

**From:** Licensing HF: H&F <licensing@lbhf.gov.uk>  
**Sent:** 29 January 2025 12:30  
**Subject:** Updated Conditions and Amended Hours - Capital Theatre

Dear all,

**Licensing Act 2003**

**Reference: 2024/02104/LAPR**

**Premises: The Capital Theatre Westfield London Shopping Centre Ariel Way London**

I am contacting you, as you have made a representation against the above application which is due to be heard before the Licensing Sub-Committee on the 5<sup>th</sup> February 2025 at 6.30pm.

The applicants agent has requested that I send the below email to inform you of amendments the applicant has made to their application, to address the concerns raised in the objections received. The applicant has amended the conditions (which are attached in the update conditions PDF), removed off sales of alcohol and reduced the licensable hours applied as follows:

**Licensable Activities sought:**

Plays, Films, Live Music, Recorded Music, Dance, Anything similar to music or dance - Indoors Only

Mondays to Sundays - 09:30 to 00:30 (previously 01:30)

Late Night Refreshment - Indoors Only

Mondays to Sundays - 23:00 to 00:30 (previously 01:30)

The Sale of Alcohol - On the Premises

Mondays to Sundays - 09:30 to 00:30 (previously 01:00)

**Proposed Opening Hours:**

Mondays to Sundays - 09:00 to 01:00 (previously 02:00)

**Please let me know if the above addresses the concerns raised in your objection, and you are minded to withdraw? Additionally, are you able to advise us of anything the applicant could propose in relation to reduction in hours or attach conditions that could resolve this matter?**

Kind regards

**Lorna McKenna**

Licensing Compliance Officer

Licensing

Place Department

Hammersmith & Fulham Council

**From:** Sue Dowling

**Sent:** 28 January 2025 16:45

**To:** Mckenna Lorna: H&F <[Lorna.Mckenna@lbhf.gov.uk](mailto:Lorna.Mckenna@lbhf.gov.uk)>  
**Cc:** Belinda McGarry  
>; Amanda Murray Jordan Taylor >; James Bradshaw  
**Subject:** UPDATED CONDITIONS (KIN533/1)

Dear Lorna

### **Capital Theatre – Dirty Dancing**

Thank you for your email and the very comprehensive Agenda Papers – very helpful. In view of these, I am just cutting back our Applicant's bundle to avoid duplication. I hope to be able to send it across tomorrow.

In the meantime, I can confirm the following which may give the four local residents some additional comfort – perhaps you would update them of these developments when you have a moment?

I can confirm that having considered their comments, the Applicant is content to:

1. Cut back the proposed opening hours to 1 am latest (with licensable activities finishing by 12:30pm/00:30, latest) from the hours sought in the original application.
2. Reduce the proposed hours for any licensable activities on the external terrace in the evening to conclude *at the latest*, at the end of the evening (mid-performance) interval; and
3. Amend its application so that it is clear that only 'on-sales' are permitted. There will be no 'off-sales'.

We have therefore updated the Conditions – see version attached – to reflect these changes (and also to renumber them throughout from 1 to 22). We will include this latest version the Applicant's bundle clearly marked tomorrow.

In terms of audience arrival/dispersal, there is a raft of information on Capital Theatre's website designed to assist (and encourage) those coming to/from the theatre to use public transport or the extensive parking facilities available (and in line with that, to minimise any risk of disturbance to local residents). This information is easily accessible through [Capital Theatre - Dirty Dancing](#) in the FAQ section. This also links with further information available through Access Westfield London - [Access Westfield London](#)

Our Clients very much wish to reiterate to all concerned that their theatre will be professionally operated to a very high standard in accordance with a detailed Event Safety Management Plan (as confirmed in the bespoke volunteered conditions). They wish their theatre to be a welcomed addition to the local environment, to extend the availability of musical performances to those who wish to attend, without negatively impacting on that environment. They are confident that through the operation of their ESMP; the nature of the planned performances and the excellent

transport facilities linked to the Centre, the Licensing Objectives will be promoted at all times.

More to follow tomorrow,

With best regards

Sue

**Sue Dowling**  
Partner

Capital Theatre, Westfield Shopping Centre

Ariel Way, London

[Expanded Conditions proposed 16 January 2025 and Updated 28 January 2025](#)

These draft conditions are offered to support the application for a new Premises Licence for the proposed Premises, Capital Theatre. They may be revised following input from the Responsible Authorities/Interested Parties.

[In addition to the below, the Applicant has agreed to cut back the proposed daily licensing hours detailed in the application to 00:30, with closure of the Premises by 01:00 at the latest, and to limit its application to on-sales only.](#)

1. At all times, Licensable Activities during, or following, an Auditorium Performance at the Premises shall only be available to those who have attended the Performance as a ticketed guest, performer or as a member of the Premises Licence Holder's team. 'Auditorium Performance' means any event involving Regulated Entertainment, the sale of alcohol and/or late night refreshment within the auditorium in the Premises.
2. An Event Safety Management Plan (ESMP) will be developed and shared with the Licensing Authority and other Responsible Authorities (if requested) prior to opening.
3. The ESMP will include details on subjects such as (but not limited to):
  - Layout plans (showing fixed furniture/fittings, and areas in which temporary and/or mobile bars may be used, subject to risk assessment)
  - Noise Management measures
  - Security Management arrangements
  - Access, egress and dispersal arrangements
  - Counter terrorism measures
  - Ticketing
  - Alcohol Management Plan (including Challenge 25 procedures)
  - Crisis Communication Plan
  - Risk Assessments
  - Artists/Show profile

- Special effects
- The use of glass drinking vessels
- Drugs Policy
- Medical Management Plan
- Child Welfare/Vulnerable Persons Policy
- Disabled customer/Accessibility policy

4. The ESMP will be a 'living' document which will be reviewed and revised by the Premises Licence Holder (acting by its DPS or otherwise) as a minimum on an annual basis, to ensure that it is updated in accordance with good industry practice.

#### 5. **CCTV**

- a. High Definition CCTV shall be installed, operated and maintained at all times that the Premises is open for licensable activities or customers are on the Premises and shall be checked every two weeks to ensure that the system is working properly and that the date and time are correct.
- b. At least one camera will show a close-up of the entrance/entrances to the Premises, to capture a clear, full length image of anyone entering.
- c. It shall cover any internal or external area of the Premises where licensable activities take place.
- d. The recordings shall be in real time and stored for a minimum period of 31 days with date and time stamping.
- e. Footage shall be provided to the Police or authorised Council officer on reasonable request made by email to the Designated Premises Supervisor.
- f. 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.
- g. Appropriate signage shall be displayed in prominent positions, informing customers they are being recorded on CCTV.

6. An incident log shall be maintained by the premises that details incidents of note (relevant to the promotion of the Licensing Objectives) that occur in the premises. This shall include any incidents of disorder and ejections as a minimum and shall be available for inspection at any reasonable time by an authorised officer of the licensing authority.
7. A refusals book shall be kept at the premises to record details of all refusals to sell alcohol. This book shall contain the date and time of the incident, a description of the customer, the name of the staff member who refused the sale, and the reason the sale was refused. The book shall be made available to the police and authorised council officers on reasonable request to the DPS.
8. The provision of SIA door security on the Premises shall be on a risk assessed basis. When employed door staff will wear high visibility armbands for easy recognition.
9. Where SIA door supervisors are employed, the following conditions will apply
  - a. The premises licence holder shall ensure that the following details for each door supervisor, are contemporaneously entered into a bound or electronic register kept for that purpose:
    - (i) Full name,
    - (ii) SIA Certificate number and or badge number, or registration number of any accreditation scheme recognised by the Licensing Authority (including expiry date of that registration or accreditation),
    - (iii) The time they began their duty
    - (iv) The time they completed their duty.
    - (v) This register is to be kept at the premises at all times and shall be so maintained as to enable an authorised officer of the Licensing Authority or a constable to establish the particulars of all door stewards engaged at the premises during the period of not less than 28 days prior to the request and shall be open to inspection by authorised officers of the Licensing Authority or a constable upon request.
10. As part of the drugs policy, a lockable “Drugs Box” will be on site. Only the DPS and nominated members of management shall have access. All controlled drugs or items suspected to be or to contain controlled drugs found at the Premises must be placed in this

box as soon as reasonably practicable and when emptied of its contents all must be given to the designated officer of the Metropolitan Police for appropriate disposal, or as otherwise agreed.

11. Adequate and appropriate first aid equipment and materials will be kept on site, regularly checked and kept in an easily accessible place for staff.
12. All exit routes will be kept unobstructed, with non-slippery and even surfaces, free of trip hazards and clearly signed.
13. Capacity figures shall be limited to those as set out in the Fire Risk Assessment.
14. The Premises will adopt the “ask Angela” (or similar) scheme. All staff will be trained in the process to be adopted when any customer “asks for Angela”. Should the customer “ask for Angela” the matter will be recorded in the incident log.
15. The Premises shall have a policy to ensure the welfare and safeguarding of vulnerable patrons. Staff shall be able to support and assist people who feel unsafe, vulnerable or threatened. Should customers approach the venue for assistance, these incidents shall be recorded in the incident log. This policy shall be made available to police or authorised officers of the Licensing Authority upon request.
16. The Licensee shall provide training for all staff to ensure that they are familiar with all means of ingress and egress and the appropriate procedures in case of any emergencies that require an immediate evacuation of the Premises.

#### **Glassware**

17. The use of glassware in the main auditorium shall be risk assessed and a copy of the risk assessment shall be kept on site and shared with representatives of the responsible authorities on reasonable request.
18. The external terrace shall be managed with sufficient staff to ensure that those in that area do not leave the external area with alcoholic beverages.

19. Licensable activities in the external terrace shall cease (at the latest) [to tie in with the end of the evening performance interval](#). [From that time, the area will remain](#) closed to the public ~~by 23:00<sup>1</sup>~~— and any tables/chairs which are not fixed to the ground will be stored inside, on closure of the premises.

### **Staff Training**

20. The Designated Premises Supervisor shall ensure that all staff, supervisors and managers responsible for selling alcohol receive an induction in the legality and procedure of alcohol sales prior to undertaking the sale of alcohol. This training shall include; times of operation, licensable activities and all conditions. Training documents shall be signed and dated, and training records be made available to police and authorised council officers on request. The records shall be retained for at least 12 months.
21. The training referred to in condition 19 above shall be repeated by way of refresher training to staff on a regular basis. Training documents relating to that refresher training shall be signed and dated, and training records be made available to police and authorised council officers on reasonable request. The records shall be retained for at least 12 months.

### **Underage sales**

22. At all times that the premises is operating under this licence, the Premises Licence Holder shall ensure that its staff operate a Challenge 25 Policy (to minimise the risk of alcohol being sold to underage customers). This Policy shall provide that before any sale of alcohol any person who appears to be under the age of 25 will be required to produce photo ID in the form of a passport; driving licence, UK Military ID card; PASS (or similar) card or any other form of ID approved by the Home office for the purpose of age verification of sales of alcohol, to prove that he/she is over the age of 18.

[Updated 28 January 2025](#)

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<sup>1</sup> This deadline will be extended on NYE/NYD until permitted hours commence on 1 January each year as detailed in the application.