

**From:** Dan Evans  
**Sent:** Wednesday, August 9, 2023 9:51 AM  
**To:** Licensing HF: H&F <[licensing@lbhf.gov.uk](mailto:licensing@lbhf.gov.uk)>  
**Cc:**; Cardwell Kris J - AW-CU <  
**Subject:** RE: Reference: 2023/01214/LAPR; Charlotte's Cloud Unit E Distillery Wharf Regatta Lane London W6 9BF

Good Morning Licensing,

Please refer to the below agreed conditions and hours between police and applicant (**highlighted in red below**) for the above application.

Thanks

Dan

Dan Evans  
Police Constable 4290AW  
Licensing Officer – Hammersmith and Fulham  
Central West BCU  
E-Mail:  
Telephone:  
Address: Hammersmith Police Station, 226 Shepherds Bush Road , W6 7NX



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**From:** Charlotte's Cloud  
**Sent:** 07 August 2023 11:21  
**To:** Evans Dan - AW-CU  
**Subject:** Re: Reference: 2023/01214/LAPR; Charlotte's Cloud Unit E Distillery Wharf Regatta Lane London W6 9BF

All good ... we trust your decision.

Thank you

Robert

**Robert Dokler**  
Charlotte's Cloud

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✉ [hello@charlottes-cloud.co.uk](mailto:hello@charlottes-cloud.co.uk)





📍 191 King's Road, London, SW3 5ED

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On 7 Aug 2023, at 10:03, < wrote:

Hi Robert

Thanks for getting back to me.

As discussed, Kris and I would suggest 1000 start for on sale.

Thanks

Dan

Dan Evans  
Police Constable 4290AW  
Licensing Officer – Hammersmith and Fulham  
Central West BCU  
E-Mail:  
Telephone:  
Address: Hammersmith Police Station, 226 Shepherds Bush Road , W6 7NX  
<image001.png>  
Visit our website: [www.met.police.uk](http://www.met.police.uk)

<image002.png>

**From:** Charlotte's Cloud <  
**Sent:** 07 August 2023 08:25  
**To:** Evans Dan - AW-CU <  
**Cc:** Cardwell Kris J - AW-CU <  
**Subject:** Re: Reference: 2023/01214/LAPR; Charlotte's Cloud Unit E Distillery Wharf Regatta Lane  
London W6 9BF

Hi Dan,

Thank you for your time the other day.

Sorry for a late reply.

All good with bellow. Would it be too much to request On-Premises starting time to amend that to 9am or 9.30?

If not all good.

All confirmed from our side.

Thank you again

Kindest Regards

Robert



**Robert Dokler**  
Charlotte's Cloud

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On 3 Aug 2023, at 11:02, wrote:

Hi Robert,

It was good to meet you yesterday and discuss your business model.

As stated there are a number of conditions I'd like to see on your license as well as amended hours of sales of alcohol on the premise.

Please see below suggested amended hours and conditions **highlighted in red**:

**The sale of alcohol - On the Premises**

**1000 -2300 Monday – Sunday**

**The sale of alcohol - Off the Premises**

0730 – 2300 Monday – Sunday

### Conditions

High Definition CCTV shall be installed, operated and maintained, at all times that the premises are open for licensable activities and;

- shall be checked every two weeks to ensure that the system is working properly and that the date and time are correct. A record of these checks, showing the date and name of the person checking, shall be kept and made available to Police or authorised Council officers on request
- one camera will show a close-up of the entrance to the premises, to capture a clear, full length image of anyone entering.
- shall cover any internal or external area of the premises where licensable activities take place.
- recordings shall be in real time and stored for a minimum period of 31 days with date and time stamping.
- footage shall be provided free of charge to Police or authorised council officer within 24 hours of a request.
- a staff member from the premises that is conversant with the operation of the CCTV system shall be on the premises at all times. This staff member will be able to show police or authorised officers of the Licensing Authority recent data footage with the minimum of delay when requested. This data or footage reproduction shall be almost instantaneous.

All staff responsible for selling alcohol shall receive regular training in the Licensing Act 2003 in terms of the licensing objectives, offences committed under the Act and conditions of the Premises Licence. Written records of this training shall be retained and made available to police and authorised officers of the Licensing Authority on request

The premises shall operate a 'Challenge 25' age-restricted sales policy and promote it through the prominent display of posters

The licence holder see shall put arrangements in place to ensure that before serving alcohol or other age-restricted goods to customers they believe to be less than 25 years of age, staff ask to see accredited proof of age: that is, proof of age cards carrying the 'PASS' logo (and no others), a Passport, or UK Driving Licence bearing the photograph and date of birth of the customer.

The licence holder shall require staff to note any refusals in a refusals log. The refusals log shall record the date and time of the refusal; the name of the staff member refusing; and the reason for refusal. It must be checked and signed monthly by the designated premises supervisor. The refusals log shall be made available for inspection upon request by the Licensing Team, Police or Trading Standards.

An incident record shall be kept on the premises and be available for inspection by the police or an authorised officer of the Licensing Authority at all times the premises is open

Management shall undertake the relevant training in relation to responding and ensuring the welfare and safeguarding of vulnerable patrons. Management shall risk assess the need for all other relevant staff to undertake such training. Written records of the training

completed shall be recorded and available to the Police and Authorised Officers from the Local Authority upon request.

Any alcohol sold for consumption off the premises shall be sold in a sealed container.

Deliveries shall only be made to bona fide residential or business addresses.

A warning shall be displayed on the digital platform on which an order is placed informing customers that they must be aged 18 or over to make a purchase of alcohol and notifying customers that the delivery rider will carry out age verification on delivery. The customer will be asked to provide ID to prove their age in accordance with Challenge 25 scheme. If the rider is not satisfied then the alcohol in the order will be withheld.

A record shall be kept detailing all refused sales of alcohol upon delivery. 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 refusals log shall be made available for inspection upon request by the Licensing Team, Police or Trading Standards.

On days when Fulham Football Club are playing at home or on days when a Fulham victory parade takes place there shall be no off sales of alcohol from 2 hours before the advertised kick off time until 2 hours after the match has been completed.

On days when Fulham Football Club are playing at home, if the premises have been given 7 days notice by the police, plastic glasses shall be used for 2 hours before the advertised kick off time until 2 hours after the match has been completed.

Should you have any issues or questions regarding the above - please let me know and I will be happy to discuss this further. Alternatively if you are happy, please let me know via email and I will forward this across to be amended.

Thanks

Dan

Dan Evans  
Police Constable 4290AW  
Licensing Officer – Hammersmith and Fulham  
Central West BCU