From: Lyde Court, Enquiries **Sent:** 13 June 2013 13:32

To: Spriggs, Fred

Subject: RE: Lyde Court Licence Review

Dear Mr Spriggs,

Thank you for your reply, and guidance.

In particular: We would like to have the decision reviewed that orders any drinks served in glass bottles to be decanted into plastic or toughened vessels. This is proving to be impracticable in that almost all our functions involve the serving of wine, Champagne and mineral water to the tables, and it is not reasonable to remove these beverages from the bottles. Likewise we sell bottles of Schweppes mixers which would be totally unfeasible to use as a weapon as they are only 125ml. Children enjoy drinking J2O's and Cokes with a straw from a bottle. Please, could the restriction be modified or removed. I understand that the committee can consider such a minor amendment by way of emails or telephone conversations without the need to convene a meeting. Is it possible to consider this as a minor amendment?

The conditions we offered at the hearing will be put into place whatever, and we did not mean to imply that we will not do so. In addition we are sending a member of staff (Lauren) on an approved course for the "British Institute of Innkeeping Level 2 Certificate in Licensed Hospitality Skills" to add to the APLH she is taking in July. Furthermore, we are looking into training two permanent members of staff with an SIA certificate so that if unpredicted trouble were to occur then we would have the training to immediately diffuse the situation. We have organised for BP Security to provide security staff where our risk assessment dictates.

I have had a conversation with Inspector Semple, and the Police are refusing to produce the contemporaneous notes for the full hearing. If this was a Court of law the case would be thrown out at this point by way of non-disclosure, but what is the position when the Police refuse to produce documents asked for by the Committee? Ivan Powell's version of events was not accurate and we need the Police notes to prove this. Statements produced after the fact are of less evidential value, and the Committee were very well aware of this when they asked for the contemporaneous notes.

We can take up the validity of the certificate at the full hearing. We now realise that even if the certificate were to be withdrawn, then the review must proceed.

Thank you for your help.

Best Wishes

Karen & Gary Waring

Lyde Court Hereford HR1 3AE