



Zoe Sinclair <zoe@ambiente-tapas.co.uk>

Re: License Conditions

1 message

Ray Price <ruggedworld@me.com>

23 April 2019 at 21:40

To: Zoe Plummer <zoe@ambiente-tapas.co.uk>

Cc: Robert Scott-South <rob@ambiente-tapas.co.uk>, Paul Gamble <paul.gamble@ambiente-tapas.co.uk>

Dear Zoe,

Thank you for your candid response, mistakes happen and the apology is appreciated.

I understand the challenges that you and your team must face regarding the courtyard rules and the need to avoid confrontation. It is not our intention to add to this but the use of the courtyard is always going to be a sensitive issue between us while at the same time we genuinely do try to be tolerant. Neither would we wish to create the impression that we are constantly looking over your shoulder so to speak; we just happened to be on our balcony for much of Friday.

Thank you for taking my concerns on board and, as ever, we would always wish to resolve any issues with you if and when they first arise.

Kind regards,

Ray Price

On 23 Apr 2019, at 18:41, Zoe Plummer <zoe@ambiente-tapas.co.uk> wrote:

Dear Ray

I hope that you have had chance to enjoy the Easter weekend and the unseasonably good weather.

I am sorry that you had cause for complaint but thank you for allowing me a few days to investigate and monitor the situation.

I am satisfied that all the staff have had adequate training on licencing and the specifics of our Premises Licence, however we have failed on two counts.

On Friday Paul failed to recognise the day as a Bank Holiday and for that he sends a personal apology. Further more as DPS I should have reminded him rather than assumed that Bank Holiday/Sunday hours were being applied.

On the question of food we have had a very occasional problem with customers being told about the courtyard rules, ordering drinks and then deciding not to order food for one reason or another. Notwithstanding the terms of the Premises Licence this is not good business for ourselves but has been addressed with a complimentary bowl of olives rather than confrontation. Moving forward all staff have been instructed that they must take a food order with the initial order for any alcoholic drink, thus avoiding any breach of the PL or putting themselves into a confrontational position later down the line.

I hope that this addresses your concerns but if you feel that we can do any more please drop me a line.

Kind regards



Sender notified by
Mailtrack

On Fri, 19 Apr 2019 at 21:05, Ray Price <ruggedworld@me.com> wrote:

Dear Zoe,

I hope you have enjoyed today (Friday 19 April), the first really warm day so far this year.

We spent much of the afternoon on our balcony and it was clear that your customers were very much enjoying the use of your rear courtyard and the sunshine too.

Unfortunately it would seem that over the winter your staff may have forgotten the Licensing Conditions attached to that use and applicable to a Bank Holiday. Given this it would probably be helpful for you to remind them of those conditions and particularly Annex 3 - Conditions 2, 3 & 4. All were breached today insomuch as:

Alcohol was supplied to persons not partaking in food.
Alcohol was supplied to customers after 16:30
The outside area was not cleared by 17:30

If you are in any doubt of the above I am sure your CCTV will confirm my observations.

Could you then please ensure your staff do comply with the Conditions of your Premises License. These are in place to protect resident's amenity, including mine, while allowing all of us to enjoy the good weather.

Kind regards,

Ray Price

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Zoe Plummer
Ambiente Tapas Limited

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