

# OPERATING SCHEDULE

**Game Measure Ltd t/a  
Prince of Wales  
1 Harlington Road,  
Uxbridge  
UB8 3HD**

**To extend the hours of Licensable activity.**

**The Retail Sale of Alcohol: on and off the Premises**

**Sunday to Thursday from - 10:00 until 00:00  
Friday to Saturday from – 10:00 until 01:00**

**Late Night Refreshment: on and off the Premises**

**Sunday to Thursday from - 10:00 until 00:00  
Friday to Saturday from – 10:00 until 01:00**

**Regulated Entertainment to inc: live and recorded**

**music The performance of dance**

**Sunday to Thursday from - 10:00 until 00:00  
Friday to Saturday from – 10:00 until 01:00**

**Hours Open to The Public:**

**Sunday to Thursday from - 10:00 until 00:30  
Friday to Saturday from – 10:00 until 01:30**

**Re: Our client – Prince of Wales, 1 Harlington Road, Uxbridge, UB8 3HX**

We write on behalf of our client regarding their application for a new variation application to the premises licence following the refusal of their previous variation application. This serves to provide background information on the premises, the prior appeal, and the steps taken to ensure a revised and robust application in full compliance with licensing objectives.

## **Background**

The premises, operating under new management since 11 May 2023, had previously applied for a variation of their premises licence. However, on 20 June 2024, the sub-committee refused the application following objections from the Licensing Authority, the Street Scene Enforcement team, and the Metropolitan Police.

Following this decision, we were instructed to lodge an appeal with the local Magistrates' Court under Schedule 5 of the Licensing Act 2003. The appeal was lodged within the required timeframe on 21 July 2024, following the receipt of the written decision. However, despite repeated follow-ups from both the local authority and ourselves, there has been significant delay in the court proceedings, with the matter still under review by legal advisors.

This prolonged delay has caused financial strain on our client, particularly as local competitors have successfully obtained variations to their licences. Given the uncertainty and costs

associated with litigation, we have worked closely with Mr. Noel Samaroo of NTAD Consultants to assess a more effective and collaborative resolution.

## New Application Proposal

Having reviewed the concerns raised during the previous hearing, our client has carefully reconsidered their approach. Instead of continuing with the appeal, they have decided to submit a new application supported by a comprehensive and revised operating schedule that ensures compliance with licensing objectives and addresses all prior objections.

The new application seeks permission for the **retail sale of alcohol** and the operation of a **fully functioning restaurant and outside garden area**, under **strict conditions** to prevent any adverse impact on the local community. The premises are not located in a special impact zone, and the hours applied for remain within the core hours as defined by policy.

## Proposed Conditions & Operating Schedule

The new application includes the following key conditions:

- **Opening Hours:**
  - **Sunday to Thursday:** 10:00 – 00:00 (sale of alcohol & late-night refreshment until 00:00)
  - **Friday to Saturday:** 10:00 – 01:00 (sale of alcohol & late-night refreshment until 01:00)
- **Noise & Disturbance Control:**
  - No live music or performance of dance in the external area after **23:00** on any day.
- **Restricted Access & Management Control:**
  - **Mr. Mohamed Hussain Abouzeid** shall not be permitted to enter the licensed premises while it is open to the public, except in cases of emergency.
  - He shall not be employed by, act on behalf of, or provide services for the premises in any capacity.

This revised application is supported by a **robust operating schedule** designed to ensure that the premises operate responsibly and in full accordance with licensing objectives. By implementing these measures, our client aims to work constructively with the licensing authority and local stakeholders while ensuring a well-managed, community-friendly establishment.

## General outline of the application

This premises has operated under new management without incident since **11th May 2023**

This is an application to permit the retail sale of alcohol, designed for a fully functioning Restaurant and outside garden area to operate from the premises with Robust Conditions to ensure there is no negative impact on the Licensing Objectives or the Local community.

To support this application, we have also devised the operating schedule to ensure that it is comprehensive and robust to ensure that the hours are supported, and the licencing objectives are upheld and no negative to the surrounding area.

The premises are not in a special impact zone and the hours applied for are within the core hours as stated supported by a revised robust operating schedule.

## **General Conditions**

The opening hours between Sunday and Thursday shall be between 10:00 hours and 00:30 hours with the sale of alcohol and the provision of late-night refreshment on the premises until 00:00 hours. The opening hours between Fridays and Saturdays shall be between 1000 hours and 01:30 hours with the provision of the sale of alcohol and the provision of late-night refreshment on the premises until 01:00 hours.

There is to be No Live Music or The Performance of Dance of in the External Area after 23:00 hours on any day.

Save in the case of an emergency, i.e. a sudden serious and dangerous event or situation which needs immediate action to deal with, Mr Mohamed Hussain ABOUZEID, shall not be permitted to enter the area of operation within the licensed premises whilst it is open to the public on any day.

Nor shall he be employed by, or act on behalf of the Premises or the Premises Licence Holder in any capacity whatsoever whether directly or indirectly or provide any services for the Premises (directly or indirectly and whether for reward or otherwise).

## **The Prevention of Crime and Disorder**

1. The premises shall install and maintain a comprehensive CCTV system covering both the interior and exterior of the premises will be Installed to current Metropolitan Police/Home Office standards and shall continually record whilst the premises are open for licensable activities and during all times when customers remain on the premises.
2. All entry and exit points will be covered enabling frontal identification of every person entering in any light condition.
3. The CCTV system shall continually record whilst the premises is open for licensable activities and during all times when customers remain on the premises.
4. All recordings shall be stored for a minimum period of 31 days with date and time stamping.
5. Viewing of recordings shall be made available immediately upon the request of Police or authorised officer throughout the entire 31day period.
6. A staff member from the premises who is conversant with the operation of the CCTV system shall always be on the premises when the premises are open. This staff member must be able to provide a Police or authorised council officer copies of recent CCTV images or data on a USB stick, CD or other acceptable means as soon as possible and in any case within 24 hours of the request.
7. Any CCTV breakdown or system failure will be notified to the Police and Local Authority immediately & remedied as soon as practicable. Repair records / invoices shall be kept on site for at least 12 months and be readily available to be viewed by all authorised persons upon request.

8. In the event that there is a failure in the CCTV system there shall be no sale of alcohol until the system has been restored as per the minimum requirements of the Metropolitan Police Service.
9. If 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.
  - 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 enable a full forensic investigation to be carried out by the police; and such other measures are taken (as appropriate) to fully protect the safety of all persons present on the premises
10. The premises license holder will ensure that all staff are trained commensurate with their roles at the premises in:
  - a) The Licensing Act 2003, responsibilities in supporting the four key objectives.
  - b) Dealing with incidents and the Prevention of Crime and Disorder
  - c) The sale of alcohol (to underage persons, drunks etc.)
  - d) Crime scene Preservation
  - e) The effects of drunkenness and how to prevent drunkenness on premises and support the licensing objectives.
  - f) welfare and Vulnerability Engagements
  - g) Ask for Angela' Scheme
11. Notices Will be prominently displayed by the entry/exit door and point of sale (as appropriate) advising customers:
  - a) That CCTV & challenge 25 are in operation;
  - b) Advising customers of the provisions of the licensing act regarding underage & proxy sales
  - c) of the permitted hours for licensable activities & the opening times of the premises;
  - d) To respect residents, leave quietly, not to loiter outside the premises or in the vicinity and, to dispose of litter legally.
  - e) Ask for Angela' scheme
12. Staff shall be trained in dealing with disorder and staff training records to be kept at the premises available for inspection by the Police and authorised officers of the Council.
13. All training shall be signed, dated and a copy of such records will be available for inspection by Police and local authority enforcement officers.
14. All staff who work at the till will be trained for their role on induction and be given refresher training every six months. Written training records will be kept for each staff member and be produced to police and authorised council officers on request. Training will include identifying persons under 25, making a challenge, acceptable proof of age and checking it, making and recording a refusal, avoiding conflict and responsible alcohol retailing.

15. All drinking vessels in which drinks are served shall be of strengthened glass (tempered glassware) in a design whereby in the event of breakage, the glass will fragment and no sharp edges are left. Alternatively, plastic type drinking vessels to above breakage specifications may be used.
16. On, Friday's and Saturdays there shall be a minimum of 2 door supervisors on duty from 21:00 until 30 minutes after closing.
17. All Patrons entering the premises from 20:00 on Friday's, Saturday's and UK Bank Holidays shall be required to have their identity verified via the ID scanner machine.
18. There shall be a register of all door staff on duty; signed by the door staff, recording their SIA numbers, start and end time of working shift. This register shall be kept at the premises available for inspection by the Police and authorised officers of the Council.
19. The Designated Premises Supervisor (DPS), a personal licence holder or trained member of staff nominated in writing by the DPS shall be on duty at all times.
20. Customers shall only consume alcohol which has been purchased from the premises.
21. All staff members should be checked to ensure they have the right to work in the UK. These checks should be made available on requests to all responsible authorities. All Associated 'Entitlement to Work' documents:
  - a) must be logged and kept on the premises for the duration of the employment; and
  - b) must be retained for a minimum of 12 months after employment has ceased.
22. A Challenge 25 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.
23. A sign stating "No proof of age - No sale" shall be displayed at the point of sale.
24. A record shall be kept detailing all refused sales of alcohol. The record should include the date and time of the refused sale and the name of the member of staff who refused the sale. The record shall always be available for inspection at the premises by the police or an authorised officer of the Council whilst the premises is open.
25. An incident log shall be kept at the premises and made available on request to an authorised officer of the 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) all seizures of drugs or offensive weapons
  - (f) any faults in the CCTV system, searching equipment or scanning equipment
  - (g) any refusal of the sale of alcohol
  - (h) any visit by a relevant authority or emergency service
26. The Designated Premises Supervisor (OPS), a personal licence holder or trained member of staff nominated in writing by the OPS shall be on duty at all times.

## **The Promotion of Public Safety**

27. 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 provided.
28. The installed digital CCTV system will record for 31 days all public areas of the premises which will monitor all public safety issues. The DPS will be responsible for carrying out a fire and health and safety risk assessments for licensed premises all notices in relation to public health and safety will be displayed.
29. The DPS will ensure that the premises operate in line with existing health and safety legislation and is aware that it is also the responsibility of the premises licence holder that this legislation is adhered to.
30. A fire risk assessment and emergency plan will be prepared and regularly reviewed.  
All staff will receive appropriate fire safety training and refresher training.
31. The premises maximum capacity shall be limited to 154 patrons.

## **The Prevention of Public Nuisance**

32. Notices shall be displayed requesting customers to leave the premises quietly from the premises. Staff/SIA licensed door supervisors shall also request patrons leave the premises quietly and without engaging in any anti-social behaviour.
33. Appropriate signage will be displayed, in a prominent position informing customers that they are being recorded on CCTV.
34. No Patrons shall be permitted to use the external area of the premises after 2300hours between Sunday to Thursday and 0000 hours on a Friday and Saturday.
35. There shall be no admittance or re-admittance to the premises after 23:00 hours on any day save for patrons being permitted to temporarily leave the premises to smoke.
36. Patrons permitted to leave the premises temporarily to smoke shall be restricted to a designated smoking area defined as (the front of the premises) and limited to (5) persons at any one time.
37. No noise generated on the premises, or equipment, shall emanate from the premises nor vibration be transmitted through the structure of the premises which gives rise to a nuisance.
38. There shall be no amplified noise/music or speakers permitted in the external area of the premises.
39. Noise limiters shall be in use to ensure that any noise emanating from the TV does not cause a nuisance to nearby residents and shall be subject to yearly checks from the Street Scene, Environmental Enforcement Team.
40. Dispersal policy to be provided to and approved by the Anti-Social Behaviour and

Environmental Team.

41. No incoming deliveries or disposal of waste/emptying of glass bottles shall take place between 21:00hours and 08:00 hours.
42. An incident book shall be kept at the premises and made available to the police or responsible authority.
43. A direct telephone number for the manager at the premises shall always be publicly available whilst the premises are open. This telephone number is to be made available to residents and businesses in the vicinity.
44. 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.
45. No collections of waste or recycling materials (including bottles) from the premises shall take place between (21.00) and (08.00) on the following day.

### **The Protection of Children from Harm**

46. The DPS will take full responsibility to ensure that all staff training is documented and to include obligations under the Licensing Act 2003, offences under the Act, underage sales, proxy sales, sales of alcohol to drunks, awareness and application of policies particular to the premise and with a comprehensive knowledge of Challenge 25. 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.
47. Training is to be fully documented and refreshed every six months. The training Records will be presented to an authorised officer or the Police upon request.
48. All children under the age of 18 shall be accompanied by a responsible adult at all times whilst on the premises
49. A challenge 25 policy will be in force, where any person looking under the age of 25 shall be asked to prove their age when attempting to purchase alcohol or age restricted items. Signs to this effect will be displayed at the premises. Challenge 25 posters will be displayed where alcohol is sold.
50. The only acceptable ID will be those with photographic identification documents, including passport, photo-card, driving license or proof of age card bearing the PASS hologram.
51. The premises licence holder will ensure that staff are trained regularly as appropriate in respect to the Licensing Act 2003 legislation, staff to be trained regularly in underage sales prevention.

