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19th November 2021

Dear [REDACTED]

Re: Variation to a Premises License- Northwick Park Golf Club – Big Shots

I write to you today on behalf of Bigshots (Northwick Park) Limited ('Bigshots'), in response to the representations you have made in relation to an application made on our behalf to vary the premises license in place for the Northwick Park Golf Club.

By way of brief background, Bigshots has recently acquired the underlease of the Golf course and centre from Playgolf London, and are in the process of completing the acquisition of a sub underlease of the restaurant known as Blue Zenzer from Blue Ginger Bar and Restaurants Limited. The premises license will be transferred to Bigshots upon completion.

We at Bigshots Golf are committed to delivering a regenerated golfing facility at Northwick Park that adds value to the local community and revitalizes the area. We have expended a considerable amount of money on refurbishing the premises with a view to providing a new venue that is appealing to all age groups, serves as a community facility and provides excellent sporting opportunities.

We have great regard for our local community and have endeavoured to strike local partnerships wherever possible. We have worked with the Local Job Centre and Colleges to offer local employment and over 50% of our staff is from within Harrow. The facility boasts a team of 80, offering a significant source of local employment and economic regeneration. We have offered contracts locally wherever possible in addition and are in the process of developing an extensive offering to work with local youth groups, community groups and charities.

Turning to the specific points raised in your representations, please note as follows:

1. **Protection of minors and young adults:** Our duty managers are trained in

customer experience and do regular walk arounds the site for health and safety purposes and to ensure the safety and well-being of all our patrons. There are specific duty managers assigned to each part of the building to ensure this is robustly monitored, in addition to serving staff. Every single member of our staff has been trained to police the consumption of alcohol and to protect the well-being of our younger customers. In addition, our terms and conditions make it clear that children under 16 must be supervised by adults at all times and we will be actively monitoring the site to ensure that children are not left unattended for lengthy periods of time.

2. **The almost unrestricted nature of the License:** There are 42 conditions to the license, designed to robustly restrict and manage the premises and protect minors and young adults. In addition there are a number of risk assessments and ancillary policies that have been put in place to ensure that we operate a safe site that can be enjoyed by all.
3. **The excessive hours of the License in such a rural setting while close to residential property and an acute care facility:** The hours are not changing from those already granted and will be remaining the same as they are at present.
4. **Outside noise from external Licensed areas while close to residential property and an acute care facility:** The external areas (bays) have always been licensed and we do not believe that there will be any increase in the noise levels. There are no additional external areas being licensed as part of this application.
5. **Exclusion of unattended young people from the premises because of the almost total Licensing of the building:** I would be grateful for further clarity on this concern. In our view it is vital for the health and safety of our younger customers that they always be accompanied and supervised by an adult. This would remain our policy irrespective of whether or not this application is granted.
6. **Transfer parking onto residential roads & Traffic congestion:** The parking lot has been refurbished and capacity increased to counter such concerns. There is a robust traffic and parking management plan in place. The car park will be fully managed by employees and there will be a system to input registration numbers of all cars parked to regulate use. In the event that the car park is full, customers will be turned away at the entrance to ensure there is no congestion caused on the vital thoroughfare of Watford Road.
7. **The area already suffers from antisocial vehicle movements including burn outs, doughnuts on our car parks and roads, plus circuit racing and drag runs and the straighter roads in the area:** By creating a safe, friendly and accessible sports and leisure facility we are providing a much improved facility and space to local youth which should assist in countering anti-social behaviour. Increased staff visibility and CCTV cameras will ensure that anti-social behaviour is curtailed.
8. **Noise from outside spaces and indoor events:** the noise impact should be minimal due to how the building has been designed.
9. **Exclusion of groups that object to alcohol:** We aim to operate a fully inclusive venue and no group is going to be excluded- all types and people and families will be catered to on our site as will their dietary requirements. The bays are self-contained and any group not wishing to consume alcohol can keep their area alcohol free with ease.
10. **The off-sales from the site will bring possibility of drugs supply and use to the site via delivery bikes:** I am not quite clear on this concern and would

be grateful for clarification -or perhaps this can be discussed in person.

11. **Additionally, we are concerned about the current and new plans not matching and yet the keys are the same:** We have taken on board the comments submitted in this regard and have re submitted the plan for further consultation. A copy is attached marked AD 05 GA(M). We would value your feedback, so please do feel free to write back to me with any matters arising from the same that you feel need further clarity.

I hope I have addressed all your concerns fully. If you have further comments or would like to discuss this further please feel free to write back to me or to give me a call.

In addition we are holding drop in sessions on Tuesday 23rd November 2021 between 10 and 11 am and again between 6 and 7 pm. We would welcome the opportunity to show you and other local residents around our facility, to share our future plans for the site, to listen to any concerns you may have and to answer any questions. If these times are not suitable for you but you would like to meet on site please let me know your availability and I shall try my best to accommodate.

I reiterate that our intention is and always has been to add value to the local community.

Yours sincerely,

Aisha Chowdhry

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