be made at a time when the designated premises supervisor does not hold a personal licence or the personal licence is suspended.

3. Every supply of alcohol under this licence must be made or authorised by a person who holds a personal licence.

4. (1) The responsible person must ensure that staff on relevant premises do not carry out, arrange or participate in any irresponsible promotions in relation to the premises.

   (2) In this paragraph, an irresponsible promotion means any one or more of the following activities, or substantially similar activities, carried on for the purpose of encouraging the sale or supply of alcohol for consumption on the premises

      (a) games or other activities which require or encourage, or are designed to require or encourage, individuals to;

         (i) drink a quantity of alcohol within a time limit (other than to drink alcohol sold or supplied on the premises before the cessation of the period in which the responsible person is authorised to sell or supply alcohol), or

         (ii) drink as much alcohol as possible (whether within a time limit or otherwise);

      (b) provision of unlimited or unspecified quantities of alcohol free or for a fixed or discounted fee to the public or to a group defined by a particular characteristic in a manner which carries a significant risk of undermining a licensing objective;

      (c) provision of free or discounted alcohol or any other thing as a prize to encourage or reward the purchase and consumption of alcohol over a period of 24 hours or less in a manner which carries a significant risk of undermining a licensing objective;

      (d) selling or supplying alcohol in association with promotional posters or flyers on, or in the vicinity of, the premises which can reasonably be considered to condone, encourage or glamorise anti-social behaviour or to refer to the effects of drunkenness in any favourable manner;

      (e) dispensing alcohol directly by one person into the mouth of another (other than where that other person is unable to drink without assistance by reason of a disability).

5. The responsible person must ensure that free potable water is provided on request to customers where it is reasonably available.

6. (1) The premises licence holder or club premises certificate holder must ensure that an age verification policy is adopted in respect of the premises in relation to the sale or supply of alcohol.

   (2) The designated premises supervisor in relation to the premises licence must ensure that the supply of alcohol at the premises is carried on in accordance with the age verification policy.

(3) The policy must require individuals who appear to the responsible person to be under 18 years of age (or such older age as may be specified in the policy) to produce on request, before being served alcohol, identification bearing their photograph, date of birth and either -

(a) a holographic mark, or
(b) an ultraviolet feature.

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.

A responsible person in relation to a licensed premises means the holder of the premise licence in respect of the premises, the designated premises supervisor (if any) or any individual aged 18 or over who is authorised by either the licence holder or designated premises supervisor. For premises with a club premises certificate, any member or officer of the club present on the premises in a capacity that which enables him to prevent the supply of alcohol.

8 (i) 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.

(ii) For the purposes of the condition set out in paragraph 8(i) above -

(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 -

$P = D+(DxV)$

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.

(iii). Where the permitted price given by Paragraph 8(ii)(b) above would (apart from this 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.

(iv). (1) Sub-paragraph 8(iv)(2) below applies where the permitted price given by Paragraph 8(ii)(b) above on a day ("the first day") would be different from the permitted price on the next day ("the second day") as a result of a change to the rate of duty or value added tax.

(2) The permitted price which would apply on the first day applies to sales or supplies of alcohol which take place before the expiry of the period of 14 days beginning on the second day.

9. All persons guarding premises against unauthorised access or occupation or against outbreaks of disorder or against damage (door supervisors) must be licensed by the Security Industry Authority.

10. Admission of children to the premises must be restricted in accordance with the film classification recommended by the British Board of Film Classification or recommended by this licensing authority as appropriate

**Annex 2 – Conditions consistent with the operating Schedule**

11. All drinking vessels used in the venue shall be polycarbonate. All alcohol in glass bottles are to be decanted into polycarbonate containers or polycarbonate carafes prior to being served, with the exception of champagne or bottles of spirits with a minimum size of 70cl supplied by waiter/waitress service to tables. Staff shall clear all empty champagne and spirit bottles promptly from the tables. Customers shall not be permitted to leave their table carrying any such glass bottles or drink directly from the bottle.

12. Notwithstanding condition 11 above, with the written agreement of the Westminster Licensing Police, a copy of which will be held at the premises reception, glass drinking vessels may be used for private or pre-booked events within the lounge/club area.

13. An incident log shall be kept at the premises, and made available on request to an authorised officer of the City Council or the Police, which will record the following:

(a) all crimes reported to the venue
(b) all ejections of patrons
(c) any complaints received
(d) any incidents of disorder
(e) all seizures of drugs or offensive weapons
(f) any faults in the CCTV system or searching equipment or scanning equipment
(g) any refusal of the sale of alcohol
(h) any visit by a relevant authority or emergency service

14. An up to date record of all names, badge numbers and times worked of all door supervisors will be maintained daily and made available on request to the Metropolitan Police and the Licensing Authority.

15. "All external promotions shall be notified to the Metropolitan Police Service and a form 696 completed and submitted within 14 days prior to the event, or such less time as agreed with the Police from time to time. When carrying out the risk assessment for the event and holding the event the venue will take into account any reasonable advice received from the Westminster Police Licensing Team and the central Clubs/Promoters Police Team who receive the form 696 (or their equivalent) and upon a reasonable request by Police the venue will not run the event.

16. All security employed at the premises shall wear yellow high viz jackets or tabards No alcohol shall be consumed outside the premises nor glasses/glass bottles removed from the premises by patrons when leaving.

17 (a). There shall be an electronic search arch installed and every patron entering the premises when in use under this licence shall pass through the search arch.

Notwithstanding (a) with the written agreement of the Westminster Licensing Police, a copy of which will be held at the premises reception specifying the event and any time restrictions, patrons may enter the premises without passing through the search arch.

18. (a) That all customers entering the premises after 21:00 will have their ID scanned on entry.

(b) Notwithstanding (a) with the written agreement of the Westminster Licensing Police for specified event/s, a copy of which will be held at the premises reception patrons may be admitted at the managers discretion without ID being scanned and recorded, and that a legible record of these peoples names shall be retained on the premises for inspection by the licensing authority and police for a period of 31 days.

The name of the manager authorising the entrance without scanning will also be recorded.

19. Whilst the premises are open to the public the CCTV shall be monitored continuously by a dedicated officer with a Level 2 Award in CCTV Operations (Public Space Surveillance).

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

20. This licence is subject to all the former Rules of Management for Places of Public Entertainment licensed by Westminster City Council, in force from 4 September 1998 and incorporating amendments agreed by the Council on 25 October 1999, 30 June 2000, 16 January 2001 and 1 October 2001

21. Notwithstanding the provisions of Rule of Management No. 6 the premises may remain open for the purposes of this licence from 11pm on each of the days Sunday to Saturday to 3am on the day following.

22. The existing sound system shall not be altered or modified without the approval of the Environmental Health Officer.

23. A noise limiter located in a separate and remote lockable cabinet from the volume control must be fitted to the musical amplification system set at a level determined by and to the satisfaction of an authorised officer of the Environmental Health Service's Community Protection Department so as to ensure that no noise nuisance is caused to local residents or businesses. The operational panel of the noise limiter shall then be secured to the satisfaction of officers from the Environmental Health Service. The keys securing the noise limiter cabinet shall be held by the applicant only, and shall not be accessed by any other person. The limiter shall not be altered without prior agreement with the Environmental Health Service.

24. A sound limiter device shall be fitted to the sound system shall be set to the levels agreed by the Environmental Health Officer. The operational panel shall then be secured and the system will not be altered without the approval of the Environmental Health Officer.

25. No additional sound generation equipment shall be used on the premises without being routed through the sound limiter device.

26. Whenever queuing by customers waiting to enter the premises takes place, that part of the highway shall be swept as often as is necessary to ensure that the area is clean and tidy, and litter and sweepings collected, stored and disposed of in accordance with the approved refuse storage and disposal arrangements.

27. At the close of business each day the premises are open for business, the licensee shall ensure that the highway immediately outside the premises is swept and litter and sweepings collected, stored and disposed of in accordance with the approved refuse storage and disposal arrangements.

28. Queues outside the premises shall be organised by registered door supervisors so that patrons stand no more than two abreast and do not block the pavement or obstruct the entrance or exit to any premises.

29. Loudspeakers shall not be located at or near the entrance to the premises.

30. There shall be suitable and sufficient drug testing equipment available for use by staff.

31. The last hour of trade on each night shall be a winding down period during which:

- Subdued music shall be played.
- Lighting shall be turned up.
- Soft drinks, hot drinks and food shall be available. Hot drinks and water shall be free.
- A taxi service shall be available.
- Announcements regarding the service shall be made.
- Notices concerning the service shall be posted throughout the premises.

32. Door staff shall use reasonable endeavours to encourage customers to keep good order after they leave the premises

33. The premises shall install and maintain a comprehensive CCTV system as per the minimum requirements of the Westminster Police Licensing Team. All entry and exit points will be covered enabling frontal identification of every person entering in any light condition. The CCTV system shall continually record whilst the premises is open for licensable activities and during all times when customers remain on the premises. All recordings shall be stored for a minimum period of 31 days with date and time stamping. Recordings shall be made available immediately upon the request of Police or authorised officer throughout the preceding 31 day period.

34. A staff member from the premises who is conversant with the operation of the CCTV system shall be on the premises at all times when the premises is open to the public. This staff member must be able to show a Police or authorised council officer recent data or footage with the absolute minimum of delay when requested.

35. There shall be no payment made by or on behalf of the licensees to any person for bringing customers to the premises directly off the street.

36. No nudity and all persons on the premises to be decently attired.

37. Substantial food and suitable beverages other than intoxicating liquor (including drinking water) shall be available during the whole of the permitted hours in all parts of the premises where intoxicating liquor is sold or supplied.

38. The maximum numbers of persons accommodated at any one time at the premises (excluding staff) shall not exceed;

In Total over all floors - maximum 1000 persons

The maximum numbers of persons accommodated at any one time per floor shall not exceed;
3rd floor - 387 persons
4th floor - 354
5th floor - 259 persons

39. A daily log is to be maintained to ensure that any capacity limit set for the various floors and the overall capacity of the premises is recorded hourly and can be properly monitored. Information regarding the authorised officer will be given to an authorised officer or Police Officer on request.

40. At all times the premises are used under this licence the door staff shall be registered by the Security Industry Authority as appropriate and shall consist of a door supervisor outside the entrance, two members of staff (male or female) conducting/supervising searches, staff on the floor of the licensed area and a supervisor of the door supervisors.

41. The last hours or trade on each night shall be a winding down period during which subdued music shall be played.

42. If any entertainment is provided for children or if an entertainment is provided at which the majority of persons attending are children, then, if the number of children attending the entertainment exceeds 100, it shall be the duty of the holder of the premises licence (or the holder of the club premises certificate):

    (a) to station and keep stationed wherever necessary a sufficient number of adult attendants, properly instructed as to their duties, to prevent more children or other persons being admitted to the building, or to any part thereof, than the building or part can properly accommodate,

(b) to control the movement of the children and other persons admitted while entering and leaving the building or any part thereof, and

(c) to take all other reasonable precautions for the safety of the children.

43. The sale of intoxicating liquor shall be ancillary to the provision of music and dancing and substantial refreshment.

44. Alcohol may only be sold for consumption on the premises.

45. For the last 30 minutes of trade on each day alcohol shall not be sold.

46. A proof of age scheme (Challenge 21) shall be operated at the premises where the only acceptable forms of identification are recognised photographic identification cards, such as a driving licence or passport"

47. In the event that a serious assault is committed on the premises (or appears to have been committed) the management will immediately ensure that:

(a) The Police (and where appropriate, the London Ambulance Service) are called without delay, using emergency telephone number 999;
(b) All measures that are reasonably practicable are taken to apprehend any suspects pending the arrival of the Police;
(c) As is reasonably practicable, the crime scene is preserved so as to enable a full forensic investigation to be carried out by the Police; and
(d) Such other measures are taken (as appropriate) to fully protect the safety of all persons present on the premises."

'Serious assault' includes (but is not limited to) any assault in which emergency medical treatment is required and any assault in which a weapon is used.

48. The premises shall ensure that they are members of the local pubwatch or other local crime reduction scheme approved by the police, as well as the local radio scheme.

**Annex 4 – Plans**

Attached

**City of Westminster**
64 Victoria Street, London, SW1E 6QP

Schedule 12
Part B

Premises licence summary

WARD: St James's
UPRN: 010033537369

Regulation 33, 34

| Premises licence number: | 15/02410/LIPT |
|---|---|

Part 1 – Premises details

**Postal address of premises:**

One London
Third Floor To Fifth Floor
1-4 Leicester Square
London
WC2H 7NA

**Telephone Number:**

**Where the licence is time limited, the dates:**

Not applicable

**Licensable activities authorised by the licence:**

Performance of Dance
Exhibition of a Film
Performance of Live Music
Playing of Recorded Music
Anything of a similar description to Live Music, Recorded Music or Performance of Dance
Performance of a Play
Late Night Refreshment
Sale by Retail of Alcohol

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

**Performance of Dance**
Monday to Sunday: 09:00 to 03:00

**Exhibition of a Film**
Monday to Sunday: 09:00 to 03:00

**Performance of Live Music**
Monday to Sunday: 09:00 to 03:00

**Playing of Recorded Music**
Monday to Sunday: 09:00 to 03:00

**Anything of a similar description to Live Music, Recorded Music or Performance of Dance**
Monday to Sunday: 09:00 to 03:00

**Performance of a Play**

| | |
|---|---|
| Monday to Saturday: | 09:00 to 23:00 |
| Sunday: | 12:00 to 22:30 |

**Late Night Refreshment**

| | |
|---|---|
| Monday to Sunday: | 23:30 to 03:30 |

**Sale by Retail of Alcohol**

| | |
|---|---|
| Monday to Sunday: | 10:00 to 03:00 |

**The opening hours of the premises:**

| | |
|---|---|
| Monday to Sunday: | 00:00 to 00:00 |

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

Alcohol is supplied for consumption on the Premises.

**Name and (registered) address of holder of premises licence:**

Central London Investments Limited
13 Peel Road
Douglas
Isle Of Man
IM1 4LR
C/O LT Law
18 Soho Square
London
W1D 3QL

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

000593V

**Name of designated premises supervisor where the premises licence authorises for the supply of alcohol:**

**Name:** Chase McGuinness

**State whether access to the premises by children is restricted or prohibited:**

Restricted

**Date:** 22 October 2015

**This licence has been authorised by Miss Susan Patterson on behalf of the Director - Public Protection and Licensing.**

**Premises History** **Appendix 3**

**Licensing Act 2003 History**

| Application | Details of Application | Date Determined | Decision |
|---|---|---|---|
| 18/00656/LIPN | Application for new premises | 19.04.2018 | Granted by Licensing Sub-Committee |

**Current Premises Licence (18/00656/LIPN)** **Appendix 4**

City of Westminster

Schedule 12
Part A

WARD: St James's
UPRN: 100023472806

Premises licence

Regulation 33, 34

| | |
|---|---|
| Premises licence number: | 18/00656/LIPN |
| Original Reference: | 18/00656/LIPN |

Part 1 – Premises details

**Postal address of premises:**

Trocadero Hotel/Sky Bar & Restaurant
Trocadero
13 Coventry Street
London
W1W 7DH

**Telephone Number:**

**Where the licence is time limited, the dates:**

Not applicable

**Licensable activities authorised by the licence:**

Playing of Recorded Music
Late Night Refreshment
Sale by Retail of Alcohol

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

**Playing of Recorded Music**
Monday to Sunday: 10:00 to 02:00 (On the 12th and 13th Floors)

**Late Night Refreshment**
Monday to Sunday: 23:00 to 02:00

**Sale by Retail of Alcohol**
Monday to Sunday: 10:00 to 02:00

The sale of alcohol to residents and bona fide guests shall be permissible 24 hours a day

**The opening hours of the premises:**

Monday to Sunday: 00:00 to 00:00

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

Alcohol is supplied for consumption on the Premises.

Part 2

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

Trocadero (London) Hotel Limited
16 Balmaes Street
London
SW1Y 6HD

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

09162589

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

**Name:** Mr Paul Fitzgerald

*Please note: It is the policy of the Licensing Authority not to display the address details of a designated premises supervisor.*

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

**Licence Number:** TM/PER/05/00165
**Licensing Authority:** Tonbridge And Malling Borough Council

**Date:** 28th January 2019

**This licence has been authorised by Kevin Jackaman on behalf of the Director - Public Protection and Licensing.**

**Annex 1 – Mandatory conditions**

1. No supply of alcohol may be made at a time when there is no designated premises supervisor in respect of this licence.

2. No supply of alcohol may be made at a time when the designated premises supervisor does not hold a personal licence or the personal licence is suspended.

3. Every supply of alcohol under this licence must be made or authorised by a person who holds a personal licence.

4. (1) The responsible person must ensure that staff on relevant premises do not carry out, arrange or participate in any irresponsible promotions in relation to the premises.

   (2) In this paragraph, an irresponsible promotion means any one or more of the following activities, or substantially similar activities, carried on for the purpose of encouraging the sale or supply of alcohol for consumption on the premises

      (a) games or other activities which require or encourage, or are designed to require or encourage, individuals to;

         (i) drink a quantity of alcohol within a time limit (other than to drink alcohol sold or supplied on the premises before the cessation of the period in which the responsible person is authorised to sell or supply alcohol), or

         (ii) drink as much alcohol as possible (whether within a time limit or otherwise);

      (b) provision of unlimited or unspecified quantities of alcohol free or for a fixed or discounted fee to the public or to a group defined by a particular characteristic in a manner which carries a significant risk of undermining a licensing objective;

      (c) provision of free or discounted alcohol or any other thing as a prize to encourage or reward the purchase and consumption of alcohol over a period of 24 hours or less in a manner which carries a significant risk of undermining a licensing objective;

      (d) selling or supplying alcohol in association with promotional posters or flyers on, or in the vicinity of, the premises which can reasonably be considered to condone, encourage or glamorise anti-social behaviour or to refer to the effects of drunkenness in any favourable manner;

      (e) dispensing alcohol directly by one person into the mouth of another (other than where that other person is unable to drink without assistance by reason of a disability).

5. The responsible person must ensure that free potable water is provided on request to customers where it is reasonably available.

6. (1) The premises licence holder or club premises certificate holder must ensure that an age verification policy is adopted in respect of the premises in relation to the sale or supply of alcohol.

   (2) The designated premises supervisor in relation to the premises licence must ensure that the supply of alcohol at the premises is carried on in accordance with the age verification policy.

(3) The policy must require individuals who appear to the responsible person to be under 18 years of age (or such older age as may be specified in the policy) to produce on request, before being served alcohol, identification bearing their photograph, date of birth and either -

(a) a holographic mark, or
(b) an ultraviolet feature.

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.

A responsible person in relation to a licensed premises means the holder of the premise licence in respect of the premises, the designated premises supervisor (if any) or any individual aged 18 or over who is authorised by either the licence holder or designated premises supervisor. For premises with a club premises certificate, any member or officer of the club present on the premises in a capacity that which enables him to prevent the supply of alcohol.

8 (i) 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.

(ii) For the purposes of the condition set out in paragraph 8(i) above -

(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 -

$P = D+(DxV)$

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.

(iii). Where the permitted price given by Paragraph 8(ii)(b) above would (apart from this 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.

(iv). (1) Sub-paragraph 8(iv)(2) below applies where the permitted price given by Paragraph 8(ii)(b) above on a day ("the first day") would be different from the permitted price on the next day ("the second day") as a result of a change to the rate of duty or value added tax.

(2) The permitted price which would apply on the first day applies to sales or supplies of alcohol which take place before the expiry of the period of 14 days beginning on the second day.

9. All persons guarding premises against unauthorised access or occupation or against outbreaks of disorder or against damage (door supervisors) must be licensed by the Security Industry Authority.

**Annex 2 – Conditions consistent with the operating Schedule**

None

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

9a. Premises Licences 15/02410/LIPT and 14/11478/LIDPSR relating to 1-4 Leicester Square which allow licensable activities until 03:00 hours with a combined capacity of 1,770 will be surrendered, subject to the grant of this application together with two further premises licences for Assembly Hotel, Alhambra House, 27-31 Charing Cross Road, London WC2H 0LS and Hotel Indigo, 1-4 Leicester Square, London WC2H 7NA. The licences to be surrendered before the opening of the Trocadero Hotel at which time this condition shall be removed by the Licensing Authority.

10. There shall be no sales of hot food or hot drink for consumption 'off' the premises after 23:00 hours.

11. The maximum number of persons permitted on the premises at any one time (excluding staff) shall not exceed:

a. 12th floor 750 persons
b. 13th floor 250 persons

Maximum capacity to be determined on final works clearance.

12. On the 12th floor, seating shall be provided for all customers with the exception of 10% (no more than 75 customers) of the capacity who may be within the bar area. Customers using the internal bar and restaurant areas will be seated. It is acknowledged that customers will walk around the external terrace/seasonal garden.

13. There shall be no facilities for dancing on the 12th and 13th floors.

14. The Premises on the 13th floor shall only operate as a restaurant:

(i) in which customers are shown to their table,
(ii) where the supply of alcohol is by waiter or waitress service only,
(iii) which provide food in the form of substantial table meals that are prepared on the premises and are served and consumed at the table using non disposable crockery,
(iv) which do not provide any take away service of food or drink for immediate consumption,
(v) which do not provide any take away service of food or drink after 23.00, and
(vi) where alcohol shall not be sold or supplied, otherwise than for consumption by persons who are seated in the premises and bona fide taking substantial table meals there, and provided always that the consumption of alcohol by such persons is ancillary to taking such meals.
(vii) A maximum of 75 persons will be permitted in the holding bar area awaiting to dine.

Notwithstanding this condition customers are permitted to take from the premises part consumed and resealed bottles of wine supplied ancillary to their meal.

15. For any pre-booked event or occasion when a guest list is in operation, only a Director, the Premises Licence Holder, the Designated Premises Supervisor or the Duty Manager will be authorised to add additional names to the guest list. Any additions less than 48 hours before the pre-booked event or occasion must be legibly entered on the list and signed for by the Director, the Premises Licence Holder, the Designated Premises Supervisor or the Duty Manager. This list will be kept for a period of 28 days following the event and will be made available immediately for inspection upon request by a Police Officer or Council Officer.

16. Other than the provision of recorded music, all regulated entertainment shall be restricted to the function room/rooms on the 13th floor.

17. All windows and external doors leading to the 12th floor roof terrace shall be kept closed after 23:00 hours, except for the immediate access and egress of persons.

18. Admission to the 12th and 13th floor licensed areas from the street by members of the public shall be via the entrance adjacent to the hotel reception area only.

19. No alcohol shall be consumed by the customers more than 30 minutes after the permitted terminal hour for the supply of alcohol.

20. There shall be at least one SIA registered member of door staff on duty in the lobby area at all times. This shall increase to 2 from 21:00 hours. There shall be at least 1 SIA registered member of door staff on duty on the 12th and 13th floors while the premises are open for licensable activities. This shall increase to a ratio as follows:

i) 1:100 customers from 22:00 hours on the 13th floor until close; and
ii) 1:50 customers from 22:00 hours on the 12th floor until close.
From 17:00 hours a member of staff shall be located in the ground floor reception area to greet and direct patrons to the 12th and 13th floor bar area and restaurant.

21. The admission of customers to the 12th and 13th floor restaurant areas after 23:00 hours shall be subject to vetting as agreed from time to time by the police. Such agreement to be in writing and available for inspection upon request to the Police or Licensing Authority.

22. From 17:00 hours, one member of SIA registered door staff shall be deployed to the ground floor entrance lobby and shall wear a Body Worn Video Camera.

23. From 21.00 at least 1 SIA registered door supervisor door supervisor deployed to each floor (12th and 13th) shall wear a Body Worn Video, capable of recording audio and video in any light condition as per the minimum requirements of the Westminster Police Licensing Team. All recordings for BWV shall be stored for a minimum period of 31 days with date and time stamping. Viewing of recordings shall be made available immediately upon the request of Police or authorised officer throughout the preceding 31-day period.

24. When Body worn video systems are in use then they will be deployed immediately during any verbal altercation or use of force by any member of staff.

25. All staff engaged in the use of Body Worn Video shall receive relevant training to ensure they are confident in its use. A record will be kept on the premises of which staff have been trained. This record will be available to the relevant authority for inspection upon request.

26. The premises shall install and maintain a comprehensive CCTV and Body Warn Video system as per the minimum requirements of the Westminster Police Licensing Team. All entry and exit points, lifts (internal area) and lift areas will be covered enabling frontal identification of every person entering in any light condition. The CCTV system shall continually record whilst the premises is open for licensable activities and during all times when customers remain on the premises. All recordings shall be stored for a minimum period of 31 days with date and time stamping. Viewing of recordings shall be made available immediately upon the request of Police or authorised officer throughout the entire 31-day period.

27. A staff member from the premises who is conversant with the operation of the CCTV system shall be on the premises at all times when the premise is open for licensable activities. This staff member must be able to provide a Police or authorised council officer copies of recent CCTV images or data with the absolute minimum of delay when requested (including where applicable any Body Worn Video system).

28. There shall be a personal licence holder on duty on the premises at all times when the premises are authorised to sell alcohol.

29. An incident log shall be kept at the premises, and made available on request to an authorised officer of the City Council or the Police. It must be completed within 24 hours of the incident and will record the following:

a) all crimes reported to the venue,
b) all ejections of patrons,
c) any complaints received concerning crime and disorder,
d) any incidents of disorder,
e) any faults inthe CCTV system,
f) any refusal of the sale of alcohol,
g) any visit by a relevant authority or emergency service.

30. A Challenge 21 proof of age scheme shall be operated at the premises where the only acceptable forms of identification are recognised photographic identification cards, such as a driving licence, passport or proof of age card with the PASS Hologram.

31. No noise generated on the premises, or by its associated plant or equipment, shall emanate from the premises nor vibration be transmitted through the structure of the premises which gives rise to a nuisance.

32. A noise limiter must be fitted to the musical amplification system set at a level determined by and to the satisfaction of an authorised officer of the Environmental Health Service so as to ensure that no noise nuisance is caused to local residents or businesses. The operational panel of the noise limiter shall then be secured by key or password to the satisfaction of officers from the Environmental Health Service and access shall only be by persons authorised by the Premises licence holder. The limiter shall not be altered without prior agreement with the Environmental Health Service. No alteration or modification to any existing sound system(s) should be effected without prior knowledge of an authorised officer of the Environmental Health Service. No additional sound generating equipment shall be used on the premises without being routed through the sound limiter device.

33. Loudspeakers shall not be located in the entrance lobby or outside the premises building. (This shall not apply to the 12th floor roof terrace.) Recorded music and live music shall not be performed beyond 22:00 hours on the 12th floor external terrace.

34. There shall be no striptease or nudity, and all persons shall be decently attired at all times, except when the premises are operating under a Sexual Entertainment Venue Licence.

35. All waste shall be properly presented and placed out for collection no earlier than 30 minutes before the scheduled collection times.

36. The approved arrangements at the premises, including means of escape provisions, emergency warning equipment, the electrical installation and mechanical equipment, hall at all material times be maintained in good condition and full working order.

37. The means of escape provided for the premises shall be maintained unobstructed, free of trip hazards, be immediately available and clearly identified in accordance with the plans provided.

38. All emergency exit doors shall be available at all material times without the use of a key, code, card or similar means.

39. All emergency doors shall be maintained effectively self-closing and not held open other than by an approved device.

40. The edges of the treads of steps and stairways shall be maintained so as to be conspicuous.

41. Notices shall be prominently displayed at all exits requesting patrons to respect the needs of local residents and businesses and leave the area quietly.

42. During the hours of operation of the premises, the licence holder shall ensure sufficient measures are in place to remove and prevent litter or waste arising or accumulating from customers l the area immediately outside the premises, and that this area shall be swept and or washed, and litter and sweepings collected and stored in accordance with the approved refuse storage arrangements by close of business.

43. No waste or recyclable materials, including bottles, shall be moved, removed from or placed in outside areas between 23.00 hours and 08.00 hours on the following day.

44. With the exception of fresh produce, linen and newspapers no deliveries to the premises shall take place between 23:00 and 08:00 hours the following day.

45. The licence holder shall enter into an agreement with a hackney carriage and/or private carriage firm to provide transport for customers, with contact numbers made readily available to customers who will be encouraged to use such services.

46. Before the premises open to the public the plans as deposited will be checked by the Police and Environmental Health Consultation Team to ensure they are an accurate reflection of the premises constructed. Where the premises layout has changed during the course of construction new plans shall be provided to the Environmental Health Consultation Team and the Licensing Authority. This condition shall be removed by the Licensing Team once satisfied.

47. No licensable activities shall take place at the premises until the capacity of the premises has been determined by the Environmental Health Consultation Team and the Licensing Authority has replaced this condition on the licence with a condition detailing the capacity so determined.

48. Any events which are not pre-booked private or corporate events but are externally promoted events shall be notified to the Metropolitan Police service. A risk assessment will be completed (696 or equivalent) and submitted within 14 days prior to the event, or such less time as agreed with the Police. When carrying out the risk assessment for the event and holding the event, the premises will take into account any reasonable advice received from the Westminster Police Licensing Team and the Central Clubs/Promoters Police Team who receive the Form 696 (or equivalent) and upon reasonable request by Police the venue will not run the event.

49. The licence holder shall ensure that any queue to enter the premises which forms outside the premises is orderly and supervised by SIA trained personnel so as to ensure that there is no public nuisance or obstruction to the public highway.

50. There shall be no payment made by or on behalf of the licence holder to any person for bringing customers to the premises directly off the street.

51. Any externally promoted events held at the venue shall by notified to the Metropolitan Police Service. A form 696 (or equivalent) will be completed and submitted within 14 days prior to the event, or such less time as agreed with the Police. When carrying out the risk assessment for the event and holding the event, the premises will take into account any reasonable advice received from the Westminster Police Licensing Team and the Central Clubs/Promoters Police Team who receive the Form 696 (or equivalent) and upon reasonable request by Police the venue will not run the event.

52. A representative of the premises licence holder shall attend the local Pub watch meetings.

53. No entry/Re-entry (excluding persons exiting to smoke) to the premises after 01:00 hours or such time as agreed in writing by Westminster Police Licensing Unit (and a copy of any agreement to be held at reception).

54. All persons/bags entering or re-entering the premises after 21.00hrs shall be searched by a SIA licensed member of staff and monitored by the premises CCTV system.

55. All smoking areas to be designated on the 12th floor Terrace shall be monitored by at least one door supervisor and covered by the venue's CCTV system as indicated on the Premises Plan.

56. An attendant shall be on duty in the cloakroom during the whole time that it is in use.

57. An attendant shall be on duty in the male and female toilets areas (within the licenced area) from 21:00 hours.

58. No advertisements of any kind (including placard, poster, sticker, flyer, picture, letter, sign or other mark) that advertises or promotes the establishment, its premises, or any of its events, facilities, goods or services shall be inscribed or affixed upon the surface of the highway, or upon any building, structure, works, street furniture, tree, or any other property, or be distributed to the public.

59. Staff shall clear all empty champagne and spirit bottles promptly from the tables. Customers shall not be permitted to leave their table carrying any such glass bottles or drink directly from the bottle.

60. From Monday to Sunday after 21:00 all patrons attempting to gain entry or re-entry will be subject to a search.

61. After 21:00 Monday to Sunday, upon entry all bags are to be opened and searched. A general search policy shall be implemented as agreed with the Westminster Police Licensing Team and documented. In accordance with the general search policy, searching will be supplemented by the use of two functional metal detecting wands operated by a male and female door supervisor dedicated to that duty either until the end of permitted hours or until there are no further admissions.

62. In the event that an assault involving an injury or of a sexual nature is committed on the premises (or appears to have been committed), the management will immediately ensure that:

a. the Police (and, where appropriate, the London Ambulance Service) are called without delay;
b. all measures that are reasonably practicable are taken to apprehend any suspects pending the arrival of the Police;
c. the crime scene is preserved so as to ensure a full forensic investigation to be carried out by the Police;
d. such other measures are taken (as appropriate) to fully protect the safety of all persons on the premises.

63. After 21:00, or as agreed with the Westminster Police Licensing Team in writing (and a copy of any agreement to be held at reception) any designated queuing and smoking area shall be enclosed within appropriate barriers to ensure that the footway is kept clear and constantly monitored by security personnel and/or staff.

64. After 21:00 Monday to Sunday an attendant shall be on duty in any designated male and female toilets.

65. No entry / Re-entry (excluding persons exiting to smoke) to the premises after 01:00 hours or such time as agreed in writing by Westminster Police Licensing Unit (and a copy of any agreement to be held at reception).

The Sub-Committee raised as an informative that the Applicant is to produce and submit a dispersal plan in close consultation with the Police, EH, Licensing Authority to ensure the promotion of both the Public Nuisance and Crime and Disorder Licensing Objectives.

**Annex 4 – Plans**

Attached

City of Westminster

Schedule 12
Part B

WARD: St James's
UPRN: 100023472806

Premises licence summary

Regulation 33, 34

| Premises licence number: | 18/00656/LIPN |
|---|---|

Part 1 – Premises details

**Postal address of premises:**

Trocadero Hotel/Sky Bar & Restaurant
Trocadero
13 Coventry Street
London
W1W 7DH

**Telephone Number:**

**Where the licence is time limited, the dates:**

Not applicable

**Licensable activities authorised by the licence:**

Playing of Recorded Music
Late Night Refreshment
Sale by Retail of Alcohol

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

**Playing of Recorded Music**
Monday to Sunday: 10:00 to 02:00 (On the 12th and 13th Floors)

**Late Night Refreshment**
Monday to Sunday: 23:00 to 02:00

**Sale by Retail of Alcohol**
Monday to Sunday: 10:00 to 02:00

The sale of alcohol to residents and bona fide guests shall be permissible 24 hours a day

**The opening hours of the premises:**

Monday to Sunday: 00:00 to 00:00

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

Alcohol is supplied for consumption on the Premises.

**Name and (registered) address of holder of premises licence:**

Trocadero (London) Hotel Limited
16 Babmaes Street
London
SW1Y 6HD

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

09162589

**Name of designated premises supervisor where the premises licence authorises for the supply of alcohol:**

**Name:** Mr Paul Fitzgerald

**State whether access to the premises by children is restricted or prohibited:**

Restricted

**Date:** 28th January 2019

**This licence has been authorised by Kevin Jackaman on behalf of the Director - Public Protection and Licensing.**

**Appendix 5**

**CONDITIONS CONSISTENT WITH THE OPERATING SCHEDULE AND CONDITIONS PROPOSED BY A PARTY TO THE HEARING**

When determining an application for a new premises licence under the provisions of the Licensing Act 2003, the licensing authority must, unless it decides to reject the application, grant the licence subject to the conditions which are indicated as mandatory in this schedule.

At a hearing the licensing authority may, in addition, and having regard to any representations received, grant the licence subject to such conditions which are consistent with the operating schedule submitted by the applicant as part of their application, or alter or omit these conditions, or add any new condition to such extent as the licensing authority considers necessary for the promotion of the licensing objectives.

This schedule lists those conditions which are consistent with the operating schedule, or proposed as necessary for the promotion of the licensing objectives by a responsible authority or an interested party as indicated. These conditions have not been submitted by the licensing service but reflect the positions of the applicant, responsible authority or interested party and have not necessarily been agreed

**Mandatory Conditions**

1. No supply of alcohol may be made at a time when there is no designated premises supervisor in respect of this licence.

2. No supply of alcohol may be made at a time when the designated premises supervisor does not hold a personal licence or the personal licence is suspended.

3. Every supply of alcohol under this licence must be made or authorised by a person who holds a personal licence.

4. (1) The responsible person must ensure that staff on relevant premises do not carry out, arrange or participate in any irresponsible promotions in relation to the premises.

   (2) In this paragraph, an irresponsible promotion means any one or more of the following activities, or substantially similar activities, carried on for the purpose of encouraging the sale or supply of alcohol for consumption on the premises—

   (a) games or other activities which require or encourage, or are designed to require or encourage, individuals to;

      (i) drink a quantity of alcohol within a time limit (other than to drink alcohol sold or supplied on the premises before the cessation of the period in which the responsible person is authorised to sell or supply alcohol), or
      (ii) drink as much alcohol as possible (whether within a time limit or otherwise);

   (b) provision of unlimited or unspecified quantities of alcohol free or for a fixed or discounted fee to the public or to a group defined by a particular characteristic in a manner which carries a significant risk of undermining a licensing objective;

   (c) provision of free or discounted alcohol or any other thing as a prize to encourage or reward the purchase and consumption of alcohol over a period of 24 hours or less in a manner which carries a significant risk of undermining a licensing objective;

(d) selling or supplying alcohol in association with promotional posters or flyers on, or in the vicinity of, the premises which can reasonably be considered to condone, encourage or glamorise anti-social behaviour or to refer to the effects of drunkenness in any favourable manner;

(e) dispensing alcohol directly by one person into the mouth of another (other than where that other person is unable to drink without assistance by reason of a disability).

5. The responsible person must ensure that free potable water is provided on request to customers where it is reasonably available.

6. (1) The premises licence holder or club premises certificate holder must ensure that an age verification policy is adopted in respect of the premises in relation to the sale or supply of alcohol.

(2) The designated premises supervisor in relation to the premises licence must ensure that the supply of alcohol at the premises is carried on in accordance with the age verification policy.

(3) The policy must require individuals who appear to the responsible person to be under 18 years of age (or such older age as may be specified in the policy) to produce on request, before being served alcohol, identification bearing their photograph, date of birth and either—

(a) a holographic mark, or
(b) an ultraviolet feature.

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.

A responsible person in relation to a licensed premises means the holder of the premise licence in respect of the premises, the designated premises supervisor (if any) or any individual aged 18 or over who is authorised by either the licence holder or designated premises supervisor. For premises with a club premises certificate, any member or officer of the club present on the premises in a capacity that which enables him to prevent the supply of alcohol.

8(i) A relevant person shall ensure that no alcohol is sold or supplied for consumption on or off the premises for a price which is less than the permitted price.

8(ii) For the purposes of the condition set out in paragraph 8(i) above -

(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+(DxV)

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.

8(iii). Where the permitted price given by Paragraph 8(ii)(b) above would (apart from this 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.

8(iv). (1) Sub-paragraph 8(iv)(2) below applies where the permitted price given by Paragraph 8(ii)(b) above on a day ("the first day") would be different from the permitted price on the next day ("the second day") as a result of a change to the rate of duty or value added tax.
(2) The permitted price which would apply on the first day applies to sales or supplies of alcohol which take place before the expiry of the period of 14 days beginning on the second day.

9. All persons guarding premises against unauthorised access or occupation or against outbreaks of disorder or against damage (door supervisors) must be licensed by the Security Industry Authority.

**Conditions consistent with the operating schedule**

10. There shall be no sales of hot food or hot drink for consumption 'off' the premises after 23:00 hours except to hotel residents and their bona fide guests.

11. The maximum number of persons permitted on the premises at any one time (excluding staff) shall not exceed:
    a. 12th floor xxx persons;
    b. 13th floor xxx persons .

    With no more than 1000 persons at any one time.

12. On the 12th floor, seating shall be provided internally and on the terrace for a minimum of 60% of those that can be accommodated in that area. Waiter/waitress service shall be available to all customers seated throughout the 12th floor. On the 13 h floor, the sale of alcohol shall be ancillary to music and dancing and substantial refreshment within the Clubroom and, within the Flex Event Space it shall be ancillary to pre-booked or ticketed events and/or functions and dining.

13. Where permitted to use the entrance on Rupert Street for admission to the premises beyond midnight and until the terminal hours for admissions then the area hatched green (on the right of Rupert Street entrance lobby) shall be secured as an overflow holding area that can be used by management and the door team to increase the available space for customers to queue internally whilst waiting for admission to the 12th and 13th floors.

14. There shall be no facilities for dancing on the 12th floor roof terrace.

15. For any pre-booked event or occasion involving a licensable activity when a guest list is in operation, only a Director of the managing company, the Premises Licence Holder, the Designated Premises Supervisor or the Duty Manager will be authorised to add additional names to the guest list. Any additions less than 48 hours before the pre-booked event or occasion must be legibly entered on the list and signed for by the Director, the Premises Licence Holder, the Designated Premises Supervisor or the Duty Manager. This list will be kept for a period of 28 days following the event and will be made available immediately for inspection upon request by a Police Officer or authorised Council Officer.

16. All windows and external doors leading to the 12th floor roof terrace shall be kept closed after 23:00 hours, except for the immediate access and egress of persons.

17. Admission to the 12th and 13th floor licensed areas from the street by members of the public shall only be via the ground floor Sky Bar lift lobby.

18. No alcohol shall be consumed by customers more than 30 minutes after the permitted terminal hour for the supply of alcohol. (This shall not apply to hotel residents and their bona fide guests).

19. (a) From 21:00 hours a minimum of 2 door staff shall be on duty in the ground floor lobby area and a minimum of 1 on duty on the 12th and 13th floors whilst open to the public (excludes hotel residents and bona fide guests) for licensable activities. This shall be increased to a ratio of 1:100 (or part thereof) from 22:00 hours on the 12th and 13th floors until those areas are closed to the public for licensable activities.

    (b) Prior to 21:00 hours, the need for door staff shall be determined by risk assessment carried out by the DPS.

(c) On any occasion prior to 21:00 hours where the premises are open to the public and no door staff are on duty then a member of staff shall be on duty in the ground floor lobby area to meet and greet customers.

20. The admission of customers to the 12th and 13th floor restaurant areas after 23:00 hours shall be subject to vetting as agreed from time to time by the police. Such agreement to be in writing and available for inspection upon request to the Police or Licensing Authority.

21. At least one member of door staff deployed to the ground floor and to each floor (12th and 13th) from 21:00 hours (as required by condition xx) shall wear a Body Worn Video Camera capable of recording audio and video in any light condition as per the minimum requirements of the Westminster Police Licensing Team. All recordings for BWV shall be stored for a minimum period of 31 days with date and time stamping. Viewing of recordings shall be made available immediately upon the request of police or authorized officers throughout the preceding 31 day period.

22. When Body Worn Video systems are in use then they will be deployed immediately during any verbal altercation or use of force by any member of staff.

23. All staff engaged in the use of Body Worn Video shall receive relevant training to ensure they are confident in its use. A record will be kept on the premises of which staff have been trained. This record will be available to the relevant authority for inspection upon request and shall be retained for a minimum of 12 months.

24. The premises shall install and maintain a comprehensive CCTV and Body Warn Video system as per the minimum requirements of the Westminster Police Licensing Team. All entry and exit points, lifts (internal area) and lift areas will be covered enabling frontal identification of every person entering in any light condition. The CCTV system shall continually record whilst the premises is open for licensable activities and during all times when customers remain on the premises. All recordings shall be stored for a minimum period of 31 days with date and time stamping. Viewing of recordings shall be made available immediately upon the request of Police or authorised officer throughout the entire 31-day period.

25. A staff member from the premises who is conversant with the operation of the CCTV system shall be on the premises at all times when the premise is open for licensable activities. This staff member must be able to provide a Police or authorised council officer copies of recent CCTV images or data with the absolute minimum of delay when requested (including where applicable any Body Worn Video system) subject to Data Protection requirements.

26. An incident log shall be kept at the premises, and made available on request to an authorised officer of the City Council or the Police subject to Data Protection requirements. It must be completed within 24 hours of the incident and will record the following:

    a) all crimes reported to the venue,
    b) all ejections of patrons,
    c) any complaints received concerning crime and disorder,
    d) any incidents of disorder,
    e) any faults in the CCTV or Body Worn Video system,
    f) any refusal of the sale of alcohol,
    g) any visit by a relevant authority or emergency service.

27. A Challenge 21 proof of age scheme shall be operated at the premises where the only acceptable forms of identification are recognised photographic identification cards, such as a driving licence, passport, military ID, biometric resident permit or proof of age card with the PASS Hologram.

28. No noise generated on the premises, or by its associated plant or equipment, shall emanate from the premises nor vibration be transmitted through the structure of the premises which gives rise to a nuisance.

29. A noise limiter must be fitted to the musical amplification system set at a level determined by and to the satisfaction of an authorised officer of the Environmental Health Service so as to ensure that no noise nuisance is caused to local residents or businesses. The operational panel of the noise limiter shall then be secured by key or password to the satisfaction of officers from the Environmental Health Service and access shall only be by persons authorised by the Premises licence holder. The limiter shall not be altered without prior agreement with the Environmental Health Service. No alteration or modification to any existing sound system(s) should be effected without prior knowledge of an authorised officer of the Environmental Health Service. No additional sound generating equipment shall be used on the premises without being routed through the sound limiter device.

30. (a) Loudspeakers shall not be located in the ground floor entrance lobby unless there is a sound lobby, or outside the premises building.

(b) On the 12th floor external terrace, live music (which does not involve percussion) shall be permitted until 22:00 hours and recorded music permitted until 00:00 hours. Live music, (including percussion) and recorded music shall however be permitted beyond these times and until 03:00 hours if the external terrace is enclosed with a retractable roof to the satisfaction of EH.

31. There shall be no striptease or nudity, and all persons shall be decently attired at all times, except when the premises are operating under a Sexual Entertainment Venue Licence.

32. All waste shall be properly presented and placed out for collection no earlier than 30 minutes before the scheduled collection times.

33. The approved arrangements at the premises, including means of escape provisions, emergency warning equipment, the electrical installation and mechanical equipment, hall at all material times be maintained in good condition and full working order.

34. The means of escape provided for the premises shall be maintained unobstructed, free of trip hazards, be immediately available and clearly identified in accordance with the plans provided.

35. All emergency exit doors shall be available at all material times without the use of a key, code, card or similar means.

36. All emergency doors shall be maintained effectively self-closing and not held open other than by an approved device.

37. The edges of the treads of steps and stairways shall be maintained so as to be conspicuous.

38. Notices shall be prominently displayed at all exits requesting patrons to respect the needs of local residents and businesses and leave the area quietly.

39. During the hours of operation of the premises, the licence holder shall ensure sufficient measures are in place to remove and prevent litter or waste arising or accumulating from customers in the area immediately outside the premises, and that this area shall be swept and or washed, and litter and sweepings collected and stored in accordance with the approved refuse storage arrangements by close of business.

40. No waste or recyclable materials, including bottles, shall be moved, removed from or placed in outside areas between 23.00 hours and 08.00 hours on the following day.

41. With the exception of fresh produce, no deliveries to the premises shall take place between 23:00 hours and 08:00 hours the following day.

42. The licence holder shall enter into an agreement with a hackney carriage and/or private carriage firm to provide transport for customers, with contact numbers made readily available to customers who will be encouraged to use such services.

43. The licence holder shall ensure that any queue to enter the premises which forms outside the premises is orderly and supervised by SIA trained personnel so as to ensure that there is no public nuisance or obstruction to the public highway.

44. There shall be no payment made by or on behalf of the licence holder to any person for bringing customers to the premises directly off the street.

45. Any events which are not pre-booked private or corporate events but are externally promoted events shall be notified to the Metropolitan Police service. A risk assessment will be completed (696 or equivalent) and submitted within 14 days prior to the event, or such less time as agreed with the Police. When carrying out the risk assessment for the event and holding the event, the premises will take into account any reasonable advice received from the Westminster Police Licensing Team and the Central Clubs/Promoters Police Team who receive the Form 696 (or equivalent) and upon reasonable request by Police the venue will not run the event.

    **The Metropolitan Police Service proposes that the above condition 45 be deleted and replaced with the following:**

    Any events which are not pre-booked private or corporate events but are externally promoted events shall be risk assessed. A documented risk assessment will be completed 14 days prior to the event and retained for a minimum of 31 days afterwards and be made immediately available for viewing by the Responsible Authorities upon request. When carrying out the risk assessment for the event and holding the event, the premises will take into account any reasonable advice received from the Metropolitan Police.

46. A representative of the premises licence holder shall attend the local Pub watch meetings.

47. There shall be No entry/Re-entry (excluding persons exiting to smoke) to the premises after 02:00 hours on each day.

48. An attendant shall be on duty in the cloakroom during the whole time that it is in use.

49. An attendant shall be on duty in the male and female toilets areas (within the licensed area) from 21:00 hours daily until the premises are closed to the public (excluding hotel residents and bona fide guests).

**The Metropolitan Police Service proposes that the above condition 49 be deleted and replaced with the following:**

An attendant shall be on duty in the male and female toilets areas (within the licensed area) from 21:00 hours daily until the premises are closed to the public (excluding hotel residents and bona fide guests. Attendants shall be equipped with a means of alerting security without delay, e.g. radio, BWV, or personal alarm which shall be kept on their person.

50. No advertisements of any kind (including placard, poster, sticker, flyer, picture, letter, sign or other mark) that advertises or promotes the establishment, its premises, or any of its events, facilities, goods or services shall be inscribed or affixed upon the surface of the highway, or upon any building, structure, works, street furniture, tree, or any other property, or be distributed to the public.

51. Staff shall clear all empty champagne and spirit bottles promptly from the tables. Customers shall not be permitted to leave their table carrying any such glass bottles or drink directly from the bottle.

**The Metropolitan Police Service proposes that the above condition 51 be deleted and replaced with the following:**

After midnight, all drinking containers used within the premises area shall be polycarbonate. All glass bottles to be decanted into polycarbonate glassware or polycarbonate glassware carafes, with the exception of champagne and bottles of spirits of a minimum size of 70cl, supplied by waiter/waitress service to tables. Staff will clear all empty champagne and spirit bottles from the tables promptly. Customers will not be permitted to self serve or remove bottles from the tables. Customers will not be permitted to drink directly from champagne or spirit bottles. For the avoidance of any doubt, this condition does not apply to the restaurant area of the premises, as marked on the plans attached to the licence.

Notwithstanding condition above, with the written agreement of the Westminster Licensing Police, a copy of which will be held at the premises reception, glass drinking vessels may be used after midnight for private or pre-booked events within the lounge/club area.

52. After 23:00 hours Monday to Sunday, all bags are to be opened and searched. A written search policy shall be implemented as agreed with the Westminster Police Licensing Team. In accordance with the search policy, searching will be supplemented by the use of two functional meal detecting wands operated by a male and female door supervisor dedicated to that duty either until the end of permitted hours or until there are no further admissions. All searches will be covered by the premises CCTV system.

**The Metropolitan Police Service proposes that the above condition 52 be deleted and replaced with the following:**

From Monday to Sunday until closure, upon arrival all customer's bags are to be opened and searched. From 23:00 hours, a full pat-down search of all entrants, shall be conducted by properly trained security staff of the appropriate gender. Searching will be supplemented by the use of two functional meal detecting wands. All searches will be covered by the premises CCTV system. Prior to 23:00, searching shall be based on a risk assessment by designated security staff.

53. After 21:00 hours, or as agreed with the Westminster Police Licensing Team in writing (and a copy of any agreement to be held at reception) any designated queuing and smoking area shall be enclosed within appropriate barriers to ensure that the footway is kept clear and constantly monitored by security personnel and/or staff.

**The Metropolitan Police Service proposes that the above condition 53 be deleted and replaced with the following:**

After 21:00 hours, designated queuing and smoking areas on the ground floor, shall be enclosed within appropriate barriers to ensure that the footway is kept clear and constantly monitored by security personnel. This will be following agreement with Westminster City Council.

54. In the event that an assault involving an injury or of a sexual nature is committed [on the premises (or appears to have been committed), the management will immediately ensure that:

a. the Police (and, where appropriate, the London Ambulance Service) are called without delay;
b. all measures that are reasonably practicable are taken to apprehend any suspects pending the arrival of the Police;
c. the crime scene is preserved so as to ensure a full forensic investigation to be carried out by the Police;

such other measures are taken (as appropriate) to fully protect the safety of all persons on the premises.

55. No licensable activities shall take place at the premises until the premises has been assessed as satisfactory by the Environmental Health Consultation Team at which time this condition shall be removed from the Licence by the licensing authority.

56. Before the premises open to the public the plans as deposited will be checked by the Police and Environmental Health Consultation Team to ensure they are an accurate reflection of the premises constructed. Where the premises layout has changed during the course of construction new plans shall be provided to the Environmental Health Consultation Team and the Licensing Authority. This condition shall be removed by the Licensing Team once satisfied.

57. No licensable activities shall take place at the premises until the capacity of the 12th and 13th floors have been determined by the Environmental Health Consultation Team and the Licensing Authority has replaced this condition on the licence with a condition detailing the capacity so determined.

58. Premises Licences 15/02410/LIPT and 14/11478/LIDPSR relating to 1-4 Leicester Square which allow licensable activities until 03:00 hours with a combined capacity of 1,770 together with Premises Licence 18/00656/LIPN relating to the Trocadero Hotel/Sky Bar and Restaurant which allow licensable activities until 02:00 (24 hours for residents and guests) with a proposed capacity of 1,000 will be surrendered, subject to the grant of this application.

**Conditions proposed by the Police**

59. When the premises are open, all customers entering after 23:00 hours shall have their ID scanned on entry or be subject to a biometric scanning system (when fingerprint scanning will be required for all customers who have previously shown identification at the premises). All customers entering shall have their facial image captured by the ID scanner camera, except for persons who enter using fingerprint scanning and have

provided a recent live facial image within the last 3 months, and it was captured by the ID Scanner. The above requirement is subject to the following exceptions, namely that a maximum number of (35) guests per night may be admitted at the Managers discretion without their ID necessarily being scanned. Their full details must be recorded, and the record made available to the Responsible Authorities upon request. The record must be retained for a minimum of 31 days

Notwithstanding (a) above, patrons who are attending a pre-booked private event at the premises do not need to have their ID Scanned on entry and instead a written guest list shall be held at reception for the event, and will be retained for 31 days after the event for inspection by the police and responsible authorities upon request.

60. After 22:00, all security engaged outside the entrance to the premises, or supervising or controlling queues, shall wear high visibility yellow jackets or vests. Security staff shall display their SIA licence at all times when on duty. At the commencement of duty, all security personnel must have their names and licence number logged with date and time. Names must be legible and appropriate for a legal document. The log shall be made available for the inspection of the Responsible Authorities upon request and be retained for a minimum of 31 days.

61. After 22:00 Registered Door Supervisors shall ensure that the specified capacities are adhered to at all material times. Before 21:00 Registered Door Supervisors and/or staff shall ensure that the specified capacities are adhered to at all material times. A daily log is to be maintained to ensure that any capacity limit set is recorded hourly and can be properly monitored. Information regarding the capacity will be given to an authorised officer or police officer on request.

62. A traffic marshal shall be employed by the management from 22:00 on Friday, Saturday and any other time deemed necessary. until all customers have left the immediate vicinity of the premises to ensure, as far as reasonably practicable, there is no obstruction on Rupert Street in the immediate vicinity of the premises from customers or vehicles linked to customers. The Traffic marshal shall wear a high visibility jacket of a different colour to those worn by SIA door staff and marked 'traffic marshal' so as to be clearly identifiable in this role and equipped with a radio linked to security.

63. The CCTV system shall provide coverage of the external area outside all public entrances. It shall provide coverage of queues to enter the premises and designated smoking areas, customer search areas, nearby vehicle drop off areas and provide a view of persons passing through the ID Scan facility.

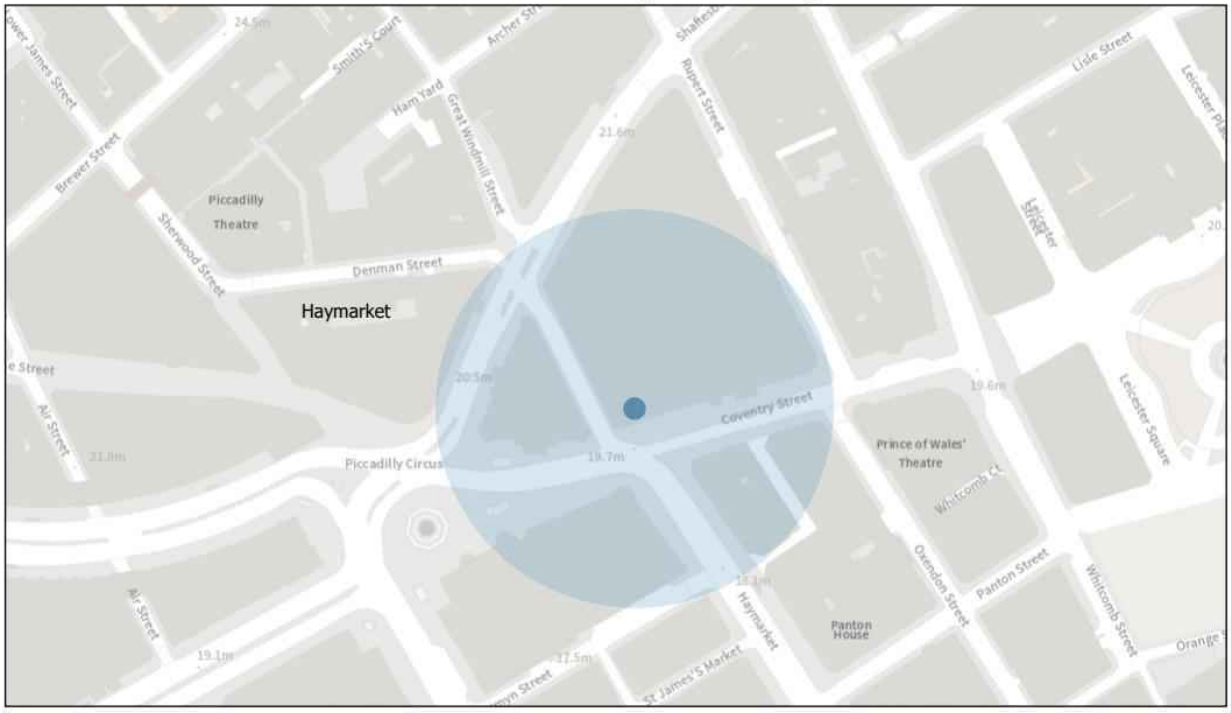
64. All front of house staff shall receive at least basic training in Conflict Management, provided by a qualified source and it shall be to a recognised national standard. Training records for such staff shall be kept on the premises and provided to the Responsible Authorities for viewing upon their request.

**Conditions proposed by the Environmental Health**

None

**Residential Map and List of Premises in the Vicinity** **Appendix 6**

Trocadero Hotel - Sky Bar & Lounge




Resident count = 27

| **Licensed Premises within 75 metres of the Trocadero Hotel - Sky Bar & Lounge** | | | |
|---|---|---|---|
| **Licence Number** | **Trading Name** | **Address** | **Time Period** |
| 18/00656/LIPN | Trocadero Hotel/Sky Bar & Restaurant | Trocadero 13 Coventry Street London W1D 7DH | Monday to Sunday; 00:00 - 00:00 |
| 20/07563/LIPDPS | Five Guys | Trocadero 13 Coventry Street London W1D 7DH | Sunday; 10:00 - 22:30 \| Monday to Thursday; 10:00 - 23:30 \| Friday to Saturday; 10:00 - 00:00 |
| 17/08106/LIPN | Unit 4 - Happy Bar And Grill | Trocadero 13 Coventry Street London W1D 7DH | Sunday; 08:00 - 22:30 \| Monday to Thursday; 08:00 - 23:30 \| Friday to Saturday; 08:00 - 00:00 |
| 20/02784/LIPCH | Picturehouse Central | Trocadero 13 Coventry Street London W1D 7DH | Monday to Sunday; 00:00 - 23:59 |

| | | | |
|---|---|---|---|
| 18/12412/LIPN | Not Recorded | The London Pavillion 1 Piccadilly London W1J 0DA | Monday to Sunday; 10:00 - 00:30 |
| 15/03210/LIPDPS | Ripley's Believe It Or Not! | The London Pavillion 1 Piccadilly London W1J 0DA | Monday to Sunday; 10:00 - 00:00 |
| 20/09885/LIPDPS | Not Recorded | Ground Floor Unit G2 The London Pavillion 1 Piccadilly London W1J 0DA | Monday to Sunday; 00:00 - 00:00 |
| 20/07366/LIPCH | Aberdeen Steak House | 21-22 Coventry Street London W1D 7AE | Sunday; 10:00 - 00:00 \| Monday to Saturday; 10:00 - 01:00 \| Sundays before Bank Holidays; 10:00 - 01:00 |
| 20/09323/LIPDPS | Hard Rock Cafe | Criterion Building 225-229 Piccadilly London W1J 9HR | Friday to Saturday; 10:00 - 02:30 \| Sunday to Thursday; 10:00 - 01:30 |
| 19/05762/LIPDPS | Hard Rock Cafe | Criterion Building 225-229 Piccadilly London W1J 9HR | Friday to Saturday; 10:00 - 02:30 \| Sunday to Thursday; 10:00 - 01:30 |
| 20/02193/LIPRW | Happy Bar & Grill | 25-29 Coventry Street London W1D 7AG | Sunday; 12:00 - 00:30 \| Monday to Saturday; 10:00 - 01:30 \| Sundays before Bank Holidays; 12:00 - 01:00 |
| 19/16538/LIPDPS | Rainforest Cafe | 20-24 Shaftesbury Avenue London W1D 7EU | Monday to Sunday; 09:00 - 04:00 |
| 20/09511/LIPDPS | Crystal Maze | 20-24 Shaftesbury Avenue London W1D 7EU | Monday to Sunday; 09:00 - 04:00 |
| 20/03425/LIPDPS | Rainforest Cafe | 20-24 Shaftesbury Avenue London W1D 7EU | Sunday; 09:00 - 03:00 \| Monday to Saturday; 09:00 - 03:30 |
| 17/02769/LIPDPS | The Comedy Store | Ground Floor Right Haymarket House 1A Oxendon Street London SW1Y 4EE | Sunday; 09:00 - 01:00 \| Monday to Saturday; 09:00 - 05:00 |

| | | | |
|---|---|---|---|
| 19/11154/LIPV | Criterion Brasserie | 224 Piccadilly<br>London W1J 9HP | Monday; 10:00 - 05:00 \| Tuesday; 10:00 - 05:00 \| Wednesday; 10:00 - 05:00 \| Thursday; 10:00 - 05:00 \| Friday; 10:00 - 05:00 \| Saturday; 10:00 - 05:00 \| Sunday; 12:00 - 05:00 |