



BY CHOICE HOTELS

Quality Hotel Wembley
Empire Way, Wembley, Middlesex, HA9 0NH
Tel: 0208 733 9000 Fax: 0208 733 9001
michaelrahimi@hotels-wembley.com

Date: 16.11.12

LICENSING ACT 2003

Licence: Premises Licence Review Application

Reference: 1307046

Dear Sir/Madam

We are complaining regards to MAMA CALABAR Restaurant based on 3rd floor, Dexion House, 2-4 Empire Way, Wembley, London HA9 0XA.

This Restaurant currently has music licence and they are playing music every Friday night through 4am Saturday morning.

In the beginning we complaint to them regarding noise level of their establishment, however they refused to turn the music down, stating they have a licence to play music loud.

After speaking to them, they were reluctant to reduce the sound. Lack of proper sound proofing. Lack of respect to neighbours interest early in the morning. On purpose pumping the sound up after 2am as the noise inspector leave their job.

We are asking you to do remove their licence under the prevention of public nuisance

It was then out of no choice we decided to contact Environmental Health (Noise control) offence in Brent to complaint in October about their excessive noise and lack of noise control for their establishment.

We were advised by Brent that we can contact their night officers between 6pm to 2am and they will come to check them while they play loud music and meanwhile they will also speak to them regarding this matter.

However MAMA CALABAR management decided to keep the volume down until about 2am so by then there were no Brent officers in charge at night and then they pushed noise back to maximum from 2am to 3am in the morning.

In the last 2.5 month we have received much complaint from our guest for lack of sleep as the direct result of noise of music from MAMA CALABAR, I have managed to attach some of the complainant to you, however every Saturday we are getting more and more complaints as Mama Calabar continues to be public nuisance.

This has cost the hotel money, guests that will refuse to come back to Quality Hotel Wembley or even back to Wembley to stay for good. We are losing customers by buckets as result of their in-responsible action.

List of some of the guests that complained is attached for your attention above. Among them there are groups of people travelling from around the world.

It is my responsibility as the manager to ensure that all my guest are happy and save at Quality Hotel Wembley and unfortunately we cannot control noise pollution from neighbours.

We are looking forward a direct action from Premises Review panel to deal with this none respond Restaurant Management to deal with our complaint in due time.

Kind regards

Michael Rahimi
General Manager

5th & 12th Oct. 12

Mr S. James – Room Num #618 – Tel Num: 07768451514

~~Mrs White - Room Num #410~~

Mr & Mrs Maskara – Room Num #316

Mr Mitchell – Room Num #809

Mrs Bexon Caroline – Room Num #815

Mr Kosakai – Room Num #508

Mr Laity – Room Num #114

Mr Sugjaman – Room Num #215

Mr Geoffrey Ash – 01432769236 Room 714

Group	Guest	Res. No.	Title	Room	Room Type	Board	Price Cat.	Adi.	Ch1	Ch2	Arrival	Departure
Access Bookings Ltd	Rhiart Uyr	259 797	-	716	S Queen	English Breakf.	<Rack English>	1	0	0	28/09/12	29/09/12
Access Bookings Ltd	Darcy Rhodri	259 796	-	712	S Queen	English Breakf.	<Rack English>	1	0	0	28/09/12	29/09/12
Access Bookings Ltd	Fisher Richard	259 796	-	714	S Queen	English Breakf.	<Rack English>	1	0	0	28/09/12	29/09/12
Total of Guests: 3									3	0	0	

[3] *End of Report # 11.

*System Date: 01/10/2012 11:35*am

Status	VIP	Title	Guest	Company	Group	Travel Agency	Room	Type	Arrival	# Night	Rate	Curr.	Rate Category	Board	Ad.	Ch.	Preferences
Res. No.	Nat.													Balance	*Payment	Method	
30/09/2012																	
Out	✓	-	Laity, Kathy	-	-	Booking.com	114	NS Queen	28/09/2012	2	145.00 £		Rack Rate 07/08	No Boar	2	0	
249	324	UK	-	-	-	-	-	-	-	-	-	-	-	0.00	-	-	-
Out	-	-	JAC Travel	-	Jac Travel	JCJF166956 CHE32	212	NS Queen	29/09/2012	1	54.00 £		<Group Continen	Continer	1	0	
260	668	UK	-	-	-	-	-	-	-	-	-	-	-	0.00	-	-	-
28 days cancellation policy**																	
Out	-	-	Sugiaman, Matius	-	-	Booking.com	215	NS Twin	29/09/2012	1	105.00 £		Rack Rate 07/08	No Boar	2	0	
260	645	UK	-	-	-	-	-	-	-	-	-	-	-	0.00	-	-	-
-paid i full NO POST																	
Out	-	-	Chauffeur,	The Group Company	The Group Company	TGC0112	222	NS Queen	29/09/2012	1	0.00 £		Complimentary	Comp E	1	0	
244	611	UK	-	-	-	-	-	-	-	-	-	-	-	0.00	-	-	-
1 room f/o/c																	
Out	-	-	Debergh, P	The Group Company	The Group Company	TGC0112	223	NS Queen	29/09/2012	1	0.00 £		Complimentary	Comp E	1	0	
258	230	UK	-	-	-	-	-	-	-	-	-	-	-	0.00	-	-	-
1 room f/o/c																	
Out	-	-	Vd Meer/Vd Meer, JW/M	JAC Travel	Jac Travel	JCJF166894	224	NS Queen	29/09/2012	1	58.00 £		Group English Ra	English I	2	0	
261	066	UK	-	-	-	-	-	-	-	-	-	-	-	0.00	-	-	-
cancellation 45 days prior to arrival																	
Out	-	-	Shamberger/Shamberger/Sharr	JAC Travel	JCJF166956 CHE32	301	Triple Roo	29/09/2012	1	90.00 £		<Group Continen	Continer	3	0		
251	784	UK	-	-	-	-	-	-	-	-	-	-	-	0.00	-	-	-
28 days cancellation policy**																	
Out	-	-	Macreavy, Sean	-	CentralR.com	-	302	NS Queen	28/09/2012	2	85.50 £		Rack Rate 07/08	No Boar	2	0	
254	589	UK	-	-	-	-	-	-	-	-	-	-	-	0.00	-	-	-
-pre-auth £200 post ok																	
Out	-	-	Roquancourt/Roquancourt/Roq	Jac Travel	JCJF166956 CHE32	303	Triple Roo	29/09/2012	1	90.00 £		<Group Continen	Continer	3	0		
259	599	UK	-	-	-	-	-	-	-	-	-	-	-	0.00	-	-	-
28 days cancellation policy**																	
Out	-	-	Mercier/Mercier, R/M	JAC Travel	Jac Travel	JCJF166956 CHE32	304	NS Queen	29/09/2012	1	60.00 £		<Group Continen	Continer	2	0	
251	778	UK	-	-	-	-	-	-	-	-	-	-	-	0.00	-	-	-
28 days cancellation policy**																	

Quality Hotel Wembley, Wembley
Nadine [QHWP06]

Departure
from 30/09/2012 to 30/09/2012 - by Room asc

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Status	VIP	Title	Guest	Group	Room	Arrival	Rate	Curr.	Board	Ad.	Ch.	Preferences
Res. No.	Nat.	Company	Travel Agency	Type	#	Night	Category	Rate	Balance	*Payment	Method	
Out	-	Bale, Colin	-	305	28/09/2012	2	165.00 £	No Boar	3	0		
252 218	UK	-	Booking.com	Triple Roo			Rack Rate 07/08		0.00	-		
p/auht £165 00**ref 027638**paid in full**												
Out	-	Dessaint/Dessaint, B/C	Jac Travel	JCIF166956 CHE32	306	29/09/2012	1	60.00 £	Continer	2	0	
251 779	UK	JAC Travel	Choice Hotels International	NS Queen			<Group Continente		0.00	-		
28 days cancellation policy**												
Out	-	Bouchanez/Dufey/Dufey, S/E/L	Jac Travel	JCIF166956 CHE32	307	29/09/2012	1	90.00 £	Continer	3	0	
259 600	UK	JAC Travel	Choice Hotels International	Triple Roo			<Group Continente		0.00	-		
28 days cancellation policy**												
Out	-	Depinho/Depinho, B/S	Jac Travel	JCIF166956 CHE32	308	29/09/2012	1	60.00 £	Continer	2	0	
251 780	UK	JAC Travel	Choice Hotels International	NS Queen			<Group Continente		0.00	-		
28 days cancellation policy**												
Out	-	Dermont/Dermont/Dermont, E/J	Jac Travel	JCIF166956 CHE32	309	29/09/2012	1	90.00 £	Continer	3	0	
259 601	UK	JAC Travel	Choice Hotels International	Triple Roo			<Group Continente		0.00	-		
28 days cancellation policy**												
Out	-	Gibson, Bob	-	310	28/09/2012	2	64.60 £	No Boar	2	0		
255 937	UK	Expedia Virtual Card	Choice Hotels Europe	NS Queen			Rack Rate 07/08		0.00	-		
Out	-	Mare/Przybylski/Kruger, A/N/T	The Group Company	TGC0112	311	29/09/2012	1	90.00 £	English	3	0	
244 593	UK	The Group Company	-	Triple Roo			<Group English Re		0.00	-		
1 room f/oc												
Out	-	De Olivera/De Olivera, J/M	Jac Travel	JCIF166956 CHE32	312	29/09/2012	1	60.00 £	Continer	2	0	
251 781	UK	JAC Travel	Choice Hotels International	NS Queen			<Group Continente		0.00	-		
28 days cancellation policy**												
Out	-	Vanhaelewijn/Gailliaert/Van D, I	The Group Company	TGC0112	313	29/09/2012	1	90.00 £	English	3	0	
257 087	UK	The Group Company	-	Triple Roo			<Group English Re		0.00	-		
1 room f/oc												
Out	-	Cogel/Coget, M/S	Jac Travel	JCIF166956 CHE32	314	29/09/2012	1	60.00 £	Continer	2	0	
251 782	UK	JAC Travel	Choice Hotels International	NS Queen			<Group Continente		0.00	-		
28 days cancellation policy**												
Out	-	Maskara/Maskara, R/M	Jac Travel	JCIF166956 CHE32	316	29/09/2012	1	60.00 £	Continer	2	0	
251 783	UK	JAC Travel	Choice Hotels International	NS Queen			<Group Continente		0.00	-		

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Quality Hotel Wembley, Wembley
Nadine [QHWPC6]
from 30/09/2012 to 30/09/2012 - by Room asc

Departure
1 room f/o/c

Status	VIP	Title	Guest	Group	Room	Arrival	Rate	Board	Ad. Ch.	Preferences
Res. No.	UK	Nat.	Company	Travel Agency	Type	# Night	Category	Balance	*Payment Method	
Out	261 086	UK	Ensing/Nieuwhof, R/J JAC Travel	Jac Travel JCIB166894	612 NS Queen	29/09/2012	58.00 £ Group English Rate	English I	2	0
			cancellation 45 days prior to arrival			1		0.00 -		
Out	244 592	UK	Becker/Braet, D/J The Group Company	The Group Company TGC0112	613 NS Twin	29/09/2012	60.00 £ <Group English Rate	English I	2	0
						1		0.00 -		
Out	261 087	UK	Szczechura/Szczechura, H/K JAC Travel	Jac Travel JCIB166894	614 NS Queen	29/09/2012	58.00 £ Group English Rate	English I	2	0
			cancellation 45 days prior to arrival			1		0.00 -		
Out	244 594	UK	Koekermoer/Vandepitte, T/G The Group Company	The Group Company TGC0112	615 NS Twin	29/09/2012	60.00 £ <Group English Rate	English I	2	0
						1		0.00 -		
Out	258 579	UK	Webster, Keith	Laterooms Ltd	616 NS Queen	28/09/2012	95.00 £ Rack Rate 07/08	No Boar	2	0
			request room requested**extend 1 day more on tel			2		0.00 -		
Out	244 598	UK	De Beer/Vandenbossche, T/S The Group Company	The Group Company TGC0112	617 NS Twin	29/09/2012	60.00 £ <Group English Rate	English I	2	0
						1		0.00 -		
Out	244 599	UK	Cloete/Darthe, L/L The Group Company	The Group Company TGC0112	619 NS Twin	29/09/2012	60.00 £ <Group English Rate	English I	2	0
						1		0.00 -		
Out	261 056	UK	Galkowski/Gryglik, G/S JAC Travel	Jac Travel JCIB166894	701 S Twin	29/09/2012	58.00 £ Group English Rate	English I	2	0
			cancellation 45 days prior to arrival			1		0.00 -		
Out	261 063	UK	Van Vliet/Van Vliet, A/E JAC Travel	Jac Travel JCIB166894	702 S Queen	29/09/2012	58.00 £ Group English Rate	English I	2	0
			cancellation 45 days prior to arrival			1		0.00 -		
Out	261 057	UK	Winiewska/Duda, K/D JAC Travel	Jac Travel JCIB166894	703 S Twin	29/09/2012	58.00 £ Group English Rate	English I	2	0
			cancellation 45 days prior to arrival			1		0.00 -		



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Status	VIP	Title	Guest	Group	Room	Arrival	Rate	Curr.	Board	Ad.	Ch.	Preferences
Res. No.	Nat.		Company	Travel Agency	Type	# Night	£	Category	Balance	Payment Method		
Out	-		Gravesleijn/Zeestraten, G/R	Jac Travel JCIB166894	705	29/09/2012	58.00	Group English Rate	English I	2	0	
261 058	UK		JAC Travel	-	S Twin	1			0.00	-		
			cancellation 45 days prior to arrival									
Out	-		Wszolek/Wszolek, B/G	Jac Travel JCIB166894	707	29/09/2012	58.00	Group English Rate	English I	2	0	
261 059	UK		JAC Travel	-	S Twin	1			0.00	-		
			cancellation 45 days prior to arrival									
Out	-		Van Oist/Strelnieks, J/R	Jac Travel JCIB166894	709	29/09/2012	58.00	Group English Rate	English I	2	0	
261 060	UK		JAC Travel	-	S Twin	1			0.00	-		
			cancellation 45 days prior to arrival									
Out	-		Germanska/Germanski, K/P	Jac Travel JCIB166894	711	29/09/2012	58.00	Group English Rate	English I	2	0	
261 061	UK		JAC Travel	-	S Twin	1			0.00	-		
			cancellation 45 days prior to arrival									
Out	-		Vavilina/Aiknis, D/J	Jac Travel JCIB166894	712	29/09/2012	58.00	Group English Rate	English I	2	0	
261 064	UK		JAC Travel	-	S Queen	1			0.00	-		
			cancellation 45 days prior to arrival									
Out	-		Janikowski/Mazur, J/M	Jac Travel JCIB166894	713	29/09/2012	58.00	Group English Rate	English I	2	0	
261 062	UK		JAC Travel	-	S Twin	1			0.00	-		
			cancellation 45 days prior to arrival									
Out	-		Mosterd/Mosterd, M/H	Jac Travel JCIB166894	714	29/09/2012	58.00	Group English Rate	English I	2	0	
261 065	UK		JAC Travel	-	S Queen	1			0.00	-		
			cancellation 45 days prior to arrival									
Out	-		Westerbaan/Van Duffelen, R/M	Jac Travel JCIB166894	715	29/09/2012	58.00	Group English Rate	English I	2	0	
261 078	UK		JAC Travel	-	S Twin	1			0.00	-		
			cancellation 45 days prior to arrival									
Out	-		Lyczkowska/Deresiwicz, D/B	Jac Travel JCIB166894	716	29/09/2012	58.00	Group English Rate	English I	2	0	
261 074	UK		JAC Travel	-	S Queen	1			0.00	-		
			cancellation 45 days prior to arrival									
Out	-		Stoopendaal/Stoopendaal, R/I	Jac Travel JCIB166894	717	29/09/2012	58.00	Group English Rate	English I	2	0	
261 079	UK		JAC Travel	-	S Twin	1			0.00	-		
			cancellation 45 days prior to arrival									
Out	-		Jones, C	-	718	28/09/2012	67.00	£	Continental	1	0	
258 259	UK		Intel	Choice Hotels Europe	S Queen	2	--	--	Rack Continental	0.00	-	



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Quality Hotel Wembley, Wembley
from 30/09/2012 to 30/09/2012 - by Room asc

Departure
*System Date: 01/10/2012 11:37 am

Status	VIP	Title	Guest	Group	Room	Arrival	Rate	Curr.	Board	Ad.	Ch.	Preferences
Res. No.	Nat.		Company	Travel Agency	Type	# Night	Rate Category		Balance	*Payment Method		
Out	-		Watyzhowicz/Kowohl, M/W	Jac Travel JCIB166894	719	29/09/2012	58.00 £		English I	2	0	
261 080	UK		JAC Travel	-	S Twin	1	Group English Rate		0.00		-	
			cancellation 45 days prior to arrival									
Out	-		Rowinska/Leerdam, W/J	Jac Travel JCIB166894	803	29/09/2012	58.00 £		English I	2	0	
261 081	UK		JAC Travel	-	S Twin	1	Group English Rate		0.00		-	
			cancellation 45 days prior to arrival									
Out	-		Zawer/Breitkopf, E/A	Jac Travel JCIB166894	805	29/09/2012	58.00 £		English I	2	0	
261 082	UK		JAC Travel	-	S Twin	1	Group English Rate		0.00		-	
			cancellation 45 days prior to arrival									
Out	-		Dijkman/Dijkman, D/D	Jac Travel JCIB166894	807	29/09/2012	58.00 £		English I	2	0	
261 083	UK		JAC Travel	-	S Twin	1	Group English Rate		0.00		-	
			cancellation 45 days prior to arrival									
Out	-		Mitchell, W	Choice Hotels Europe	809	29/09/2012	67.00 £		Continer	1	0	
255 784	UK		Intel	-	S Twin	1	--Rack Continental		0.00		-	
			cancellation 45 days prior to arrival									
Out	-		Vandaele/Variet, C/B	Jac Travel JCIF166956 CHE32	811	29/09/2012	60.00 £		Continer	2	0	
242 822	UK		JAC Travel	Choice Hotels International	S Twin	1	<Group Contine		0.00		-	
			cancellation 45 days prior to arrival									
Out	-		Milton, Marion	Choice Hotels Europe	813	28/09/2012	67.32 £		No Boar	2	0	
255 784	UK		Expedia Virtual Card	-	S Twin	2	--Rack Rate 07/08-		0.00		-	
			70/c charged £134.64 no post									
Out	-		Olsifhorn/Kuiper, P/S	Jac Travel JCIB166894	814	29/09/2012	58.00 £		English I	2	0	
261 067	UK		JAC Travel	-	S Queen	1	Group English Rat		0.00		-	
			cancellation 45 days prior to arrival									
Out	-		Bexon, Caroline	Choice Hotels International	815	29/09/2012	64.60 £		Continer	2	0	
253 343	UK		Choice Hotels International	-	S Twin	1	--Rack Continental		0.00		-	
			cancellation 45 days prior to arrival									
Out	-		Broniewski/Goral, A/M	Jac Travel JCIB166894	818	29/09/2012	58.00 £		English I	2	0	
261 068	UK		JAC Travel	-	S Queen	1	Group English Rate		0.00		-	
			cancellation 45 days prior to arrival									

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Quality Hotel Wembley, Wembley
 from 30/09/2012 to 30/09/2012 - by Room asc

Departure
 from 30/09/2012 to 30/09/2012 - by Room asc

Status	Res. No.	VIP	Title	Guest	Company	Group	Travel Agency	Room	Type	Arrival	# Night	Rate	Curr.	Rate Category	Board	Ad.	Ch.	Preferences
			Nat.												Balance	*Payment Method		
Out	261 089	-	UK	Pawlowski/Blajer, P/J	JAC Travel	Jac Travel	JCIB166894	819	S Twin	29/09/2012	1	58.00 £	English	English	2	0	0.00	-
				cancellation 45 days prior to arrival														
Out	261 069	-	UK	Peczek/Peczek, K/J	JAC Travel	Jac Travel	JCIB166894	901	S Queen	29/09/2012	1	58.00 £	English	English	2	0	0.00	-
				cancellation 45 days prior to arrival														
Out	261 070	-	UK	Kronhoff/Kronhof, M/A	JAC Travel	Jac Travel	JCIB166894	903	S Queen	29/09/2012	1	58.00 £	English	English	2	0	0.00	-
				cancellation 45 days prior to arrival														
Out	261 071	-	UK	Van Leeuwen/Van Leeuwen, J/I	JAC Travel	Jac Travel	JCIB166894	904	S Queen	29/09/2012	1	58.00 £	English	English	2	0	0.00	-
				NO POST														
Out	261 072	-	UK	Karamon/Karamon, M/M	JAC Travel	Jac Travel	JCIB166894	905	S Queen	29/09/2012	1	58.00 £	English	English	2	0	0.00	-
				cancellation 45 days prior to arrival														
Out	261 0632	Mr	UK	James Steven	-	Laterooms Ltd	-	906	Suite	29/09/2012	1	66.13 £	English	English	2	0	0.00	-
				cancellation 45 days prior to arrival														
Out	261 073	-	UK	Urbanowicz/Tutka, M/R	JAC Travel	Jac Travel	JCIB166894	907	S Queen	29/09/2012	1	58.00 £	English	English	2	0	0.00	-
				cancellation 45 days prior to arrival														
Out	260 050	-	UK	Flood,	-	-	-	908	S Queen	29/09/2012	1	60.00 £	No Boar	No Boar	2	0	0.00	-
				cancellation 45 days prior to arrival														
Out	261 075	-	UK	Musielak/Musielak, M/A	JAC Travel	Jac Travel	JCIB166894	909	S Queen	29/09/2012	1	58.00 £	English	English	2	0	0.00	-
				cancellation 45 days prior to arrival														
Out	261 076	-	UK	Zawadzka/Kielanowski, C/T	JAC Travel	Jac Travel	JCIB166894	910	S Queen	29/09/2012	1	58.00 £	English	English	2	0	0.00	-
				cancellation 45 days prior to arrival														

Thank you for your custom: Payment required on presentation

*System Date: 01/10/2012 11:37*am

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