

# LICENSING SUB-COMMITTEE AGENDA



**15 May 2013**

**at 9.30am**

**in Committee Room A,  
Civic Centre, Hartlepool**

MEMBERS: LICENSING SUB-COMMITTEE:

Councillors Cook (Chair), Ainslie and Gibbon

1. **APOLOGIES FOR ABSENCE**
2. **TO RECEIVE ANY DECLARATIONS OF INTEREST BY MEMBERS**
3. **ITEMS FOR DECISION**
  - 3.1 Application for Variation of Premises Licence – The New Alma, Whitby Street, Hartlepool – *Assistant Director, Regeneration*



# LICENSING ACT 2003

## Procedure for Hearings



Prior to the commencement of the meeting, a representative of the Democratic Services Section shall establish the identity of those present, who they represent and who intends, or wishes to speak

1. The Chair's opening comments, including introduction of Members of sub-committee and officers present. Explanation of the decision to be considered.
2. Head of Public Protection and Housing outlines the application, any relevant representations and relevancy to Licensing Policy and statutory guidance.
3. Members ask any questions of the Assistant Director, Regeneration.
4. Applicant presents their case (either personally or via legal representation) and introduces witnesses where appropriate.
5. Questions by Members to applicant and/or applicant's witnesses.
6. Representations by responsible bodies and/or interested parties and witnesses introduced where appropriate.
7. Questions by Members to responsible bodies/interested parties and/or their witnesses.
8. Parties may question and clarify issues raised with the consent of the Chair.
9. If required, applicant/responsible bodies/interested parties to be given opportunity to sum up.
10. Members to have the opportunity to clarify any points raised. The Chair shall ask whether all parties are satisfied they have said all they wish to.
11. Members to go into closed session to deliberate.
12. Chair informs parties of their decision, with reasons.

**Report of:** Assistant Director, Regeneration

**Subject:** APPLICATION FOR VARIATION OF PREMISES  
LICENCE – THE NEW ALMA, WHITBY STREET,  
HARTLEPOOL

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## **1. PURPOSE OF REPORT**

- 1.1 To consider an application for the variation of a premises licence issued under the Licensing Act 2003 in respect of The New Alma, Whitby Street, Hartlepool.

## **2. SUMMARY OF APPLICATION**

- 2.1 Applicant: Mr Stephen Allan

Premises: The New Alma, Whitby Street, Hartlepool

- 2.2 The applicant has applied to extend the hours for the premises licence from midnight to 0200 hours on Thursdays, Fridays and Saturdays and to remove numerous out of date conditions currently attached to the licence.

A copy of the application is attached as Appendix 1.

- 2.3 The current licence authorises the sale of alcohol, music, singing and dancing at the following times: -

Monday to Saturday	11:00 – Midnight
Sunday	12.00 – Midnight

A copy of the current licence is attached as Appendix 2.

## **3. BACKGROUND**

- 3.1 The application is for the variation of an existing premises licence which has been in force for many years but the property itself has been closed to the public for approximately 6 years.
- 3.2 The current application has been advertised in the prescribed manner and representations have been received from Cleveland Police and one 'Other Person'. Copies of their representations are attached as Appendix 3 and Appendix 4.

3.3 The nature of the representations received can be summarised as follows:

- Cleveland Police have stated that the premises is situated in an area that already suffers from crime and disorder and drink related problems.
- The manager of a Hotel business adjacent to the premises has indicated that in previous years residents using the Hotel experienced issues with anti social behaviour and noise emanating from across the street and granting an extension of hours would only compound these problems.

#### 4. ISSUES

4.1 As relevant representations have been received within the prescribed time period a hearing must be held for Members to consider those representations (unless all parties agree a hearing is unnecessary).

4.2 Paragraph 4.25 of Hartlepool Borough Council's current Licensing Policy states: -

*In non residential areas applications for licences to allow the sale of alcohol or the supply of late night refreshment beyond 2:00 a.m. will normally be refused subject to relevant representations being received.*

4.3 Whilst the application being considered today is for a latest hour of 2:00 a.m. (and therefore falls within the hours permitted by the policy) the property itself is situated within Hartlepool's 'Special Policy' area.

4.4 The Special Policy forms part of Hartlepool's Licensing Policy and states that, because of the number of licensed premises in the specified area, there is a potential impact on the promotion of the four licensing objectives.

4.5 The existence of a Special Policy creates a rebuttable presumption that applications for new premises licences, or material variations, will normally be refused, unless it can be demonstrated that the operation of the premises will not add to the cumulative impact being experienced.

4.6 Having regard to the representations received, Members may take any of the following steps for the promotion of the licensing objectives:

- i) Grant the application without amendment
- ii) Grant the application in part and/or with conditions or amended conditions
- iii) Refuse the application

4.7 The licensing objectives are:

- i) The prevention of crime and disorder
- ii) Public safety

- iii) The prevention of public nuisance, and
  - iv) The protection of children from harm
- 4.8 Members are reminded that they must only consider those aspects of the licence application that are relevant to the representations received.

## **5. RECOMMENDATIONS**

- 5.1 That members consider the representations made by the applicant and the objectors and determine what aspects, if any, of the proposed application should be granted and, if appropriate, what conditions, if any, should be attached.



APPLICATION TO VARY A PREMISES LICENCE UNDER  
THE LICENSING ACT 2003

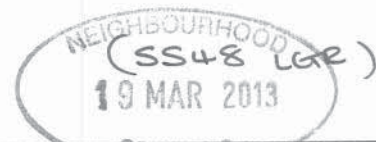
PLEASE READ THE FOLLOWING INSTRUCTIONS FIRST

Before completing this form please read the guidance notes at the end of the form.  
If you are completing this form by hand please write legibly in block capitals. In all cases ensure that your answers are inside the boxes and written or typed in black ink. Use additional sheets if necessary. You may wish to keep a copy of the completed form for your records.

I/We STEPHEN ALLAN apply for as premises licence holder, apply to vary a  
(insert name(s) of applicant)  
premises licence under section 34 of the Licensing Act 2003 for the premises described  
in Part 1 below

Premises licence number

HART/PS/081



Part 1 - Premises details

Postal address of premises or, if none, ordnance survey map reference, or description

THE NEW ALMA, WHITBY STREET, HARTLEPOOL.  
TS24 7DA.

Post Town

HARTLEPOOL

Post Code

TS24 7DA.

Telephone number at premises (if any)

N/A

Non-domestic rateable value of premises

£ 0

Part - 2 Applicant details

Daytime contact telephone number

confidential

E-Mail address  
(optional)

confidential

Currant postal  
address if different  
from premises  
address

Post Town

Part 3 - Variation

Please tick yes

Do you want the proposed variation to have effect as soon as possible?



If not do you want the variation to take effect from

Day		Month		Year	

Please describe briefly the nature of the proposed variation (Please see guidance note 1)

THE EXTENSION OF THE CURRENT LICENSING HOURS ON THURSDAY, FRIDAY & SATURDAY TO 2AM.

THE ALLOWANCE OF CHILDREN UNDER 16 TO BE PRESENT IN LICENSED AREAS OF THE PREMISES ACCOMPANIED BY AN ADULT.

TO ALLOW SERVING OF FOOD DURING PROPOSED LICENSING HOURS.

TO REMOVE OUT OF DATE CONDITIONS FROM ANNEX 2.

If your proposed variation would mean that 5,000 or more people are expected to attend the premises at any one time, please state the number expected to attend

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#### Part 4 Operating Schedule

Please complete those parts of the Operating Schedule below which would be subject to change if this application to vary is successful.

##### Provision of regulated entertainment

Please tick yes

- a) plays (if ticking yes, fill in box A) ☐
- b) films (if ticking yes, fill in box B) ☐
- c) indoor sporting events (if ticking yes, fill in box C) ☐
- d) boxing or wrestling entertainment (if ticking yes, fill in box D) ☐
- e) live music (if ticking yes, fill in box E) ☒
- f) recorded music (if ticking yes, fill in box F) ☒
- g) performances of dance (if ticking yes, fill in box G) ☐
- h) anything of a similar description to that falling within (e), (f) or (g) (if ticking yes, fill in box H) ☐

##### Provision of entertainment facilities:

- i) making music (if ticking yes, fill in box I)
- j) dancing (if ticking yes, fill in box J)
- k) entertainment of a similar description to that falling within (i) or (j) (if ticking yes, fill in box K)

##### Provision of late night refreshment (if ticking yes, fill in box L)

##### Sale by retail of alcohol (if ticking yes, fill in box M)

In all cases complete boxes N, O and P



N.A.

live music  
not 2012  
no longer  
variable



A

<b>Plays</b> Standard days and timings (please read guidance note 6)			<b>Will the performance of a play take place indoors or outdoors or both – please tick</b> (please read guidance note 2) <div style="text-align: center;">NP</div>		Indoors <input type="checkbox"/>
					Outdoors <input type="checkbox"/>
					Both <input type="checkbox"/>
Day	Start	Finish	<b>Please give further details here</b> (please read guidance note 3)		
Mon					
Tue					
Wed			<b>State any seasonal variations for performing plays</b> (please read guidance note 4)		
Thur					
Fri			<b>Non standard timings. Where you intend to use the premises for the performance of plays at different times to those listed in the column on the left, please list</b> (please read guidance note 5)		
Sat					
Sun					

**B**

<b>Films</b> Standard days and timings (please read guidance note 6)			<b>Will the exhibition of films take place indoors or outdoors or both – please tick</b> (please read guidance note 2)  <i>No</i>	Indoors	<input type="checkbox"/>
				Outdoors	<input type="checkbox"/>
Day	Start	Finish		Both	<input type="checkbox"/>
Mon				<b>Please give further details here</b> (please read guidance note 3)	
Tue					
Wed			<b>State any seasonal variations for the exhibition of films</b> (please read guidance note 4)		
Thur					
Fri			<b>Non standard timings. Where you intend to use the premises for the exhibition of films at different times to those listed in the column on the left, please list</b> (please read guidance note 5)		
Sat					
Sun					

**C**

<b>Indoor sporting events</b> Standard days and timings (please read guidance note 6)			<b><u>Please give further details</u></b> (please read guidance note 3)  N/A
Day	Start	Finish	
Mon			
Tue			<b><u>State any seasonal variations for indoor sporting events</u></b> (please read guidance note 4)
Wed			
Thur			<b><u>Non standard timings. Where you intend to use the premises for indoor sporting events at different times to those listed in the column on the left, please list</u></b> (please read guidance note 5)
Fri			
Sat			
Sun			

**D**

<b>Boxing or wrestling entertainments</b> Standard days and timings (please read guidance note 6)			<b><u>Will the boxing or wrestling entertainment take place indoors or outdoors or both – please tick</u></b> (please read guidance note 2)  NO		Indoors <input type="checkbox"/>
					Outdoors <input type="checkbox"/>
					Both <input type="checkbox"/>
Day	Start	Finish	<b><u>Please give further details here</u></b> (please read guidance note 3)		
Mon					
Tue					
			<b><u>State any seasonal variations for boxing or wrestling entertainment</u></b> (please read guidance note 4)		
Wed					
Thur					
			<b><u>Non standard timings. Where you intend to use the premises for boxing or wrestling entertainment at different times to those listed in the column on the left, please list</u></b> (please read guidance note 5)		
Fri					
Sat					
Sun					

E

<b>Live music</b> Standard days and timings (please read guidance note 6)			<b>Will the performance of live music take place indoors or outdoors or both – please tick</b> (please read guidance note 2) <i>Indoors</i>	Indoors <input checked="" type="checkbox"/> Outdoors <input type="checkbox"/> Both <input type="checkbox"/>
Day	Start	Finish	<b>Please give further details here</b> (please read guidance note 3)	
Mon	<i>1100</i>	<i>0000</i>		
Tue	<i>1100</i>	<i>0000</i>		
Wed	<i>1100</i>	<i>0000</i>	<b>State any seasonal variations for the performance of live music</b> (please read guidance note 4)	
Thur	<i>1100</i>	<i>0000</i>		
Fri	<i>1100</i>	<i>0000</i>		
Sat	<i>1100</i>	<i>0000</i>	<b>Non standard timings. Where you intend to use the premises for the performance of live music at different times to those listed in the column on the left, please list</b> (please read guidance note 5)	
Sun	<i>1100</i>	<i>0000</i>		



F

<b>Recorded music</b> Standard days and timings (please read guidance note 6)			<b>Will the playing of recorded music take place indoors or outdoors or both – please tick</b> (please read guidance note 2)	Indoors	<input checked="" type="checkbox"/>	
				Outdoors	<input type="checkbox"/>	
Day	Start	Finish	Both			
Mon	11.00	00.00	<b>Please give further details here</b> (please read guidance note 3)			
Tue	11.00	00.00				
Wed	11.00	00.00	<b>State any seasonal variations for the playing of recorded music</b> (please read guidance note 4)			
Thur	11am	2am				
Fri	11am	2am	<b>Non standard timings. Where you intend to use the premises for the playing of recorded music at different times to those listed in the column on the left, please list</b> (please read guidance note 5)			
Sat	11am	2am				
Sun	12.00	00.00				

G

<b>Performances of dance</b> Standard days and timings (please read guidance note 6)			<b><u>Will the performance of dance take place indoors or outdoors or both – please tick</u></b> (please read guidance note 2) <div style="text-align: center;">NO</div>		Indoors <input type="checkbox"/>
Day	Start	Finish			Outdoors <input type="checkbox"/>
					Both <input type="checkbox"/>
Mon			<b><u>Please give further details here</u></b> (please read guidance note 3)		
Tue					
Wed			<b><u>State any seasonal variations for the performance of dance</u></b> (please read guidance note 4)		
Thur					
Fri			<b><u>Non standard timings. Where you intend to use the premises for the performance of dance at different times to those listed in the column on the left, please list</u></b> (please read guidance note 5)		
Sat					
Sun					



H

<b>Anything of a similar description to that falling within (e), (f) or (g)</b> Standard days and timings (please read guidance note 6)			<b><u>Please give a description of the type of entertainment you will be providing</u></b> DISCO KARAOKE		
Day	Start	Finish	<b><u>Will this entertainment take place indoors or outdoors or both – please tick</u></b> (please read guidance note 2)	Indoors	<input checked="" type="checkbox"/>
Mon	11.00	00.00		Outdoors	<input type="checkbox"/>
				Both	<input type="checkbox"/>
Tue	11.00	00.00	<b><u>Please give further details here</u></b> (please read guidance note 3)		
Wed	11.00	00.00			
Thur	11am	2am	<b><u>State any seasonal variations for entertainment of a similar description to that falling within (e), (f) or (g)</u></b> (please read guidance note 4)		
Fri	11am	2am			
Sat	11am	2am	<b><u>Non standard timings. Where you intend to use the premises for the entertainment of a similar description to that falling within (e), (f) or (g) at different times to those listed in the column on the left, please list</u></b> (please read guidance note 5)		
Sun	12.00	00.00			

No longer licensable

Live music Act- 2012

XB

<b>Provision of facilities for making music</b> Standard days and timings (please read guidance note 6)			<b><u>Please give a description of the facilities for making music you will be providing</u></b> RECORDED MUSIC VIA COMPUTER SYSTEM.	
			<b><u>Will the facilities for making music be indoors or outdoors or both – please tick</u></b> (please read guidance note 2)	
Day	Start	Finish	Indoors	<input checked="" type="checkbox"/>
			Outdoors	<input type="checkbox"/>
			Both	<input type="checkbox"/>
Mon	1100	0000	<b><u>Please give further details here</u></b> (please read guidance note 3)	
Tue	1100	0000		
Wed	1100	0000	<b><u>State any seasonal variations for the provision of facilities for making music</u></b> (please read guidance note 4)	
Thur	11am	2am		
Fri	11am	2am	<b><u>Non standard timings. Where you intend to use the premises for provision of facilities for making music at different times to those listed in the column on the left, please list</u></b> (please read guidance note 5)	
Sat	11am	2am		
Sun	1200	0000		

J

<b>Provision of facilities for dancing</b> Standard days and timings (please read guidance note 6)			<b>Will the facilities for dancing be indoors or outdoors or both – please tick</b> (see guidance note 2)	Indoors <input checked="" type="checkbox"/>	Outdoors <input type="checkbox"/>	Both <input type="checkbox"/>
			<b>Please give a description of the facilities for dancing you will be providing</b> INTERNAL DANCE FLOOR AREA			
Day	Start	Finish				
Mon			<b>Please give further details here</b> (please read guidance note 3)			
Tue						
Wed			<b>State any seasonal variations for providing dancing facilities</b> (please read guidance note 4)			
Thur	11am	2am				
Fri	11am	2am	<b>Non standard timings. Where you intend to use the premises for the provision of facilities for dancing at different times to those listed in the column on the left, please list</b> (please read guidance note 5)			
Sat	11am	2am				
Sun						



K

<b>Provision of facilities for entertainment of a similar description to that falling within i or j</b> Standard days and timings (please read guidance note 6)			<b><u>Please give a description of the type of entertainment facility you will be providing</u></b> <div style="text-align: center;">N/A</div>		
Day	Start	Finish	<b><u>Will the entertainment facility be indoors or outdoors or both – please tick</u></b> (please read guidance note 2)	Indoors	<input type="checkbox"/>
Mon				Outdoors	<input type="checkbox"/>
				Both	<input type="checkbox"/>
Tue			<b><u>Please give further details here</u></b> (please read guidance note 3)		
Wed					
Thur			<b><u>State any seasonal variations for the provision of facilities for entertainment of a similar description to that falling within i or j</u></b> (please read guidance note 4)		
Fri					
Sat			<b><u>Non standard timings. Where you intend to use the premises for the provision of facilities for entertainment of a similar description to that falling within i or j at different times to those listed in the column on the left, please list</u></b> (please read guidance note 5)		
Sun					

L

<b>Late night refreshment</b> Standard days and timings (please read guidance note 6)			<b>Will the provision of late night refreshment take place indoors or outdoors or both – please tick</b> (please read guidance note 2)	
			Indoors	<input checked="" type="checkbox"/>
			Outdoors	<input type="checkbox"/>
			Both	<input type="checkbox"/>
Day	Start	Finish	<b>Please give further details here</b> (please read guidance note 3)	
Mon	23.00	00.00		
Tue	23.00	00.00		
Wed	23.00	00.00	<b>State any seasonal variations for the provision of late night refreshment</b> (please read guidance note 4)	
Thur	23.00	00.00		
Fri	23.00	00.00		
Sat	23.00	00.00	<b>Non standard timings. Where you intend to use the premises for the provision of late night refreshment at different times, to those listed in the column on the left, please list</b> (please read guidance note 5)	
Sun	23.00	00.00		


**M**

<b>Supply of alcohol</b> Standard days and timings (please read guidance note 6)			<b>Will the supply of alcohol be for consumption (Please tick box) (please read guidance note 7)</b>	On the premises	<input checked="" type="checkbox"/>
				Off the premises	<input type="checkbox"/>
				Both	<input checked="" type="checkbox"/>
Day	Start	Finish	<b>State any seasonal variations for the supply of alcohol</b> (please read guidance note 4)		
Mon	1100	0000			
Tue	1100	0000			
Wed	1100	0000			
Thur	11am	2am	<b>Non-standard timings. Where you intend to use the premises for the supply of alcohol at different times to those listed in the column on the left, please list</b> (please read guidance note 5)		
Fri	11am	2am			
Sat	11am	2am			
Sun	1200	0000			
	1100	0000			

**N**

<p><b>Please highlight any adult entertainment or services, activities, other entertainment or matters ancillary to the use of the premises that may give rise to concern in respect of children</b> (please read guidance note 8)</p> <p style="text-align: center; font-size: 2em;">NO</p>
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O

<b>Hours premises are open to the public</b> Standard days and timings (please read guidance note 6)			<b>State any seasonal variations</b> (please read guidance note 4) 
Day	Start	Finish	<b>Non standard timings. Where you intend the premises to be open to the public at different times from those listed in the column on the left, please list</b> (please read guidance note 5)
Mon	11.00	0020	
Tue	11.00	0020	
Wed	11.00	0020	
Thur	11.00	0220	
Fri	11.00	0220	
Sat	11.00	0220	
Sun	11.00	0020	

Please identify those conditions currently imposed on the licence which you believe could be removed as a consequence of the proposed variation you are seeking

REMOVE ALL ANY 2 CONDITIONS  
 AND REPLACE WITH ATTACH  
 SHEET



Please tick yes

- I have enclosed the premises licence
- I have enclosed the relevant part of the premises licence



If you have not ticked one of these boxes please fill in reasons for not including the licence, or part of it, below

Reasons why I have failed to enclose the premises licence or relevant part of premises licence

**P** Describe any additional steps you intend to take to promote the four licensing objectives as a result of the proposed variation:

**a) General – all four licensing objectives (b,c,d,e) (please read guidance note 9)**

- CLOSE CIRCUIT TELEVISION
- 

**b) The prevention of crime and disorder**

- CLOSE CIRCUIT TELEVISION.
- SIGNAGE (HANDBAG THEVES OPERATE IN THIS AREA etc. )

**c) Public safety**

- CLOSE CIRCUIT TELEVISION.
- SIGNAGE.

**d) The prevention of public nuisance**

- KEEPING DOORS CLOSED AT ALL TIMES TO ABATE NOISE
- SIGNAGE TO INDICATE NOISE RESTRICTIONS.

**e) The protection of children from harm**

- TO ENSURE THAT ALL CHILDREN ARE ACCOMPANIED BY AN ADULT AT ALL TIMES.
  - SIGNAGE TO ABOVE.
- CHALLENGE 21

- I have made or enclosed payment of the fee
- I have sent copies of this application and the plan to responsible authorities and others where applicable
- I understand that I must now advertise my application
- I have enclosed the premises licence or relevant part of it or explanation
- I understand that if I do not comply with the above requirements my application will be rejected

Please tick yes



IT IS AN OFFENCE, LIABLE ON CONVICTION TO A FINE UP TO LEVEL 5 ON THE STANDARD SCALE, UNDER SECTION 158 OF THE LICENSING ACT 2003 TO MAKE A FALSE STATEMENT IN OR IN CONNECTION WITH THIS APPLICATION

**Part 5 – Signatures** (please read guidance note 10)


**Signature of applicant (the current premises licence holder) or applicant's solicitor or other duly authorised agent (please read guidance note 11). If signing on behalf of the applicant please state in what capacity.**

Signature	confidential
Date	13.03.2013
Capacity	DPS

**Where the premises licence is jointly held signature of 2nd applicant (the current premises licence holder) or 2nd applicant's solicitor or other authorised agent (please read guidance note 12). If signing on behalf of the applicant please state in what capacity.**

Signature	
Date	
Capacity	

**Contact name (where not previously given) and address for correspondence associated with this application (please read guidance note 13)**

			
Post town		Post code	
Telephone number (if any)			
If you would prefer us to correspond with you by e-mail your e-mail address (optional)			



## Notes for Guidance

**This application cannot be used to vary the licence so as to extend the period for which the licence has effect or to vary substantially the premises to which it relates. If you wish to make that type of change to the premises licence you should make a new premises licence application under section 17 of the licensing Act 2003.**

1. Describe the premises. For example the type of premises, its general situation and layout and any other information which could be relevant to the licensing objectives. Where your application includes off-supplies of alcohol and you intend to provide a place for consumption of these off-supplies you must include a description of where the place will be and its proximity to the premises.
2. Where taking place in a building or other structure please tick as appropriate. Indoors may include a tent.
3. For example the type of activity to be authorised, if not already stated, and give relevant further details, for example (but not exclusively) whether or not music will be amplified or unamplified.
4. For example (but not exclusively), where the activity will occur on additional days during the summer months.
5. For example (but not exclusively), where you wish the activity to go on longer on a particular day, e.g. Christmas Eve.
6. Please give timings in 24 hour clock (e.g. 16:00) and only give details for the days of the week when you intend the premises to be used for the activity.
7. If you wish people to be able to consume alcohol on the premises please tick on, if you wish people to be able to purchase alcohol to consume away from the premises please tick off. If you wish people to be able to do both please tick both.
8. Please give information about anything intended to occur at the premises or ancillary to the use of the premises which may give rise to concern in respect of children, regardless of whether you intend children to have access to the premises, for example (but not exclusively) nudity or semi-nudity, films for restricted age groups, the presence of gaming machines.
9. Please list here steps you will take to promote all four licensing objectives together.
10. The application form must be signed.
11. An applicant's agent (for example solicitor) may sign the form on their behalf provided that they have actual authority to do so.
12. Where there is more than one applicant, both applicants or their respective agents must sign the application form
13. This is the address which we shall use to correspond with you about this application.

**Copies of this completed application form must be sent to:-**

**The Licensing Team (HBC)  
Principal Trading Standards Officer (HBC)  
Development Control Manager (HBC)  
Principal Environmental Health Officer (Commercial Services) (HBC)  
Principal Environmental Health Officer (Environmental Protection) (HBC)  
Head of Safeguarding and Review (Licensing) (HBC)  
Cleveland Police  
Cleveland Fire Brigade**

**Addresses for the above organisations are detailed in the guidance notes that accompanied this document or can be obtained from the Licensing team on request.**

**The Licensing Section  
Hartlepool Borough Council  
Bryan Hanson House  
Hanson Square  
Hartlepool, TS24 7BT**

**The New Alma , Whitby Street, Hartlepool**

**Conditions to replace existing ANNEX 2 – Conditions**

1. Alcohol shall not be sold or supplied except during permitted hours.  
  
In this condition, permitted hours includes:  
  
New Year's Eve from the end of permitted hours on New Year's Eve to the start of permitted hours on the following day (or, if there are no permitted hours on the following day, midnight on 31<sup>st</sup> December).
2. The external doors and windows to the parts of the premises used for the purposes of entertainment are not to be left open whilst entertainments are being held in the premises.
3. The Licensee or nominated person of the premises must ensure that any noise emanating from the licensed premises is such as not to cause annoyance to residents in the locality.
4. In the event of the fire alarm being activated a suitable relay must be provided so that the electrical power supply to all sound amplification system in the licensed premises must be immediately intercepted so that the alarm can be clearly heard in all parts of the licensed premises.
5. The licensee must ensure that the electrical socket outlets in the licensed premises, which are used for the purpose of providing licensed entertainment are protected by a residual current device being a 30 MA tripping circuit.
6. There shall be no exhibition, recitation, acting, singing, dancing or other entertainment, which is of an obscene character or is in any way offensive to public decency or calculated to incite any breach of the peace or disorder.
7. No exhibition, demonstration or performance of hypnotism or of roller skating shall take place at the premises, except with the written approval of the Licensing Authority and subject to any conditions attached to such approval. Application for consent must be made to the Licensing Authority not less than 28 days before the day on which it is to take place. A detailed description of the proposal event must accompany this application.
8. Except with the prior written approval of the Licensing Authority and subject to any conditions which may be attached to such approval: -
  - (a) No special effects, naked flames, smoke production or any process creating a risk of fire, or the illusion of smoke or fire shall



be used for the purpose of providing regulated entertainment on the premises.

- (b) No explosives or highly flammable substances shall be brought into or used on the premises.
- (c) No special effects shall be used or displays given on the premises, which consist of or include the use of lasers.

Applications for consent, giving detailed descriptions of the equipment to be used and details of the event, including dates and times must be made not less than 28 days before the date of the event.

confidential

Signed: .....

Print: STEPHEN ALLAN .....

Date: 13/03/2013 .....



**THE LICENSING ACT 2003**  
**PREMISES LICENCE (PART A)**

**Premises licence number**

HART/PS/081

**Part 1 - Premises details**

**Postal address of premises or, if none, ordnance survey map reference, or description**

The New Alma  
Whitby Street

**Post Town**

Hartlepool

**Post code**

TS24 7AD

**Telephone number**

**Where the licence is time limited the dates**

N/A

**Licensable activities authorised by the licence**

Sale of Alcohol (On & Off Sales)  
Music, Singing and Dancing

**The time the licence authorises the carrying out of licensable activities**

Alcohol Sales (On & Off Sales)

Monday – Saturday

11:00 – 00:00

Sunday

12:00 – 00:00

Music Singing & Dancing

Monday – Saturday

11:00 – 00:00

Sunday

12:00 – 00:00



**The opening hours of the premises**

At the discretion of the licensee

**Where the licence authorises supplies of alcohol whether these are on and / or off supplies**

On and Off supplies

**Name, (registered) address, telephone number and email (where relevant) of holder of premises licence**

Mr Stephen Allan  
17 Central Buildings  
Hartlepool  
TS24 7EB

**Registered number of holder, for example company number, charity number (where applicable)**

N/A

**Name, address and telephone number of designated premises supervisor where the premises licence authorises the supply of alcohol**

Mr Stephen Allan  
17 Central Buildings  
Hartlepool  
TS24 7EB

**Personal licence number and issuing authority of personal licence held by designated premises supervisor where the premises licence authorises for the supply of alcohol**

**Date licence granted:** 15<sup>th</sup> March 2013

**ANNEX 1 – Mandatory Conditions**

1. No supply of alcohol may be made under the premises licence-
  - (a) at a time when there is no designated premises supervisor in respect of the premises licence, or
  - (b) at a time when the designated premises supervisor does not hold a personal licence or his personal licence is suspended

Every supply of alcohol under the premises licence must be made or authorised by a person who holds a personal licence.

2. Each individual employed or otherwise engaged at the premises to carry out a security activity must be licensed by the Security Industry Authority.
3. (1) The responsible person shall take all reasonable steps to 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 in a manner which carries a significant risk of leading or contributing to crime and disorder, prejudice to public safety, public nuisance, or harm to children–
  - (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 (other than any promotion or discount available to an individual in respect of alcohol for consumption at a table meal, as defined in section 159 of the Act);
  - (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;
  - (d) provision of free or discounted alcohol in relation to the viewing on the premises of a sporting event, where that provision is dependent on–
    - (i) the outcome of a race, competition or other event or process, or
    - (ii) the likelihood of anything occurring or not occurring;
  - (e) 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.

## **Appendix 2**

4. The responsible person shall ensure that no alcohol is dispensed 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 shall ensure that free tap water is provided on request to customers where it is reasonably available.
6. (1) The premises licence holder or club premises certificate holder shall ensure that an age verification policy applies to the premises in relation to the sale or supply of alcohol.  
  
(2) 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 a holographic mark.
7. The responsible person shall 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; and
  - (b) customers are made aware of the availability of these measures.

## ANNEX 2 – Conditions consistent with the Operating Schedule

### General Conditions

GEN 1. Alcohol shall not be sold or supplied except during permitted hours.

In this condition, permitted hours includes:

New Year's Eve from the end of permitted hours on New Year's Eve to the start of permitted hours on the following day (or, if there are no permitted hours on the following day, midnight on 31<sup>st</sup> December).

Permitted hours under this licence do not prohibit:

- (a) During the first twenty minutes after the above hours the consumption of the alcohol on the premises;
- (b) During the first twenty minutes after the above hours, the taking of the alcohol from the premises unless the alcohol is supplied or taken in an open vessel;
- (c) During the first thirty minutes after the above hours the consumption of the alcohol on the premises by persons taking meals there if the alcohol was supplied for consumption as ancillary to the meals;
- (d) Consumption of the alcohol on the premises or the taking of sale or supply of alcohol to any person residing in the licensed premises;
- (e) The ordering of alcohol to be consumed off the premises, or the despatch by the vendor of the alcohol so ordered;
- (f) The sale of alcohol to a trader or club for the purposes of the trade or club;
- (g) The sale or supply of alcohol, to any canteen or mess, being a canteen in which the sale or supply of alcohol is carried out under the authority of the Secretary of State or an authorised mess of members of Her Majesty's navel, military or air forces;
- (h) The taking of alcohol from the premises by a person residing there; or
- (i) The supply of alcohol for consumption on the premises to any private friends of a person residing there who are bona fide entertained by him at his own expense, or the consumption of alcohol by persons so supplied; or
- (j) The supply of alcohol for consumption on the premises to persons employed there for the purposes of the business carried on by the holder of the licence, or the consumption of liquor so supplied, if the liquor is supplied at the expense of their employer or of the person carrying on or in charge of the business on the premises.

GEN 2. No person under fourteen shall be in the bar of the licensed premises during the permitted hours unless one of the following applies:

- (i) He is the child of the holder of the premises licence
- (ii) He resides in the premises, but is not employed there
- (iii) He is in the bar solely for the purpose of passing to or from some part of the premises which is not a bar and to or from where there is no other convenient means of access or egress.

## Appendix 2

- (iv) The bar is in the railway refreshment rooms or other premises constructed, fitted and intended to be used bona fide for any purpose to which the holding of the licence is ancillary.

In this condition “bar” includes any place exclusively or mainly used for the consumption of intoxicating liquor. But an area is not a bar when it is usual for it to be, and it is, set apart for the service of table meals and alcohol is only sold or supplied to persons as an ancillary to their table meals.

No child under 16 years of age shall be admitted to any other part of the licensed premises unless accompanied by an adult

- GEN 3. The maximum number of persons who shall be allowed to be present in the licensed premises or in any specific part of the licensed premises shall be **150**.
- GEN 4. The external doors and windows to the parts of the premises used for the purposes of entertainment are not to be left open whilst entertainments are being held in the premises.
- GEN 5. The premises shall be structurally adapted and bona fide/intended to be used for the purpose of providing for persons resorting to the premises music and dancing and substantial refreshment to which the sale of intoxicating liquor is ancillary.
- GEN 6. This licence is subject to such further conditions as are consistent with any restrictions imposed on the use of the premises for the existing licensable activities under the licence by virtue of the Children and Young Persons Act 1933.

### Responsibilities of Licensee

- PEL1. The Licensee, or some responsible person over the age of eighteen years, previously nominated by the Licensee in writing, must be in charge of and present in the licensed premises at all times when they are open for the purpose of this licence. There must also be during such times a sufficient number of competent attendants on duty on the premises for the purpose of securing safety and maintaining good order. The licensee or other responsible person must not be engaged in any duty, which will prevent him from exercising general supervision.
- PEL2. All parts of the licensed premises must be open to inspection by duly authorised officers of the Licensing, Fire and Police Authority during the time the premises are being used for the purpose for which this Licence is granted, or at any other time upon reasonable notice being given to the Licensee.
- PEL3. The Licensee, that is the person in whose name the licence is granted, shall be fully responsible for ensuring that each and every one of these terms and conditions are complied with and for the safety of persons and employees on the premises in the event of emergency.

**Control of Licensed Premises**

PEL4. The Licensee or such other nominated person must give to any authorised officer of the Police, Fire or Licensing Authority, on request, the number of persons in the premises. A suitable form of machinery, approved by the Licensing Authority, should be provided for the purpose of calculating this number.

If the premises consists of two or more floors then there should be some form of machinery, approved by the Licensing Authority, in place to calculate and control how many persons are on each floor.

PEL5. The Licensee or nominated person of the premises must ensure that any noise emanating from the licensed premises is such as not to cause annoyance to residents in the locality.

**Fire Safety - General**

PEL6. Except with the written approval of the Licensing Authority: -

- (a) All doors on exitways must open in line of egress from the premises.
- (b) No chairs, seats, barriers or other obstruction, whether fixed or moveable, shall be placed or allowed in any gangway, passage or exit of the licensed premises, or in any part of the licensed premises, which may be used as an exit. No person, except an official or servant of the licensee, shall be permitted to stand, sit or remain in any vestibule, passage, staircase, lobby, corridor, gangway or space forming part of any exit way of the Licensed premises or any part thereof.
- (c) No corridor or passage which is or may be an exit, or which leads to an exit, shall be used as a cloakroom, and no pegs for hanging hats or coats shall be allowed therein.
- (d) No curtain or drape shall be hung over any exit door or across any gangway.

PEL7. If the Licensing Authority have approved the use of chains, padlocks or other devices for securing exit doors when the public are not on the licensed premises, the Licensee must ensure the removal of such chains, padlocks and other devices before the admission of the public and must ensure they are hung on a board kept only for that purpose throughout the times the public are present in the licensed premises. Such board and its location must have been approved in writing by the Licensing Authority.

- PEL8. (a) Where required in writing by the Licensing Authority, doors or openings not affording a safe egress from the licensed premises, must be clearly indicated by the words "NO THOROUGHFARE" or have notices fixed on or over them indicating the use of the portions of the premises to which they give access.
- (b) Such directional notices and signs indicating the way out of the premises must be provided, as the Licensing Authority may consider necessary.

(c) All fire-resisting doors must be duly marked.

PEL9. All the signs and notices referred to in these conditions must comply with the relevant British Standards for the time being in force or The Signs and Signals Regulations 1996.

### **Fire Fighting Equipment**

PEL10 Suitable and efficient fire fighting equipment must be provided in the premises and kept in such positions as approved by the Fire Authority. Such equipment must be maintained in proper working order and available for instant use and must be tested and examined by a competent person at periods not exceeding 12 months.

PEL11. (a) The Licensee, any other person in charge of the premises, all members of the staff and competent attendants must be properly instructed in the protection of the premises from fire, the use of fire fighting equipment, the action to be taken in the event of a fire and the method of summoning the Fire Brigade.

(b) Written instructions to staff and competent attendants, in the form of a notice or notices, as to the action to be taken in the event of fire must be conspicuously displayed in the licensed premises.

PEL12. Except with the written approval of the Licensing Authority: -

(a) all fixed, permanent or temporary decorations must be of inherently incombustible materials or must be treated and so maintained so that they will not readily catch fire.

(b) Curtains or drapes in the premises must be flameproof in accordance with the relevant British Standard for the time being in force, of a type approved by the Licensing authority and maintained in that condition.

PEL13. If it appears to the Licensing Authority that the use of a product, material, fabric or finish might assist the spread of fire in the premises then the Licensing Authority may require such product, material, fabric or finish to be replaced or to be treated in such a manner as to reduce this risk to the satisfaction of the Licensing Authority.

### **Fire Alarm**

PEL14. A means of giving warning in case of fire must be provided on the licensed premises, as approved by the Licensing Authority and must be tested prior to each public admittance and must be inspected annually by a qualified person. Details of every such inspection must be recorded in a logbook kept on the premises.

PEL15. In the event of the fire alarm being activated a suitable relay must be provided so that the electrical power supply to all sound amplification system in the licensed premises must be immediately intercepted so that the alarm can be clearly heard in all parts of the licensed premises.



**Emergency Lighting**

PEL16. All parts of the premises to which the public have access and all external exit ways must be provided with emergency lighting to appropriate British Standard capable of providing sufficient illumination for the public to leave the premises safely. Although it is not required that emergency lighting should be provided in each W.C. compartment, it must be provided in toilet accommodation, which exceeds 8m<sup>2</sup> in gross area and in toilet accommodation having a gross area smaller than 8m<sup>2</sup> where no provision for borrowed light has been made. Such a system must be tested prior to each public admittance. If such system of emergency lighting is found to be faulty then the premises must not be used for the purposes for which this licence is granted until such time as the fault is rectified and the emergency lighting is fully operational.

PEL17. A written record of all the periodic tests and examinations, and the results thereof, referred to in these conditions, relating to the provision of suitable and efficient fire fighting equipment and fire alarm system, must be kept by the Licensee on the licensed premises and be available for inspection by authorised officers of the Licensing, Fire and Police Authority.

**Electrical Safety**

PEL18. The electrical installations in the licensed premises must comply with any Regulations and British Standard Codes of Practice affecting the use of electricity for the time being in force. All electrical installations including emergency services must be inspected and tested once a year (and all or any of such installations shall be inspected at any other time at the request of the Licensing authority if it has any reasonable cause to doubt the safety of such installations) by one of the following:

- (a) a chartered electrical engineer or;
- (b) a member of the Electrical Contractors Association or;
- (c) a certificate holder of the National Inspection Council for Electrical Installation Contracting or;
- (d) the Local Electricity Supplier

appointed by or on behalf of the Licensee. A certificate stating the condition of the installations must be forwarded to the Licensing Authority, by or on behalf of the Licensee, on or before each anniversary of the date this licence was granted. In the case of the annual inspection and in the case of any request for an inspection by the Licensing Authority, a certificate must be received within 2 weeks of such request.

PEL19. The licensee must ensure that the electrical socket outlets in the licensed premises, which are used for the purpose of providing licensed entertainment are protected by a residual current device being a 30 MA tripping circuit.

**Condition of Premises**

PEL20. The Licensed premises must be kept properly and sufficiently ventilated and heated to the satisfaction of the Licensing Authority.

## **Appendix 2**

- PEL21. Any heating or ventilation appliance in the licensed premises must be constructed and installed in accordance with Building Regulations or Institute of Electrical Engineers Regulations and maintained in accordance with current good practices and must be located only in a position approved in writing by the Licensing Authority.
- PEL22. The edges of the treads of steps and stairways must be conspicuous. Mats, matting and other floor coverings must be secured and maintained, so that they will not ruck or be in any way a source of danger.
- PEL23. Handrails and balustrades where required, are to be fixed and constructed in accordance with current Building Regulations.
- PEL24. Reflective surfaces and glazed screens must only be provided in the licensed premises and sited in such positions therein, as approved by the Licensing Authority.
- PEL25. Alterations or additions, either permanent or temporary, to the structure, including wall and ceiling surfaces, lighting, heating or other installations or to the approved seating, gangways stairways, or any other arrangements in the premises must not be made except with the prior approval of the Licensing Authority.
- PEL26. Combustible materials can only be stored with the approval of the Licensing Authority. Storage of materials in the licensed premises shall be in such a position approved in writing by the Licensing Authority.
- PEL27. All parts of the premises, all fittings and apparatus therein, including the seating, door fastenings, notices, as well as the lighting, heating, electrical, and other installations, must be maintained at all times in good order and condition to the satisfaction of the Licensing Authority.
- PEL28. The lavatories, water closets and urinals in the licensed premises must at all times be kept in good order and repair, and be properly and effectively cleansed, ventilated, disinfected, and supplied with water. Adequate and separate sanitary convenience must be provided for persons of each sex. The doors leading thereto must be suitably marked.

### **Conduct of Premises**

- PEL29. There shall be no exhibition, recitation, acting, singing, dancing or other entertainment, which is of an obscene character or is in any way offensive to public decency or calculated to incite any breach of the peace or disorder.
- PEL30. No drunkenness or any violent, quarrelsome or riotous conduct shall be permitted in the licensed premises.
- PEL31. No unlawful gaming, lottery or betting shall be allowed on the licensed premises.
- PEL32. No exhibition, demonstration or performance of hypnotism or of roller skating shall take place at the premises, except with the written approval of the Licensing Authority and subject to any conditions attached to such approval. Application

## **Appendix 2**

for consent must be made to the Licensing Authority not less than 28 days before the day on which it is to take place. A detailed description of the proposal event must accompany this application.

- PEL33. On those occasions when disabled persons are to be present on the premises, special arrangements as may be necessary in the circumstances must be made, so as to enable all persons to leave the premises safely in the event of fire or other emergency.
- PEL34. Except with the prior written approval of the Licensing Authority and subject to any conditions which may be attached to such approval: -
- (a) No special effects, naked flames, smoke production or any process creating a risk of fire, or the illusion of smoke or fire shall be used for the purpose of providing regulated entertainment on the premises.
  - (b) No explosives or highly flammable substances shall be brought into or used on the premises.
  - (c) No special effects shall be used or displays given on the premises, which consist of or include the use of lasers.

Applications for consent, giving detailed descriptions of the equipment to be used and details of the event, including dates and times must be made not less than 28 days before the date of the event.

- PEL35. Any person employed or engaged at the premises in the vetting of customers and/or the maintenance of public order either at any entrance to the premises or any part within must be approved or provisionally approved by the Security Industry Authority (SIA)

### **General**

- PEL36. If an event is to include the use of moveable seating for a closely seated audience then a plan showing the location of this seating should be submitted to the Licensing Authority at least 28 days before the event is to be held.

**ANNEX 3 – Conditions attached after a hearing by the Licensing Authority**

None

**ANNEX 4 - Plans**

YOU ARE REMINDED THAT IT IS YOUR LEGAL OBLIGATION TO ATTACH THE CURRENT 'PLAN' TO THIS PREMISES LICENCE AND KEEP THIS LICENCE (OR A CERTIFIED COPY) IN A SECURE PLACE AT THE LICENSED PREMISES.

IT IS AN OFFENCE NOT TO PRODUCE YOUR PREMISES LICENCE (INCLUDING THE PLAN) UPON REQUEST BY A POLICE OFFICER, LOCAL AUTHORITY OFFICER OR AUTHORISED PERSON.

Your Ref:  
Our Ref: LICE/20/831/MN

When telephoning please use  
Direct Line (301231) to contact  
Marie Nevison

11<sup>th</sup> April 2013

Dear Sirs,

**Re: Licensing Act 2003**  
**Application to Vary Premises Licence**  
**The New Alma, Whitby Street, Hartlepool**

Cleveland Police have received an application for a variation of the premises licence to which Cleveland Police make the following representations:

The application is to extend the opening hours from Midnight Thursday, Friday and Saturdays to 02.00 hours. However, Cleveland Police are concerned due to the fact that the premises is situated in an area which already suffers from crime and disorder and drink related problems.

In addition to the above, the premises is situated in an area which has already been declared saturated by Hartlepool Borough Council Licensing and a Special Policy has been adopted. Therefore, the onus is on the applicant to show that this application will not add to the present negative cumulative impact in the area.

In the event that the application is not withdrawn, further evidence will be provided by Cleveland Police.

I trust that the above information is sufficient to form the basis of police representations. Should you have any further queries in relation to this matter, you may wish to speak to PC Swales on the above number.

Mr Ian Harrison  
Licensing Department  
Hartlepool Borough Council  
DX 60669  
Hartlepool



31-32 Church Street, Hartlepool, TS24 7DH.

**Telephone:** (01429) 855800

**Fax:** (01429) 855829

**E-Mail:** [customerservices@hillcarterhotel.com](mailto:customerservices@hillcarterhotel.com)

**Web:** [www.hillcarterhotel.com](http://www.hillcarterhotel.com)

21<sup>st</sup> March 2013

Principal Licensing Officer  
Hartlepool Borough Council  
Bryan Hanson House  
Hanson Square  
Hartlepool  
TS24 7BT

Re: The New Alma

Dear Sir

In respect of the above application to vary a premise licence we would like to state our objections, the reasons are as follows;

The premise is directly opposite our hotel reception entrance and more than 50% of our hotel bedrooms face the premise. In previous years when the premise operated with a 12am licence our business encountered numerous issues concerning anti social behaviour and issues with noise.

As the hotel reception directly faces the New Alma, our hotel residents did experience issues with drunken customers across the street by the way of verbal abuse and having items such as bottles thrown at them when entering the hotel.

In addition to this, on a weekly basis, our hotel guests staying in the rooms directly facing the New Alma did used to complain about the noise emitting from the building, by way of loud music and people congregating outside the entrance. We received a very high number of complaints and this had a serious impact on our bedroom sales, due to guests not returning and finding alternative accommodation. As you will appreciate, as our business is a hotel, noise pollution of this kind is totally unacceptable.

We feel that granting an extension to 2am would further compound these problems and seriously undermine our ability to operate and therefore we object in the strongest possible terms.

Yours sincerely

confidential

Mark Coates  
**General Manager**

*For and on behalf of Tees Leisure Ltd*



STEPHEN ALLAN  
17 CENTRAL BUILDINGS  
CHURCH STREET  
HARTLEPOOL  
TS24 7EB

THE NEW ALMA  
WHITBY STREET  
HARTLEPOOL

Dear sir/madam

In reply to the Hillcarter objection they have made a statement that they experienced issues with drunken customers across the street by the way of verbal abuse and having items such as bottles thrown at them when entering the hotel is there any evidence to back up this allegation. I will be implementing a no glasses or bottles outside the premises policy there will be signs posted informing customers of this. The door staff will also enforce this rule and I will be making regular checks. cctv will be in operation inside and outside of the premises.

The second objection is that there was noise coming from the premises and people congregating outside the entrance. The Hillcarter has a 04.00hrs licence seven days a week I have seen people congregating outside the Hillcarter reception making a noise. It says on the Hillcarter web site IMPORTANT INFORMATION PLEASE BE AWARE IN MIND THAT THE HILLCARTER HOTEL OPERATES 2 NIGHTCLUBS DURING THE WEEKEND THERE ARE OPEN UNTIL 04.00 HRS FRIDAY AND SATURDAY NIGHTS AND NOISE DISTURBANCE WILL BE HEARD TILL THEN. They said they receive a very high number of complaints and this has a serious impact on their bedroom sales. I have printed the reviews from their website and highlighted the complaints that noise comes from the Hillcarter hotel disturbing its own customers.

I hope I have alleviated any concerns you have about anti social behaviour and the issues with noise.

Yours faithfully

Stephen Allan



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Derek Solo traveller Aviemore, United Kingdom 28 April 2013	Very clean, comfortable & attentive staff Only one night spent & had no reason to fault <a href="#">Did you find this review helpful?</a>	8.8
Maria Solo traveller Newcastle Upon Tyne, United Kingdom 13 March 2013	Rooftop breakfast No food at weekends <a href="#">Did you find this review helpful?</a>	7.9
Roy Young couple Cleethorpes, United Kingdom 12 March 2013	Executive room was clean, large and stylish. Staff friendly , roof top dining area and breakfast was great. Location very central. Club in basement and ground floor bars great for younger guests. Easy access to other north eastern attractions. loose tap on bathroom sink. <a href="#">Did you find this review helpful?</a>	9.6
Kelly Group of friends Sidcup Kent, United Kingdom 12 March 2013	Staff very helpful and good size rooms The people coming to and from clubs below, very loud, but was told before so knew already it would be loud. <a href="#">Did you find this review helpful?</a>	7.9
Robert Mature couple Fraserburgh, United Kingdom 10 March 2013	Location and facilities we good. Food and breakfast were every good Bed was a bit uncomfortable. <a href="#">Did you find this review helpful?</a>	7.9
Mark Group of friends Tadley, United Kingdom 10 March 2013	The room was well appointed and comfortable. Staff friendly and food (served in the bar) excellent, as is the breakfast in the roof top restaurant. If you like watching sport, there are a few TV's in the bar and a big screen showing big games, but these are not overpowering. Will definitely return Parking is fine between 6pm and 8am and didn't cause us any problems, but if the hotel's "free" spaces are full, the only option is pay and display after 8am. <a href="#">Did you find this review helpful?</a>	8.8
Edward Mature couple Kingston Upon Hull, United Kingdom	the hotel staff and location hartlepool appears to be closed for half of the week <a href="#">Did you find this review helpful?</a>	8.3

7 March 2013  
 Convenient position for transport and friendly staff  
 Room - we were given a disabled room. No restaurant. It had closed at 10.00.  
 Peter  
 Mature couple  
 Tunbridge Wells  
 Did you find this review helpful?

5.8

Mature couple  
Tunbridge  
Wells, United  
Kingdom  
7 March 2013

7.1

Patricia  
Mature couple  
Altrincham,  
United Kingdom  
6 March 2013

United Kingdom  
6 March 2013

Ewout  
Young couple  
Nottingham,  
United Kingdom  
26 February 2013

7.1

Ewout  
Young couple  
Nottingham,  
United Kingdom  
26 February 2013

Young couple  
Nottingham,  
United Kingdom  
26 February 2013

7.9

Darren  
Young couple  
Wingate, United  
Kingdom  
17 February 2013

### 8.3

Geoff  
Solo traveller  
Necastle,  
United Kingdom  
10 February 2013

Solo traveller  
Necastle,  
United Kingdom  
10 February 2013

7.1

William  
Mature couple  
Lincoln, United  
Kingdom  
19 December 2012

Kingdom  
19 December 2012

7.5

Richard  
Solo traveller  
Glasgow,

United Kingdom  
17 December 2012

John  
Group of friends  
Potters Bar,  
United Kingdom  
7 December 2012

Friendly staff and the bar  
Did you find this review helpful?

7.1

Esther  
Solo traveller  
Alfreton, United  
Kingdom  
27 November 2012

It placed me exactly where I needed to be and even though I was on a very busy street I felt very safe and secure during the evening.  
It was all perfectly acceptable but maybe the hotel should consider lowering the rates at the weekend when the nightclub is going in full force.  
Did you find this review helpful?

7.1

Ian  
Mature couple  
North Hykeham,  
United Kingdom  
19 November 2012

The staff the room and good food.  
Although the Hotel was excellent the reason we would not stay again is the noise from 2/5 am .  
Did you find this review helpful?

9.2

Gordon  
Mature couple  
Laurencekirk,  
United Kingdom  
28 October 2012

Friendly welcome Central location  
Lounge bar table was not clean it was sticky. Plates and arms stuck to the table Waiter wiped it with a damp cloth, it made no difference. All tables need to be cleaned with a detergent and disinfected daily Our starter of nachos was delivered without the guacamole and the waiter wasn't interested. Breakfast was OK  
Did you find this review helpful?

7.9

James  
Solo traveller  
Winsford,  
United Kingdom  
27 October 2012

Bedroom and restaurant were well appointed.  
Very little soundproofing between rooms. Smell of nightclub/toilets on lower floors.  
Did you find this review helpful?

7.1

John  
Solo traveller  
Cambs, United  
Kingdom  
23 October 2012

the staff were helpful, accomadation very nice,the location ideal right by the railway station.  
Did you find this review helpful?

7.5

John  
Mature couple  
Studley, United  
Kingdom  
28 September  
2012

Had a suite. Tiptop!  
Did you find this review helpful?

8.3

Laura  
Family with older  
children  
Warrington,  
United Kingdom  
18 September  
2012

The rooms were nice and clean, both rooms were of different sizes, but the smallest was still fine. 6.3  
We were told that because there were function rooms, and it was in the heart of the city there would be some noise. However, the noise level we experienced was the worst I have EVER heard in my life. The walls were paper thin, the windows did nothing to prevent the noise. I honestly felt like I was in a club it was that loud. Then at around 4am, what can only be described as the feeling of having a giant subwoofer under my bed started. The bed vibrated constantly. There was also no air conditioning, which would have been fine, if I dared to open the window!

1 of 1 people found this review helpful, did you?

Mchael  
Group of friends  
Doncaster,  
United Kingdom  
23 August 2012

It is one of the best I have stayed in for a long time the staff where really good and the rooms where top draw 10

Did you find this review helpful?

Christine  
Mature couple  
Southampton,  
United Kingdom  
21 August 2012

The staff were very polite and helpful. The twin bedded room had everything we needed and was very comfortable. I liked the fact that the tea, coffee, biscuits were replaced, and the room was cleaned to a good standard on a daily basis. Having a good choice of breakfast thrown in with the price was appreciated as well. The hotel was quiet and it was hard to believe it was fully booked. The shower experience would have been better if I could stand up and under it! 7.9

Did you find this review helpful?

Fei  
Family with older  
children  
Glasgow,  
United Kingdom  
13 August 2012

This is my second time to book Hillcarter Hotel. I will highly recommend this to everybody who want to stay a couple of days in Hartlepool. The hotel is just ONE minute from train station and 10 minutes walk to the seaside. Perfect breakfast, perfect customer service and very comfortable room. 10

Did you find this review helpful?

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