

Your ref:
Our ref: PLWA0656
Please ask for: Licensing
Tel: 01271 388415
Email: licensing@northdevon.gov.uk
Date: 30 July 2020



Surfing Croyde Bay Ltd
8 Hobbs Hill
Croyde
Devon
EX33 1LZ

Sent by post and email

Dear Mr Poll

ALLEGED COMPLAINT – THE OLD CREAM SHOP

I am in receipt of another complaint in respect of your premises, The Old Cream Shop, 8 Hobbs Hill, Croyde regarding noise and operating beyond the licensed hours.

It is alleged that on Thursday 23 July 2020 at around 22:30 hours your staff were heard asking customers if they wanted any more drinks and that it was very busy inside and outside the premises and that customers were still on site at 23:00 hours. It is claimed that this happens most nights. Information has also been received advising that you are letting the premises and that it is now called 'Hang Loose'.

Your licensed hours show that you are able to sell/supply alcohol Monday to Sunday from 12:00 hours to 18:00 hours apart from the months of July and August when the hours permitted are Monday to Sunday 12:00 hours to 22:00 hours.

As the Designated Premises Supervisor you are responsible for the premises whether you are in attendance or not and that operating past your licensed hours is a clear breach of your premises licence.

I have already spoken to you regarding this previously and you advised that you were not working at that time and that you would speak to your staff.

I have also passed this complaint to our Environmental Protection Team with regards to the noise aspect and they will contact you separately regarding this.

This letter is therefore issued as a warning in respect of this matter and will be placed on your file. Any further complaints may result in further action being taken against you which could lead to prosecution, or a review of your premises licence.

You are advised to take this matter seriously and take the appropriate action so that your premises do not operate past the licensed hours.



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A copy of this letter has been sent to the Police Licensing Officer who may also contact you regarding this.

Yours sincerely



Mrs S Loder
Licensing Case Officer
Environmental Health & Housing

c.c Mr Alistair Poll, ~~...~~
PC Paul Butler, Police Licensing Officer



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