

2022/01816/LAPR hearing 14 Feb 2023

I apologize to the Committee for the late entry of this vital evidence on 10 pages here. I only found it this morning, when I thought about looking up reviews on Papa Johns, 63 Walham Grove SW6. Opening times of up to later than 03:30 are confirmed in recent reviews. I can assure the Committee that I have taken all the screen grabs we need, should the evidence be required at an Appeal by the Applicant. Just a short overview for you here; vitals marked in red. Some mention eating indoors with no napkins.

One does assume that those writing irate reviews at 01:39 in the morning did so because they were awake and had just experienced the problems that they describe. Put another way, usually, one does not wake up at 3:30am to write a restaurant review. The health and safety aspects are concerning. Pages 1-2 are Google Maps reviews. Page 3-5 are Just Eat reviews.

09:31

Mohamed Belkhalfi
3 reviews

★★★★★ 7 months ago

I walked for 20min to get there just so that they tell my they have finished their shift and that they had started cleaning. I got there at 3:30 and on google it says that it closes at 4. Please if a supervisor sees this review, check the CCTV on 19/06 at 03:30, they have refused to serve me while they were still open.

Helpful 1

09:34

Andrew Webster
5 reviews

★★★★★ 10 months ago

I rarely feel the need to write bad reviews on places, but this has to be the exception. I must say that I have never seen this much incompetence from both food and delivery in any previous delivery order.

Helpful 3

09:35

Garry James Oakes
12 reviews in London

★★★★★ 7 months ago

Lovely pizza but super sloe more for deliver roo etc. Sad but true

Helpful

09:33

Pedro Teixeira
Local Guide · 15 reviews

★★★★★ 9 months ago

Dinner

Made an order at 1:39am, 2h later, 6 phone calls, several lies and promises and nothing. The shop is now closed. I paid for my pizza and never got anything back. I demand a refund ASAP and will not stop until you pay me back for the worse service I ever had.

EDIT: Yes, I got a full refund... however, what are you doing about the 2h of waiting in deep hours of the evening and all the back-and-forth phone calls? Shame you don't even consider the time wasted and hassle. Never ordering again from this place.

Helpful 2

Papa Johns Pizza (Owner)
9 months ago

Hello Pedro, we're really sorry for your recent experience and will look into putting this right for you. You can contact our Customer Services via our website or please email julianne.merrey@papajohns-group.co.uk. Thank you.

09:37

Alice Boutzia
2 reviews

★★★★★ ⓘ 10 months ago

This place must be shut down. Don't order unless you want to spend the next days in the toilet. Both me and my husband got very sick from their food, their hygiene must be non-existent.

Helpful 2

Papa Johns Pizza (Owner)
10 months ago

Hi there and thankyou for your review. As we take all feedback extremely seriously and in order to investigate this further we will need to send you the necessary documentation for you to complete to start the investigation process. Can you please email julianne.merrey@papajohns-group.co.uk with your full contact details. Thank you very much and we look forward to hearing from you soon.

09:38

mAryo Ex
13 reviews

★★★★★ ⓘ a year ago

Not sure if these guys are drunk or on some sort of pills

Ordered from them twice

Each time many excuses

Have to call so many times to see where pizza is

They don't understand or speak proper English so having a conversation with them is impossible

Big mistake using them

Never again

Helpful 1

Deanidoo
Melton Mowbray, UK
5 contributions

●○○○○○

Never, ever again!!!

Aug 2022 • Family


Disgusting service, useless rude staff, achingly slow delivery. Promised a call back on three occasions, been hung up on, waiting for over an hour and a half, for a quoted 30 minutes delivery and we still don't have the bloody pizza yet!!!!
Absolute shower of sh!t

Written 08/18/22

This review is the subjective opinion of a Tripadvisor member and not of Tripadvisor LLC. Tripadvisor performs

Explore Search Plan Review Account

09:47
◀ Chrome

47 reviews 

★★★★★
Jack 27 November 2022 at 23:38
Was great I enjoyed it was first time having and ordering from here. I paid for some dips but they never came but not the end of the world just a waste of a £1

★★★★★
Willis 12 November 2022 at 03:09
didn't receive my food


★★★★★
Robert 12 November 2022 at 02:52
I didn't receive it your president knows

★★★★★
michelle 10 November 2022 at 16:43
Took nearly 2 hrs from order time to receive my items.

★★★★★
Shanti 4 November 2022 at 22:10
Been waiting ages for my food :(

★★★★★
Eoghan 29 October 2022 at 00:12
It never came

09:48
◀ Chrome

47 reviews 

★★★★★
James 23 July 2022 at 01:14
Food was cold and driver was rude

★★★★★
Travis 22 July 2022 at 03:11
Pizza was cold and dry

★★★★★
Daniel 21 July 2022 at 02:11

★★★★★
Georgina 19 July 2022 at 01:59
My order was more than 2 hours late, I was told I would get the next order free when I called but I haven't received the voucher or anything.
The delivery guy was very polite.

★★★★★
Temesghen 14 July 2022 at 23:26

★★★★★
moustapha 11 July 2022 at 03:49
They accepted my order and knowing their had no drivers and made me wait and said it was delivered when I called their said they had no drivers instead cancelling my order or calling and lettina me know no driver their decided to

09:48
◀ Chrome

47 reviews ✕

★★★★★
emil 7 July 2022 at 03:20

★★★★★
Riaan 7 July 2022 at 02:25
Ordered an XL 'all the meats' pizza and the amount of cheese on it was shockingly disappointing. The pizza was mostly dough and hardly any meat. Not what I'd expect from papa johns.

★★★★★
Remus 30 June 2022 at 03:08

★★★★★
Almaz 26 June 2022 at 00:04

★★★★★
Soufiane 24 June 2022 at 02:51
ALL THE FOOD UNDER COOK!!! Disgusting!!
Receive a pizza cut in two !?!?

★★★★★
Glynn 21 June 2022 at 03:59

★★★★★
Oliver 18 June 2022 at 13:47

09:48
◀ Chrome

47 reviews ✕

★★★★★
Glynn 21 June 2022 at 03:59

★★★★★
Oliver 18 June 2022 at 13:47
Food was cold, ice cream was melted

★★★★★
Bhanuchandar 17 June 2022 at 04:54
I didn't receive my order.

★★★★★
Geovet 17 June 2022 at 03:37
They dont have my order and chargeme

★★★★★
david 8 June 2022 at 18:20

★★★★★
Natalia 5 June 2022 at 16:37

★★★★★
Joanna 2 June 2022 at 01:30

★★★★★

09:49
Chrome

47 reviews

★★★★★
Charlie 23 January 2022 at 01:28
Food never delivered, called Papa Johns and said they sent the order....and can't get through to anyone about a refund. Really really bad, do not order from here

★★★★★
Balu 15 January 2022 at 15:10
Lately, Just Eat's delivery time has totally gone out the window. I will order directly from the restaurant and will get the deliveries very well within the time stated. You guys better look into fulfilling your stated delivery times or you will loose more customers than just me.

★★★★★
Christopher 15 January 2022 at 00:45
MY ORDER WAS NEVER DELIVERED. IT'S BEEN 2 HOURS SINCE I PLACED THE ORDER AND IT SAYS IT WAS DELIVERED BUT IT WASN'T. I CALLED THE RESTAURANT AND THEY SAID THEY SENT THE ORDER. TERRIBLE APPLICATION, AND DIDN'T EVEN PROVIDE A WAY TO CONTACT THE DRIVER. I TRIED CALLING JUST-EAT AND NO ONE PICKED UP. I WANT MY MONEY BACK!!

★★★★★
Stuart 15 January 2022 at 00:43
Took an hour and 40 min. Phoned and they said




09:49
Chrome


★★★★★
Charlie 23 January 2022 at 01:28
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★★★★★
Stuart 15 January 2022 at 00:43
Took an hour and 40 min. Phoned and they said they didn't have my order. Had to ring 4 times

09:55   




restaurantji.co.uk 


 **Restaurantji**
#StandWithUkraine 

Papa John's Pizza
 2.0 - 44 votes. Rate your experience!
Hours: 11:00 - 03:00
 63 Walham Grove, London
 020 7385 9888
 Menu Order Online





Ratings
 Google  3.2
 Tripadvisor  2

Take-Out/Delivery Options
 ✓ delivery ✓ take-out

09:55   


restaurantji.co.uk 

Hours: 11:00 - 03:00
 63 Walham Grove, London
 020 7385 9888
 Menu Order Online

Ratings
 Google  3.2
 Tripadvisor  2

Take-Out/Delivery Options
 ✓ delivery ✓ take-out

Tips
 ✓ accepts debit cards ✓ moderate noise
 ✓ good for groups ✓ good for kids ✓ bike parking

Reviews for Papa John's
 August 2022
 Disgusting service, useless rude staff, achingly slow delivery. Promised a call back on three occasions, been hung up on, waiting for over an hour and a half, for a quoted 30 minutes delivery and we still don't have the bloody pizza yet!!!! Absolute shower of

09:56



restaurantji.co.uk

The change of staffing has done bits for this place.

Hardik knows how to get customers to come back. I came here two years ago staff were rude, and didn't seem to care so didn't come back. Recently returned and had the best pizza and experience.

Mohamed Belkhalfi

June 2022



I walked for 20min to get there just so that they tell my they have finished their shift and that they had started cleaning. I got there at 3:30 and on google it says that it closes at 4 Please if a supervisor sees this review, check the CCTV on 19/06 at 03:30, they have refused to serve me while they were still open.

E S

June 2022



Still waiting after 70 mins. Called them half an hour ago and they said "the driver is leaving now". It should take 5 mins. Still hasn't arrived. And now the branch won't pick up the phone. Absolutely terrible.

Pedro Teixeira

May 2022



Made an order at 1:39am, 2h later, 6 phone calls, several lies and promises and nothing. The shop is now closed. I paid for my pizza and never got anything back. I demand a refund ASAP and will not stop until you pay me back for the worse service I ever had.EDIT: Yes, I got a full refund... however, what are you doing about the 2h of waiting in deep hours of the evening and all the back-and-forth phone calls? Shame you don't even consider the time wasted and hassle. Never ordering again from this place.

09:56



restaurantji.co.uk

Pedro Teixeira

May 2022



Made an order at 1:39am, 2h later, 6 phone calls, several lies and promises and nothing. The shop is now closed. I paid for my pizza and never got anything back. I demand a refund ASAP and will not stop until you pay me back for the worse service I ever had.EDIT: Yes, I got a full refund... however, what are you doing about the 2h of waiting in deep hours of the evening and all the back-and-forth phone calls? Shame you don't even consider the time wasted and hassle. Never ordering again from this place.

Andrea C.

April 2022



Fast service, delicious food, high professionalism and amazing customer care, WELL DONE GUYS!!

Julien Kenrick

March 2022

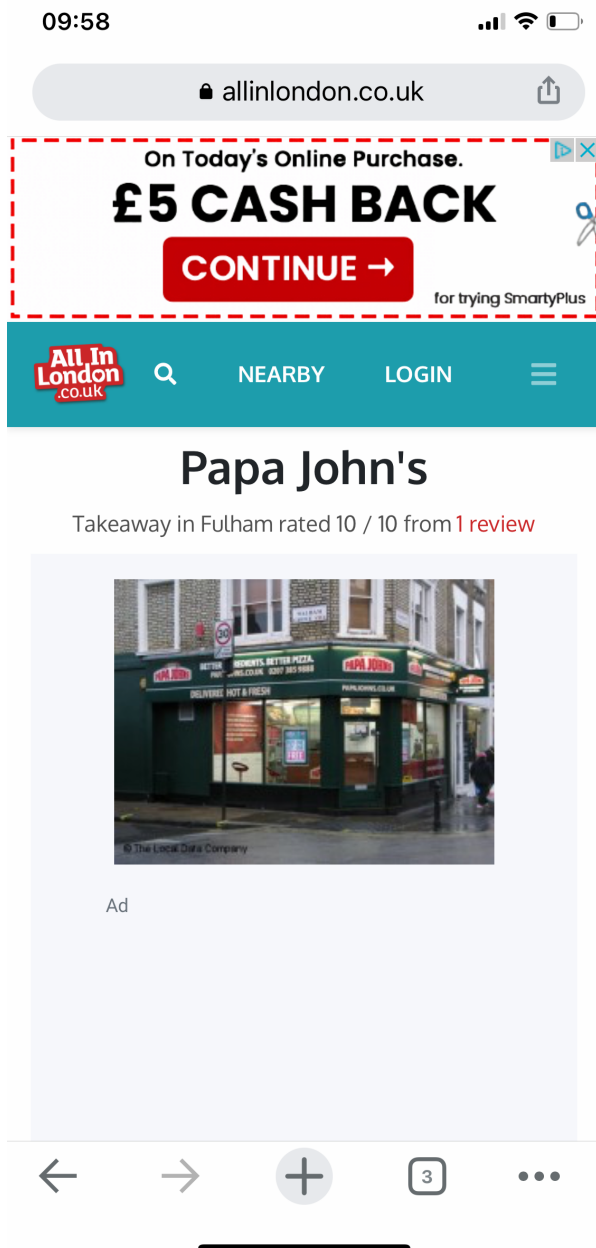


Waiting 80 minutes for my pizza as I type.I called the shop around 15 minutes ago asking where my order was and one of the excuses among many was that there is a stirke on.Yes. There is a tube strike happening today.Last time I checked, tube drivers don't deliver pizza.I still have hope my pizza will arrive soon..UPDATEMy pizza has now arrived, 1hr 40 mins in.It's bang average to be fair.

John Apted

February 2022





09:58 allinlondon.co.uk

ADDRESS
63 Walham Grove, Fulham, London, SW6 1QR

TELEPHONE
020 7385 9888

[SEE ON A MAP](#)

REGION
Fulham

NEAREST STATION
Fulham Broadway (0.16 miles)

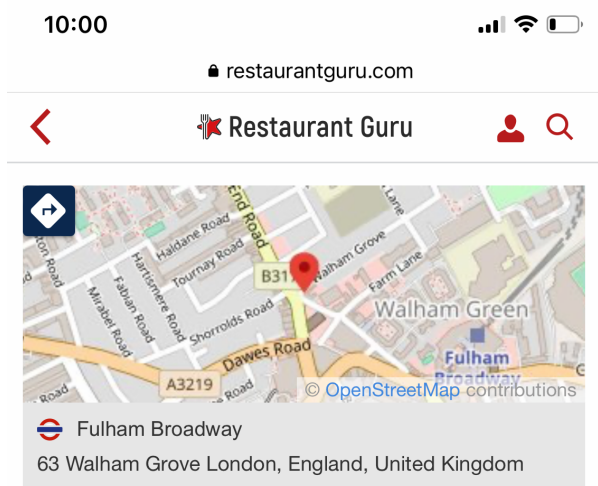
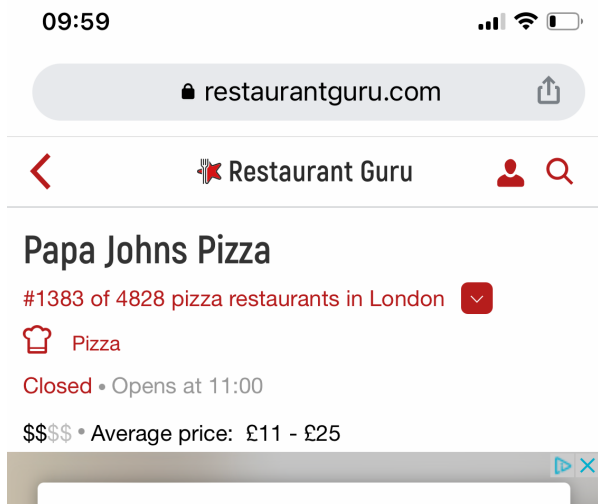
CATEGORY
Takeaways

OTHER BRANCHES
[Papa John's Stores](#)

OPENING TIMES

Monday	Opens 11:00 - Closes 00:00
Tuesday	Opens 11:00 - Closes 00:00
Wednesday	Opens 11:00 - Closes 00:00
Thursday	Opens 11:00 - Closes 00:00
Friday	Opens 10:00 - Closes 01:00
Saturday	Opens 10:00 - Closes 01:00
Sunday	Opens 11:00 - Closes 00:00

[EDIT BUSINESS INFORMATION](#)

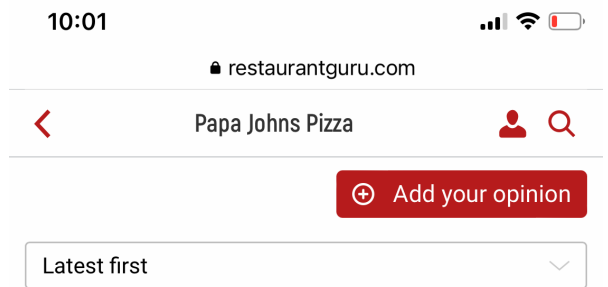


Based on the guests' opinions, pizza is tasty. Guests don't like ice cream at this pizzeria. Food delivery is an important benefit of Papa John's Pizza. From the visitors' viewpoint, the staff is pleasant here.

[Full review](#)

Frequently mentioned in reviews

- 👎 [scammers](#) 👎 [phone calls](#) 👎 [the address](#)
- 👎 [employee](#) 👎 [a grumpy](#)
- 👎 [called the branch](#) 👎 [the brand](#)
- 👎 [decided to proceed](#) 👎 [tells](#) 👎 [promised](#)
- 😊 [takeaway](#) 👎 [food delivery](#) 😊 [friendly staff](#)
- 😊 [great service](#) 👎 [great location](#)
- 😊 [pizza](#) 😊 [poultry](#) 😊 [chicken](#) 👎 [beef](#)
- 👎 [meat](#) 👎 [pizza Margherita](#) 👎 [cheese](#)
- 👎 [ice cream](#) 👎 [margaritas](#)



B **Beldish Chaggar** 24 days ago on Google 🚩
 ★★★★★
 This is so disappointing. Will never order from this particular store ever again. Waiting 1 hour plus and called as app was not updating. Called three times and told on second time that delivery is 20 mins away, considering it's 0.7miles away. Called again after another 20 mins, told it will be 10mins away. Arrived a further 20mins later. When the driver arrived he took the pizza and sides out of the bag and boxes were wet. The pizza was cold straight from the delivery bag. I asked him to feel the temperature, and he said I have to call the store. At this point he agreed it was cold and but. I apology. Just said to me rudely, what's your problem? Would post pictures of the order, however will send this directly to head office. This does not compare to the store on Joel street would know what standards Papa Johns should be embedding, from the person who makes and bakes to the delivery driver. Very very poor service.

Service: Delivery

Meal type: Dinner

Price per person: £30-40

10:03 thetakeawaymenu.co.uk

Papa John's – Fulham Fulham Takeaway Menu

Head over to Uber Eats to view the full menu and the ability to order online instantly from Papa John's – Fulham. View the takeaway menu now by clicking the button below.

[VIEW TAKEAWAY MENU](#)

63 Walham Grove, Fulham, SW6 1QR

Food Type: Pizza | American |

Opening hours

Monday	07:00	–	06:00
Tuesday	07:00	–	06:00
Wednesday	07:00	–	06:00
Thursday	07:00	–	06:00
Friday	07:00	–	06:00
Saturday	07:00	–	06:00
Sunday	07:00	–	06:00

[VIEW TAKEAWAY MENU](#)

Please note this is an affiliate link that will take you to TopCashback first. I will earn a commission.

[VIEW TAKEAWAY MENU](#)

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