



City of Westminster

# Licensing Sub-Committee Report

Item No:

Date:

02 February 2023

Licensing Ref No:

22/10467/LIPN - New Premises Licence

Title of Report:

Whitehall Place at Raffles Hotel  
Old War Office  
Whitehall  
London

Report of:

Director of Public Protection and Licensing

Wards involved:

St James's

Policy context:

City of Westminster Statement of Licensing Policy

Financial summary:

None

Report Author:

Kevin Jackaman  
Senior Licensing Officer

Contact details

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Email: [kjackaman@westminster.gov.uk](mailto:kjackaman@westminster.gov.uk)

<b>1.</b>	<b>Application</b>		
<b>1-A</b>	<b>Applicant and premises</b>		
<b>Application Type:</b>	New Premises Licence, Licensing Act 2003		
<b>Application received date:</b>	2 November 2022		
<b>Applicant:</b>	57 Whitehall Sarl		
<b>Premises:</b>	Whitehall Place at Raffles Hotel		
<b>Premises address:</b>	Old War Office Whitehall London SW1A 2BX	<b>Ward:</b>	St James's
		<b>Cumulative Impact Area:</b>	None
		<b>Special Consideration Zone:</b>	None
<b>Premises description:</b>	<p>Raffles Hotel sits on the site of the Old War Office in Whitehall and is destined to become one of London's finest 5* hotels.</p> <p>Whitehall Place is a 3,828 sq ft restaurant with prominent street access and heritage features.</p> <p>The Premises are outside the West End Cumulative Impact Zone and the applicants are aware of Policy HOT 1 and its associated policies.</p> <p>The hotel will employ the very latest security equipment as well as a high ratio of concierge, door, security and ancillary staff to manage both residents and guests.</p> <p>The highest materials are being employed to ensure sound proofing, safety, waste facilities and management systems</p>		
<b>Premises licence history:</b>	This is a new premises licence application and no premises history exists		
<b>Applicant submissions:</b>	The applicant has provided a promotional brochure, dispersal policy, smoking policy with plans which can be seen at <b>Appendix 2.</b>		
<b>Applicant amendments:</b>	None		

<b>1-B</b>	<b>Proposed licensable activities and hours</b>						
<b>Plays:</b>				<b>Indoors, outdoors or both</b>			<b>Indoors</b>
<b>Day:</b>	<b>Mon</b>	<b>Tues</b>	<b>Wed</b>	<b>Thur</b>	<b>Fri</b>	<b>Sat</b>	<b>Sun</b>
<b>Start:</b>	09:00	09:00	09:00	09:00	09:00	09:00	09:00
<b>End:</b>	02:00	02:00	02:00	02:00	02:00	02:00	02:00
<b>Seasonal variations/ Non-standard timings:</b>			00:00 to 00:00 (for residents and bona fide guests) Non-standard Timings: From the end of permitted hours on New Year's Eve to the start of permitted hours on New Year's Day				

<b>Films:</b>				<b>Indoors, outdoors or both</b>			<b>Indoors</b>
<b>Day:</b>	<b>Mon</b>	<b>Tues</b>	<b>Wed</b>	<b>Thur</b>	<b>Fri</b>	<b>Sat</b>	<b>Sun</b>
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<b>End:</b>	02:00	02:00	02:00	02:00	02:00	02:00	02:00
<b>Seasonal variations/ Non-standard timings:</b>			00:00 to 00:00 (for residents and bona fide guests) Non-standard Timings: From the end of permitted hours on New Year's Eve to the start of permitted hours on New Year's Day				

<b>Live music:</b>				<b>Indoors, outdoors or both</b>			<b>Indoors</b>
<b>Day:</b>	<b>Mon</b>	<b>Tues</b>	<b>Wed</b>	<b>Thur</b>	<b>Fri</b>	<b>Sat</b>	<b>Sun</b>
<b>Start:</b>	09:00	09:00	09:00	09:00	09:00	09:00	09:00
<b>End:</b>	02:00	02:00	02:00	02:00	02:00	02:00	02:00
<b>Seasonal variations/ Non-standard timings:</b>			00:00 to 00:00 (for residents and bona fide guests) Non-standard Timings: From the end of permitted hours on New Year's Eve to the start of permitted hours on New Year's Day				

<b>Recorded music:</b>				<b>Indoors, outdoors or both</b>			<b>Indoors</b>
<b>Day:</b>	<b>Mon</b>	<b>Tues</b>	<b>Wed</b>	<b>Thur</b>	<b>Fri</b>	<b>Sat</b>	<b>Sun</b>
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<b>Seasonal variations/ Non-standard timings:</b>			00:00 to 00:00 (for residents and bona fide guests) Non-standard Timings: From the end of permitted hours on New Year's Eve to the start of permitted hours on New Year's Day				

<b>Anything of a similar description:</b>				<b>Indoors, outdoors or both</b>			Indoors
<b>Day:</b>	<b>Mon</b>	<b>Tues</b>	<b>Wed</b>	<b>Thur</b>	<b>Fri</b>	<b>Sat</b>	<b>Sun</b>
<b>Start:</b>	09:00	09:00	09:00	09:00	09:00	09:00	09:00
<b>End:</b>	02:00	02:00	02:00	02:00	02:00	02:00	02:00
<b>Seasonal variations/ Non-standard timings:</b>		00:00 to 00:00 (for residents and bona fide guests) Non-standard Timings: From the end of permitted hours on New Year's Eve to the start of permitted hours on New Year's Day					

<b>Late Night Refreshment:</b>				<b>Indoors, outdoors or both</b>			
<b>Day:</b>	<b>Mon</b>	<b>Tues</b>	<b>Wed</b>	<b>Thur</b>	<b>Fri</b>	<b>Sat</b>	<b>Sun</b>
<b>Start:</b>	23:00	23:00	23:00	23:00	23:00	23:00	23:00
<b>End:</b>	02:00	02:00	02:00	02:00	02:00	02:00	02:00
<b>Seasonal variations/ Non-standard timings:</b>		00:00 to 00:00 (for residents and bona fide guests) Non-standard Timings: From the end of permitted hours on New Year's Eve to the start of permitted hours on New Year's Day					

<b>Sale of Alcohol:</b>				<b>Indoors, outdoors or both</b>			Indoors
<b>Day:</b>	<b>Mon</b>	<b>Tues</b>	<b>Wed</b>	<b>Thur</b>	<b>Fri</b>	<b>Sat</b>	<b>Sun</b>
<b>Start:</b>	09:00	09:00	09:00	09:00	09:00	09:00	09:00
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<b>Seasonal variations/ Non-standard timings:</b>		00:00 to 00:00 (for residents and bona fide guests) Non-standard Timings: From the end of permitted hours on New Year's Eve to the start of permitted hours on New Year's Day					

<b>Hours premises are open to the public</b>							
<b>Day:</b>	<b>Mon</b>	<b>Tues</b>	<b>Wed</b>	<b>Thur</b>	<b>Fri</b>	<b>Sat</b>	<b>Sun</b>
<b>Start:</b>	00:00	00:00	00:00	00:00	00:00	00:00	00:00
<b>End:</b>	00:00	00:00	00:00	00:00	00:00	00:00	00:00
<b>Seasonal variations/ Non-standard timings:</b>		None					
<b>Adult Entertainment:</b>		None					

<b>2.</b>	<b>Representations</b>
<b>2-A</b>	<b>Responsible Authorities</b>
<b>Responsible Authority:</b>	Environmental Health
<b>Representative:</b>	Ian Watson
<b>Received:</b>	29 November 2022

I refer to the application for a New Premises Licence.

The applicant has submitted floor plans of the premises.

This representation is based on the plans and operating schedule submitted.

The applicant is seeking the following

1. To provide for the Supply of Alcohol 'On' and 'Off' the premises Monday to Sunday between 09.00 to 02.00 hours. NYE to NYD. 24 hours for residents and their guests.
2. To provide Late Night Refreshment 'Indoors' and 'Outdoors' Monday to Sunday between 23.00 to 02.00 hours. NYE to NYD. 24 hours for residents and their guests.
3. To provide regulated entertainment 'Indoors' comprising
  - Plays
  - Films
  - Live Music
  - Recorded Music
  - Anything of a similar description to Live Music, Recorded Music and Performance of Dance
Monday to Sunday between 09.00 to 02.00 hours. NYE to NYD. 24 hours for residents and their guests.

I wish to make the following representation

1. The hours requested for the Supply of Alcohol will have the likely effect of causing an increase in Public Nuisance within the area.
2. The hours requested to permit the provision of late-night refreshment will have the likely effect of causing an increase in Public Nuisance and impact on Public Safety within the area.
3. The hours requested to permit the provision of regulated entertainment will have the likely effect of causing an increase in Public Nuisance and impact on Public Safety within the area.

The applicant has provided additional information with the application which is being addressed.

Should you wish to discuss the matter further please do not hesitate to contact me.

<b>Responsible Authority:</b>	Metropolitan Police Service
<b>Representative:</b>	Tom Stuart
<b>Received:</b>	30 November 2022 ( <b>withdrawn 19<sup>th</sup> January 2023</b> )

Dear Westminster Licensing Service,

As per the below email, I am still waiting to agree some conditions with Mark Browning in regard to the following applications:

Raffles Hotel (The Gurkha At Raffles Hotel) 22/10460/LIPN  
Raffles Hotel (Whitehall Place @Raffles Hotel) 22/10467/LIPN  
Raffles Hotel (The Cambridge At Raffles) 22/10448/LIPN  
Raffles Hotel (Pavilion @Raffles Hotel) 22/10455/LIPN  
Hotel Licence (22/10484/LIPN).

Until these conditions have been agreed/discussed with the applicant, the MPS will be objecting to the above applications under the grounds of "The Prevention of Crime and Disorder" licensing objective.

Please accept this as a formal representation.

**Correspondence from the Metropolitan Police Service to the applicant on 29 November 2022:**

Following the site visit at the Raffles OWO last week, please see below the two conditions that I would like to see attached to the Hotel Licence (22/10484/LIPN).

- *The Premises shall have policy on protecting children from child sexual exploitation. The policy shall include training for all front of house staff on the signs and indications of child sexual exploitation as well as the reporting of suspicious activity to the appropriate authorities.*
- *The premises licence holder shall ensure that the management team register and successfully complete the nationally recognised counter terrorism training product referred to as ACT eLearning package or can demonstrate that the ACT eLearning product has been successfully completed within the preceding 12 months and that all front of house staff employed by or at the premises complete the ACT eLearning within a reasonable period not exceeding 3 months from the day they start their employment.*

In regard to the:

Raffles Hotel (The Gurkha At Raffles Hotel) 22/10460/LIPN  
Raffles Hotel (Whitehall Place @Raffles Hotel) 22/10467/LIPN  
Raffles Hotel (The Cambridge At Raffles) 22/10448/LIPN  
Raffles Hotel (Pavilion @Raffles Hotel) 22/10455/LIPN

I would like to propose that the following conditions are added:

- *The need for SIA registered security will be risk assessed on a continual basis. This risk assessment will be made available upon request from a police officer or local authority officer.*
- *There shall be no entry or re-entry to the premises after midnight save for hotel residents and their bona fide guests.*

As the last date for objection is tomorrow, I may need to submit a representation in order to ensure that these conditions are agreed/considered. I'll hold off until tomorrow afternoon in any case. I am happy to discuss these conditions further.

I look forward to hearing from you

**The Metropolitan Police withdrew their representation on the 19<sup>th</sup> January 2023 as conditions have been agreed with the applicant. These conditions can be found at Appendix 4.**

2-B Other Persons	
Name:	[REDACTED]
Address and/or Residents Association:	[REDACTED] [REDACTED] [REDACTED]
Received:	29 November 2022
RLS Law represents [REDACTED], the owners and occupiers of [REDACTED].	
<p>This representation relates to the above application for a new premises licence. The application is for a new premises licence for a premises identified as Whitehall Place, a restaurant with street access within the Raffles Hotel in the former Old War Office.</p> <p>[REDACTED] the Old War Office ("OWO") and particularly, [REDACTED] as the ever-growing rooftop bar that forms part of the OWO development; however, we are making Representations in relation to all 7 of the Applications for new Premises Licences in the Old War Office development, that have been made simultaneously.</p> <p>The nature of the development at the Old War Office is complex and significant in its scale and we would suggest all 7 licence applications need to be considered simultaneously, as it is only with an appropriate prospective that takes in the likely impact of all 7 licences, that the relevant issues can be appropriately determined by the Licencing Authority.</p> <p>Both commutatively and individually, the applications are likely to impact on the four Licencing Objectives as set out below:-</p> <p><b>The Prevention of Crime and Disorder</b></p> <p>The provision of licensable activities, in particular the sale by retail of alcohol, and to some extent the provision of regulated entertainment, has a well-documented link to the propensity for persons to commit acts of crime with disorder, both against each other and those innocent members of the public that they encounter. The application seeks substantial hours for the sale of alcohol and provision of regulated entertainment, and so the grant of this application on its current terms is likely to increase crime and disorder in the surrounding area. We also note that the application includes the provision of late night refreshment and Westminster City Council has identified that locations providing late night refreshment offer a considerable attraction to persons who are and have consumed alcohol, both at the premises and in the local area, effectively increasing the number of people likely to be on these premises late into the night on any given day. The combined OWO premises has a significant capacity and so will realistically be holding a large number of persons who will have consumed alcohol late into the night. When those customers leave the premises late in the evening or in the early hours of the morning, the identified link between the consumption of alcohol and the propensity to engage in crime and disorder will be all too readily played out in the surrounding residential neighbourhood.</p>	

### **The Prevention of Public Nuisance**

Further to our comments above on the prevention of crime and disorder, a substantial number of people leaving this premises late in the evening or in the early hours of the morning will have, we would go so far as to say, an obvious impact on local residents who will be expecting to quietly enjoy their homes and get a good night's sleep. Westminster City Council has identified the (perhaps all too obvious) link between persons consuming alcohol and listening to regulated entertainment and the propensity for those persons to cause noise nuisance to local residents as they gather and pass by residents' homes.

We would add that the provision of regulated entertainment itself has the potential to result in noise breakout and that noise is likely to disturb residents, especially in the late evening and early hours of the morning. Again, for a combined premises of this size, the above is a considerable issue that causes concern to all local residents, including our client.

### **Public Safety**

Due to the nature of the premises, it is highly likely that large numbers of people (many of whom will have consumed alcohol), will depart simultaneously when the premises close to the public or at the end of any particular event. This is a highly trafficked area and the management of such persons needs to be demonstrated to the highest level to ensure the safety of those departing customers. This is a clear and substantial risk and needs to be considered in detail by the Licensing Authority at an appropriate subcommittee.

### **Protection of Children From Harm**

We can expect the various licence premises within this combined development to have in place, robust age verification systems, however, as we have noted above, public nuisance is highly likely to be caused by departing customers (especially in the evening and early morning) and many of those that live in the neighbourhood surrounding the premises have families with children who require more sleep than the parents. The impact on those children of this operation is likely to be even more significant than it will be on neighbouring adult residents.

### **Matters Generally**

We strongly suggest to the Licensing Authority that the applications submitted in relation to the OWO development, including this application, fail to sufficiently address the requirements of Westminster's Statement of Licensing Policy; including but not limited to, Policies CD1, PS1, PN1, CH1, RNT1, HOT1, MD1 and PB1. Further, the nature of the 7 applications and the draft Conditions attached to them, fail to clearly and adequately identify the number and nature of the persons allowed on the Premises and receiving Licensable Activities at any given time.

Our clients will ensure that they or their representatives are free to attend any subcommittee hearing that the council may convene in relation to this and the 6 other abovementioned applications, and will provide a detailed comment by way of their own witness testimony, along with detailed submissions from us, their legal representatives

<b>3.</b>	<b>Policy &amp; Guidance</b>
The following policies within the City Of Westminster Statement of Licensing Policy apply:	
<b>Policy HRS1 applies</b>	A. Applications within the core hours set out below in this policy will generally be granted for the relevant premises uses, subject to not being contrary to other policies in the Statement of Licensing Policy. B. Applications for hours outside the core hours set out in Clause C will be considered on their merits, subject to other relevant policies, and with particular regard to the following: 1. The demonstration of compliance in the requirements of policies CD1, PS1, PN1 and CH1 associated with the likelihood of the effect of the grant of a licence for later or earlier hours on crime and disorder, public safety, public nuisance and the protection of children



from harm.

2. If the application is located within a Special Consideration Zone they have demonstrated that they have taken account of the issues identified in that area and provided adequate mitigation.

3. Whether there is residential accommodation in the proximity of the premises that would likely be adversely affected by premises being open or carrying out operations at the hours proposed.

4. The proposed hours of the licensable activities and when customers will be permitted to remain on the premises.

5. The proposed hours when any music, including incidental music, will be played.

6. The hours when customers will be allowed to take food or drink outside the premises or be within open areas which form part of the premises.

7. The existing hours of licensable activities and the past operation of the premises (if any) and hours of licensable premises in the vicinity.

8. Whether customers and staff have adequate access to public transport when arriving at and leaving the premises, especially at night.

9. The capacity of the premises.

10. The type of use, recognising that some venues are more likely to impact the licensing objectives than others; for example, pubs and bars are higher risk than theatres, cinemas and other cultural and sporting venues due to the nature of the operation.

11. The Licensing Authority will take into account the active measures proposed for a 'winding down' period including arrangements for people to be collected from the premises to travel home safely.

12. Conditions on hours may be attached that require that the supply of alcohol for consumption on the premises ceases a suitable period of time before customers are required to leave the premises.

13. The council, acting as the Licensing Authority, may reduce hours if, after review, it is necessary to impose conditions specifying shorter hours in order to promote the licensing objectives.

14. Specific days for non-standard hours should be identified and justified as part of the application to allow responsible authorities and interested parties to evaluate the impact that these licensable activities may have, and to plan accordingly. The consideration of applications for later hours for Bank Holiday Mondays will take into account that later hours are generally granted for preceding Sundays and that the next day is a working day. Non-specific days are expected to be covered by Temporary Event Notices or variation applications.

C. For the purpose of Clauses A and B above, the Core Hours for applications for each premises use type as defined within this policy are:

10a. Shops (all licensable activities that are provided as ancillary to the primary use of the premises as a shop except the off sale of alcohol) Monday to Thursday: 9am to 11.30pm. Friday and Saturday: 9am to Midnight. Sunday: 9am to 10.30pm. Sundays immediately prior to a bank holiday: 9am to Midnight. 10b. Shops (off-sales of alcohol where it forms either the ancillary or primary use of the premises) Monday to Saturday: 8am to 11pm. Sunday: 9am to 10.30pm.

D. Core hours are when customers are permitted to be on the premises and therefore the maximum opening hours permitted will

	be to the same start and terminal hours for each of the days where licensable activity is permitted
<b>Policy HOT1(A) applies</b>	<p>A. Applications outside the West End Cumulative Impact Zone will generally be granted subject to:</p> <ol style="list-style-type: none"> <li>1. The application meeting the requirements of policies CD1, PS1, PN1 and CH1.</li> <li>2. The hours for licensable activities being within the council's Core Hours Policy HRS1.</li> <li>3. The operation of any delivery services for alcohol and/or late night refreshment meeting the council's Ancillary Delivery of Alcohol and/or Late-Night Refreshment Policy DEL1.</li> <li>4. The sale by retail of alcohol, regulated entertainment and late-night refreshment must be an ancillary function to the primary purpose of the venue as a hotel.</li> <li>5. The applicant has taken account of the Special Consideration Zone Policy SCZ1 if the premises are located within a designated zone.</li> <li>6. The application and operation of the venue meeting the definition of a Hotel as per Clause C.</li> </ol> <p>C. For the purposes of this policy a Hotel is defined as a premises that is primarily used as an establishment providing overnight accommodation for customers.</p>

#### **4. Equality Implications**

The Council in its capacity as Licensing Authority has a duty to have regard to its public sector equality duty under section 149 of the Equality Act 2010. In summary, section 149 provides that a Public Authority must, in the exercise of its functions, have due regard to the need to:

- (a) eliminate discrimination harassment, victimisation and any other conduct that is prohibited by or under this Act;
- (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; and
- (c) foster good relations between persons who share a relevant protected characteristics and persons who do not share it.

Section 149 (7) of the Equality Act 2010 defines the relevant protected characteristics as age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation.

<b>5.</b>	<b>Appendices</b>
<b>Appendix 1</b>	Premises plans
<b>Appendix 2</b>	Applicant supporting documents
<b>Appendix 3</b>	Premises history
<b>Appendix 4</b>	Proposed conditions
<b>Appendix 5</b>	Residential map and list of premises in the vicinity

<b>Report author:</b>	Kevin Jackaman Senior Licensing Officer
<b>Contact:</b>	Telephone: 0207 641 6500 Email: kjackaman@westminster.gov.uk

**If you have any queries about this report or wish to inspect one of the background papers please contact the report author.**

**Background Documents – Local Government (Access to Information) Act 1972**

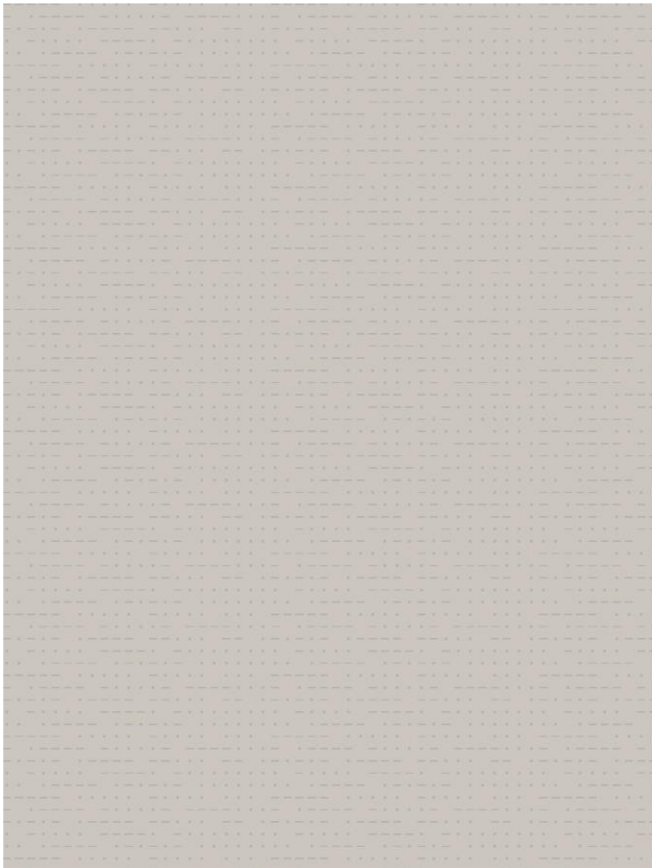
<b>1</b>	Licensing Act 2003	N/A
<b>2</b>	City of Westminster Statement of Licensing Policy	October 2021
<b>3</b>	Amended Guidance issued under section 182 of the Licensing Act 2003	December 2022
<b>4</b>	Environmental Health Representation	29 November 2022
<b>5</b>	Metropolitan Police Service representation	30 November 2022
<b>6</b>	Interested Party representation	29 November 2022







THE  
OWO®



AN INTRODUCTION

# THE OWO®

Whitehall, London SW1.

The OWO opens in 2022 with London's first Raffles Hotel, 85 Raffles branded residences, and a collection of world-class dining experiences.

The former Old War Office building, a prominent address on Whitehall, offers 5 remarkable restaurant spaces, averaging 3,703 sq ft, in an unrivalled location.

Each space will have a unique style and personality, with flavours from around the world to tempt the palates of hotel guests, residence owners, and the multitude of visitors to London.

An unparalleled canvas to take your restaurant ambitions to new heights.

Nº01





THE SPACES

## ROOFTOP

Flagship 4,819 sq ft rooftop restaurant on the 6th floor with a turret lounge and spectacular views across the capital.

## PAVILION

5,019 sq ft Pavilion restaurant with adjacent restaurant and bar.

## WHITEHALL PLACE

Ground floor restaurant of 3,828 sq ft with prominent street access and heritage features.

## THE GURKHA

3,906 sq ft restaurant with street access on Horse Guards Avenue.

## THE CAMBRIDGE

947 sq ft ground floor retail café space with Whitehall Place street access.

This is a rare opportunity to be part of an extraordinary new chapter in the building's history. Crafted by the world's leading designers, architects and artists, the world has yet to experience anything quite like it.

N04







Above: The National Gallery, Big Ben, Horse Guards Parade, Downing Street.

N008

THE LOCATION

## Minutes from London's iconic attractions.

Within walking distance of The OWO are four of London's leading attractions including Buckingham Palace, Houses of Parliament, Big Ben, and Piccadilly Circus. The most popular in Westminster are the National Gallery and Westminster Abbey, attracting approximately 4 million visitors each per year.



Above: Bond Street, Estiatorio Milos restaurant, The Ritz Hotel, Dover Street Market and Burlington Arcade. Opposite: Royal Warrant Holder, Fortnum and Mason.

N010

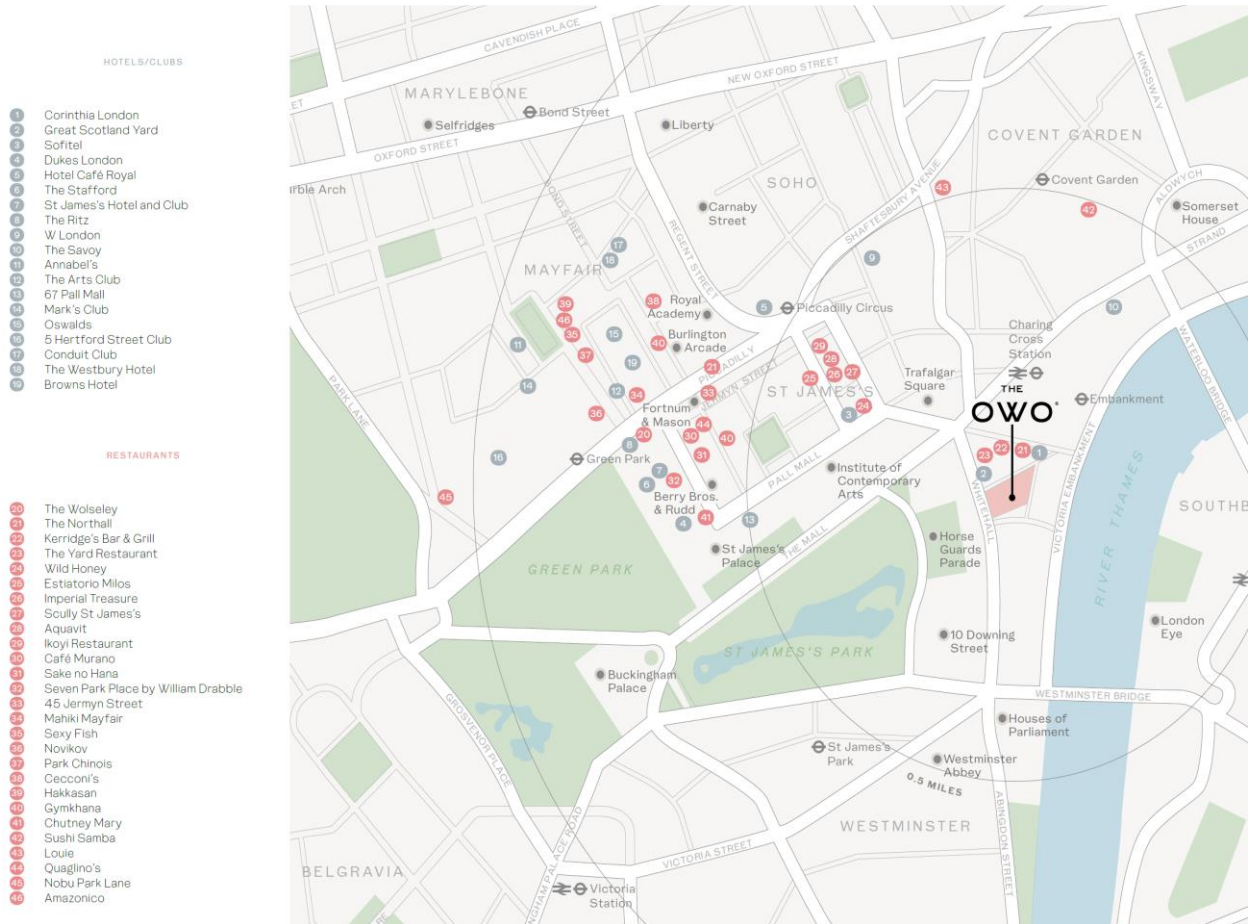
THE LOCATION

## A new generation of brands alongside venerable institutions.



The area is home to some of the capital's most established institutions from Christie's to the Royal Academy, as well as historic private members' clubs like Whites and the Carlton Club. Today, these are joined by a new generation of restaurants, flagship stores and galleries from Fortnum & Mason to the cutting-edge Dover Street Market.

N011



## Floorplate



N06

- Raffles Hotel
- Independent Restaurants & Bars
- Parking/Other
- Residential Gardens
- Residential Amenities

- 1 The Cambridge
- 2 Whitehall Place Restaurant & Bar
- 3 Pavilion Restaurant & Bar
- 4 Gurkha Restaurant & Bar
- 5 Rooftop Restaurant & Bar (Sixth Floor)

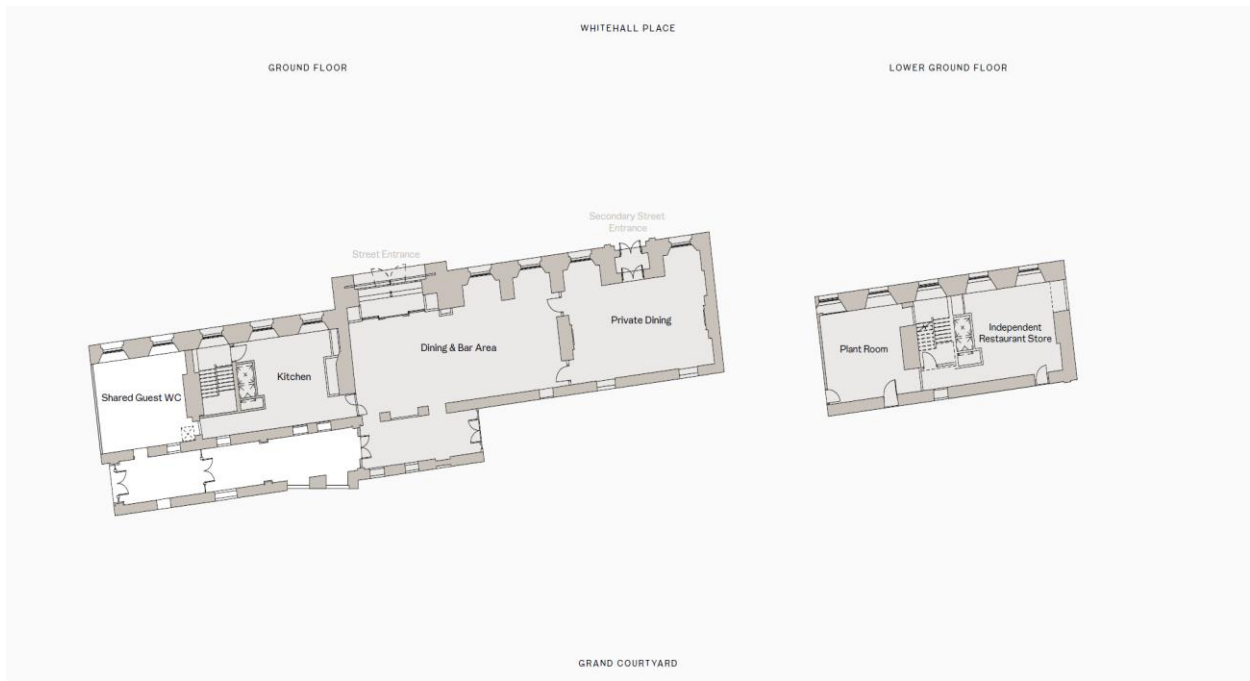
N07





Whitehall Place Restaurant & Bar with prominent street access.

N°03



## Whitehall Place Restaurant & Bar



N°04

LOCATION	TOTAL AREA	FT'	M'
	Ground	3,003ft <sup>2</sup>	279m <sup>2</sup>
	Lower Ground	825ft <sup>2</sup>	76m <sup>2</sup>
	Total Area	3,828ft <sup>2</sup>	355m <sup>2</sup>

N°05



N°036

N°037

# DISPERSAL POLICY



**RAFFLES**  
HOTELS & RESORTS

RAFFLES believes in maintaining a close relationship with local residents and the business community of Westminster, as well as statutory and responsible authorities. There will always be a duty manager on hand and freely available to deal with any complaints or concerns.

RAFFLES is a high quality hotel and dining experience with a high staff to customer ratio. A member of staff is always available to ensure that the primary entrance and exit for customers is always monitored. Staff are trained to the very highest standard and made aware of licensing regulations as well as safety and nuisance concerns.

RAFFLES has a Responsible Approach to Drinking Policy ensuring that customers are made comfortable and safe at all times and that the licensing objectives are upheld.

There is signage at the exits advising customers that they are in a residential neighbourhood and should leave quietly.

RAFFLES ensures that customers consume their meals and drinks in a relaxed and sensible way ensuring that (unlike with pubs and bars) they don't collectively feel the need to rush out at a particular time.

In addition, staff members are on hand to advise customers as to the nearest transport hub and to ensure that there is no unnecessary noise. Staff are also able to help with ordering taxis.

**LARGE EVENTS:** Where large events are dispersing, additional staff will be on duty to ensure a staggered exit of guests, using exits wherever possible away from residential concentration and providing clear guidance to nearby transport hubs.

The above points are also detailed within the Raffles London at The OWO Operational Management plan which is a live and working document that encompasses all scenarios of both guest and supplier entry and exit to the building.

# SMOKING



**RAFFLES**  
HOTELS & RESORTS

- ✚ Designated area for smoking as shown on the attached plan. The attached plans (several pages) show the Guest area for smoking (5<sup>th</sup> Floor), the area designated for staff or contractor smoking and the hotel area to be used if the main staff smoking area is closed.
- ✚ The area is cordoned off zone to allow for proper management.
- ✚ The area is covered by CCTV.
- ✚ Canopy provided in Hotel areas for adverse weather.
- ✚ Hotel areas marshalled by SIA security staff
- ✚ No drinks to be taken to outside smoking areas under any circumstances

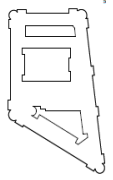




Room No.	Room Name	Area (sq. ft.)	Area (sq. m.)	Count	Notes
6	(S1-MU)	18	1.7	1	
7		4	0.4	0	
8		10	0.9	0	
9		2	0.2	0	
10		48	4.4	1	
11		23	2.1	0	



**Notes:**  
 1. All dimensions are in feet and inches. Dimensions are shown to the nearest 1/8 inch.  
 2. All dimensions are to the centerline of the wall unless otherwise noted.  
 3. All dimensions are to the centerline of the door unless otherwise noted.  
 4. All dimensions are to the centerline of the window unless otherwise noted.  
 5. All dimensions are to the centerline of the column unless otherwise noted.  
 6. All dimensions are to the centerline of the beam unless otherwise noted.  
 7. All dimensions are to the centerline of the slab unless otherwise noted.  
 8. All dimensions are to the centerline of the ceiling unless otherwise noted.  
 9. All dimensions are to the centerline of the floor unless otherwise noted.  
 10. All dimensions are to the centerline of the wall unless otherwise noted.



Room No.	Room Name	Area (sq. ft.)	Area (sq. m.)	Count	Notes
12		15	1.4	0	
13		10	0.9	0	
14		20	1.8	0	
15		15	1.4	0	
16		10	0.9	0	
17		15	1.4	0	
18		10	0.9	0	
19		15	1.4	0	
20		10	0.9	0	
21		15	1.4	0	
22		10	0.9	0	
23		15	1.4	0	
24		10	0.9	0	

**Legend:**  
 Existing Slab  
 Existing Slab - Proton assumed and to be verified on site  
 Hotel/Residential/Daycare/Line  
 Note: All occupancy numbers need to be reviewed and approved.  
 Guest Occupancy  
 Has been completed and approved.  
 Scale: 1/8" = 1'-0"

Unauthorized mechanical and electrical work is prohibited in this area. All work in this area must be coordinated with the MEP contractor in current VRF air flow model.  
 Note: All MEP work must be coordinated with the MEP contractor in current VRF air flow model.  
 Final layouts are subject to the strategy review, design coordination, and construction coordination.

Core name and drawing references  
 Front of House: Lit - Passenger Lit  
 Back of House: Lit - Offices Lit  
 All core drawings are the property of the owner. All core drawings are the property of the owner. All core drawings are the property of the owner.

**EPR Architects**  
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 Denver, CO 80202  
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 Project: 1100 15th Street, Suite 1000  
 Date: 11/07/17  
 Drawn by: JAC  
 Checked by: JAC  
 Approved by: JAC







## **Premises History**

## **Appendix 3**

There is no licence or appeal history for the premises.

**CONDITIONS CONSISTENT WITH THE OPERATING SCHEDULE AND CONDITIONS PROPOSED BY A PARTY TO THE HEARING**

When determining an application for a new premises licence under the provisions of the Licensing Act 2003, the licensing authority must, unless it decides to reject the application, grant the licence subject to the conditions which are indicated as mandatory in this schedule.

At a hearing the licensing authority may, in addition, and having regard to any representations received, grant the licence subject to such conditions which are consistent with the operating schedule submitted by the applicant as part of their application, or alter or omit these conditions, or add any new condition to such extent as the licensing authority considers necessary for the promotion of the licensing objectives.

This schedule lists those conditions which are consistent with the operating schedule, or proposed as necessary for the promotion of the licensing objectives by a responsible authority or an interested party as indicated. These conditions have not been submitted by the licensing service but reflect the positions of the applicant, responsible authority or interested party and have not necessarily been agreed

**Mandatory Conditions**

1. No supply of alcohol may be made at a time when there is no designated premises supervisor in respect of this licence.
2. No supply of alcohol may be made at a time when the designated premises supervisor does not hold a personal licence or the personal licence is suspended.
3. Every supply of alcohol under this licence must be made or authorised by a person who holds a personal licence.
4.
  - (1) The responsible person must ensure that staff on relevant premises do not carry out, arrange or participate in any irresponsible promotions in relation to the premises.
  - (2) In this paragraph, an irresponsible promotion means any one or more of the following activities, or substantially similar activities, carried on for the purpose of encouraging the sale or supply of alcohol for consumption on the premises—
    - (a) games or other activities which require or encourage, or are designed to require or encourage, individuals to;
      - (i) drink a quantity of alcohol within a time limit (other than to drink alcohol sold or supplied on the premises before the cessation of the period in which the responsible person is authorised to sell or supply alcohol), or
      - (ii) drink as much alcohol as possible (whether within a time limit or otherwise);
    - (b) provision of unlimited or unspecified quantities of alcohol free or for a fixed or discounted fee to the public or to a group defined by a particular characteristic in a manner which carries a significant risk of undermining a licensing objective;
    - (c) provision of free or discounted alcohol or any other thing as a prize to encourage or reward the purchase and consumption of alcohol over a period of 24 hours or

less in a manner which carries a significant risk of undermining a licensing objective;

- (d) selling or supplying alcohol in association with promotional posters or flyers on, or in the vicinity of, the premises which can reasonably be considered to condone, encourage or glamorise anti-social behaviour or to refer to the effects of drunkenness in any favourable manner;
  - (e) dispensing alcohol directly by one person into the mouth of another (other than where that other person is unable to drink without assistance by reason of a disability).
5. The responsible person must ensure that free potable water is provided on request to customers where it is reasonably available.
6. (1) The premises licence holder or club premises certificate holder must ensure that an age verification policy is adopted in respect of the premises in relation to the sale or supply of alcohol.
- (2) The designated premises supervisor in relation to the premises licence must ensure that the supply of alcohol at the premises is carried on in accordance with the age verification policy.
- (3) The policy must require individuals who appear to the responsible person to be under 18 years of age (or such older age as may be specified in the policy) to produce on request, before being served alcohol, identification bearing their photograph, date of birth and either—
- (a) a holographic mark, or
  - (b) an ultraviolet feature.
7. The responsible person must ensure that—
- (a) where any of the following alcoholic drinks is sold or supplied for consumption on the premises (other than alcoholic drinks sold or supplied having been made up in advance ready for sale or supply in a securely closed container) it is available to customers in the following measures—
    - (i) beer or cider: ½ pint;
    - (ii) gin, rum, vodka or whisky: 25 ml or 35 ml; and
    - (iii) still wine in a glass: 125 ml;
  - (b) these measures are displayed in a menu, price list or other printed material which is available to customers on the premises; and
  - (c) where a customer does not in relation to a sale of alcohol specify the quantity of alcohol to be sold, the customer is made aware that these measures are available.

A responsible person in relation to a licensed premises means the holder of the premise licence in respect of the premises, the designated premises supervisor (if any) or any individual aged 18 or over who is authorised by either the licence holder or designated premises supervisor. For premises with a club premises certificate, any member or officer of the club present on the premises in a capacity that which enables him to prevent the supply of alcohol.

8(i) A relevant person shall ensure that no alcohol is sold or supplied for consumption on or off the premises for a price which is less than the permitted price.

8(ii) For the purposes of the condition set out in paragraph 8(i) above -

(a) "duty" is to be construed in accordance with the Alcoholic Liquor Duties Act 1979;

(b) "permitted price" is the price found by applying the formula -

$$P = D + (D \times V)$$

Where -

(i) P is the permitted price,

(ii) D is the amount of duty chargeable in relation to the alcohol as if the duty were charged on the date of the sale or supply of the alcohol, and

(iii) V is the rate of value added tax chargeable in relation to the alcohol as if the value added tax were charged on the date of the sale or supply of the alcohol;

(c) "relevant person" means, in relation to premises in respect of which there is in force a premises licence -

(i) the holder of the premises licence,

(ii) the designated premises supervisor (if any) in respect of such a licence, or

(iii) the personal licence holder who makes or authorises a supply of alcohol under such a licence;

(d) "relevant person" means, in relation to premises in respect of which there is in force a club premises certificate, any member or officer of the club present on the premises in a capacity which enables the member or officer to prevent the supply in question; and

(e) "value added tax" means value added tax charged in accordance with the Value Added Tax Act 1994.

8(iii). Where the permitted price given by Paragraph 8(ii)(b) above would (apart from this paragraph) not be a whole number of pennies, the price given by that sub-paragraph shall be taken to be the price actually given by that sub-paragraph rounded up to the nearest penny.

8(iv). (1) Sub-paragraph 8(iv)(2) below applies where the permitted price given by Paragraph 8(ii)(b) above on a day ("the first day") would be different from the permitted price on the next day ("the second day") as a result of a change to the rate of duty or value added tax.

(2) The permitted price which would apply on the first day applies to sales or supplies of alcohol which take place before the expiry of the period of 14 days beginning on the second day.

9. Admission of children to the premises must be restricted in accordance with film classification recommended by the British Board of Film Classification or recommended by this licensing authority as appropriate.

## Conditions consistent with the operating schedule

10. The premises shall install and maintain a comprehensive CCTV system as per the minimum requirements of a Metropolitan Police Crime Prevention Officer. All entry and exit points will be covered enabling frontal identification of every person entering in any light condition. The CCTV system shall continually record whilst the premises is open for licensable activities and during all times when customers remain on the premises. All recordings shall be stored for a minimum period of 31 days with date and time stamping. Recordings shall be made available immediately upon the request of Police or authorised officer throughout the preceding 31 day period.
11. A staff member from the premises who is conversant with the operation of the CCTV system shall be on the premises at all times monitoring the system when the premises is open to the public. This staff member shall be able to show Police recent data or footage with the absolute minimum of delay when requested.
12. Flashing or particularly bright lights on or outside the premises shall not cause a nuisance to nearby properties (save insofar as they are necessary for the prevention of crime).
13. An incident log shall be kept at the premises, and made available on request to an authorised officer of the City Council or the Police, which will record the following
  - (a) all crimes reported to the venue;
  - (b) any complaints received regarding crime and disorder;
  - (c) any incidents of disorder;
  - (d) any faults in the CCTV system;
  - (e) any refusal of the sale of alcohol;
  - (f) any visit by a relevant authority or emergency service.
14. Save for in the case of emergency or other exceptional circumstances, a Personal Licence Holder will be on duty at all times.
15. Any special effects or mechanical installation shall be arranged and stored so as to minimise any risk to the safety of those using the premises. The following special effects will only be used when 10 days prior notice is given to the Licensing Authority and written consent is provided from the EH Consultation team:
  - i. dry ice and cryogenic fog;
  - ii. smoke machines and fog generators;
  - iii. pyrotechnics including fireworks;
  - iv. firearms;
  - v. lasers;
  - vi. explosives and highly flammable substances;
  - vii. real flame;
  - viii. strobe lighting.
16. The means of escape provided for the premises shall at all times be maintained unobstructed, free of trip hazards, be immediately available and clearly identified in accordance with the plans provided.
17. The approved arrangements at the premises, including means of escape provisions, emergency warning equipment, the electrical installation and mechanical equipment, shall at all times be maintained in good condition and full working order.
18. All emergency doors shall be available at all times without the use of a key, code, card or similar means.



19. All emergency doors shall be maintained effectively self closing and not held open other than by an approved device.
20. The edges of the treads of steps and stairways shall be marked and maintained so as to be conspicuous at all times.
21. Curtains and hangings shall be arranged so as not to obstruct emergency signs.
22. All fabrics, curtains, drapes and similar features shall be either non-combustible or be durably or inherently flame retarded fabric.
23. The certificates listed below shall be submitted to the Licensing Authority upon written request:
  - a. Any emergency lighting battery or system certificate;
  - b. Any electrical installation certificate;
  - c. Any emergency warning system certificate.
24. The Licensee must ensure that competent persons are employed to assess the electrical requirements and the compatibility of the electricity supply with the equipment to be used. Appropriate safety devices (such as 30mA Residual Current Devices at Source) must be used for electrical apparatus, particularly for any electrical equipment exposed to adverse conditions or electrical equipment to be used in association with handheld devices (e.g. microphones). These should comply with the latest edition of BS 4293. The competent person must make a certificate of inspection of the electrical installation available for inspection.
25. No person shall give at the premises any exhibition, demonstration or performance of hypnotism, mesmerism or any similar act or process which produces or is intended to produce in any other person any form of induced sleep or trance in which susceptibility of the mind of that person to suggestion or direction is increased or intended to be increased. NOTE: (1) This rule does not apply to exhibitions given under the provisions of Section 2(1A) and 5 of the Hypnotism Act 1952.
26. Any entertainment, performance, service, or exhibition involving nudity or sexual stimulation which would come within the definition of a sex establishment in Schedule 3 to the Local Government (Miscellaneous Provisions) Act 1982 as amended by the Greater London Council (General Powers) Act 1986 (whether or not locally adopted), shall not be provided
27. Notices shall be prominently displayed at any area used for smoking requesting patrons to respect the needs of local residents and use the area quietly.
28. No noise shall emanate from the premises nor vibration be transmitted through the structure of the premises which gives rise to a nuisance outside the premises.
29. Notices shall be prominently displayed at the exit requesting patrons to respect the needs of local residents and to leave the area quietly.
30. No noisy deliveries or collections shall take place between midnight and 07:00 hours.
31. Loudspeakers shall not be located in the entrance lobby or outside the premises building.
32. Between the hours of 09.00 to 10.00 Monday to Saturday and 09.00 to midday Sunday the sale of alcohol shall be ancillary to the provision of food, with the exception of residents and their guests.



33. The number of persons accommodated at any one time (excluding staff) shall not exceed: XX.
34. Substantial food and non-intoxicating beverages shall be available in all parts of the premises where alcohol is sold or supplied for consumption on the premises.
35. All sales of alcohol for consumption off the premises shall be in sealed containers only, and shall not be consumed on the premises.
36. All public entrances will be supervised by a responsible member of staff at all times when that part of the premises is open to the public.
37. The hours for licensable activities and the opening times may be extended on New Year's Eve from the end of permitted hours to the start of permitted hours on New Year's Day.
38. Notices shall be prominently displayed at any area used for smoking requesting patrons to respect the needs of local residents and use the area quietly.
39. Except in the case of emergencies, after 1am access and egress to the premises shall only be via the main hotel entrance.
40. The Premises Licence Holder shall provide refresher training to staff, at intervals of no more than 12 months, on their obligations under the Licensing Act 2003. A written record shall be maintained and kept at the Premises. The record shall be available for inspection by an authorised Licensing Officer or Police Officer on request at all times the Premises are open.
41. No licensable activities shall take place at the premises until the premises has been assessed as satisfactory by the Environmental Health Consultation Team at which time this condition shall be removed from the Licence by the licensing authority.
42. A Challenge 21 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.
43. Licence may not be used until a satisfactory Designated Premises Supervisor is appointed.

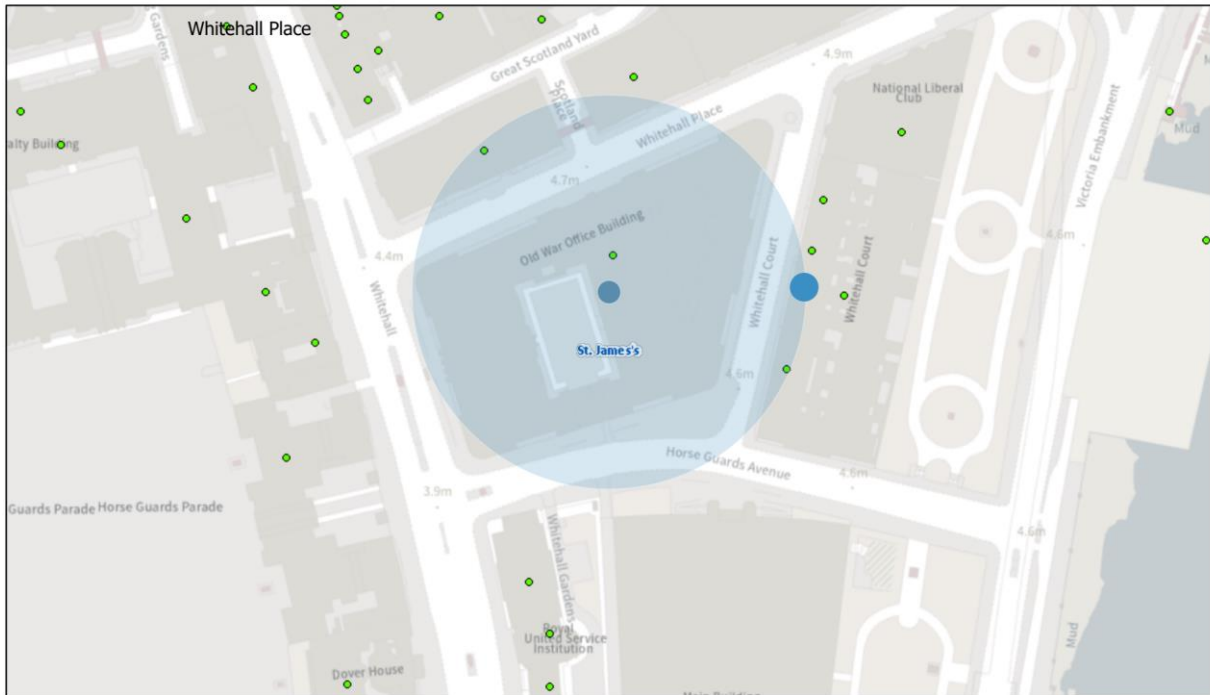
#### **Conditions proposed by the Environmental Health**

None

#### **Conditions proposed by the Police**

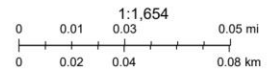
44. The need for SIA registered security will be risk assessed on a continual basis. This risk assessment will be made available upon request from a police officer or local authority officer.
45. There shall be no entry or re-entry to the premises after midnight save for hotel residents and their bona fide guests.

**Old War Office, Whitehall, London, SW1A 2BX**



18/01/2023, 10:48:09

- Property Mailing List
- Borough Boundary - Mask
- Ward Boundaries
- Ward Labels
- Borough Boundary - Detailed



Resident count: 112

<b>Licensed Premises within 75 metres of Old War Office, Whitehall, London, SW1A 2BX</b>				
<b>Licence Number</b>	<b>Trading Name</b>	<b>Address</b>	<b>Premises Type</b>	<b>Time Period</b>
20/07368/LIPV	The Farmers Club	First Floor 3 Whitehall Court London SW1A 2EL	Club or institution	Monday to Sunday; 07:00 - 00:00