

## RESPONSE FROM APPLICANT

In response to your comments of Club Tropicanas variation to premises license application / under 18 events we wish to clarify the following.

The terminal hour will be 22.00 hours and not 21.00, this was an error in application. Arlene Dunbar has been notified and amendments made.

Noise complaints- In the past 2 years it is noted that you have been contacted by 4 complainants.

You have stated that complaints were received in regards to public nuisance caused by customers leaving the venue.

The complaints that we have mediated were in regards to the smoking area in the lane behind the club. I do not recall a complaint regarding noise after 3am.

As you can confirm we have always done our utmost to resolve any issues, meeting with local residents, supplying them with direct telephone numbers which are manned 24 hours a day, not to mention the cost of all the measures put in place to eradicate any issues.

No stone was left unturned in our pursuit to satisfy these complaints, despite no actual physical or recorded proof of an issue.

E.H.O. visited one of the complainants during our operating hours and found no cause to uphold their complaint.

It is also noted you have suggested we operate only the Tropicana entrance.

Unfortunately, this would not be viable in smaller events designed to be held within Vogue nightclub. On busier sessions it would be our intention to use both entrances so that we could quickly get the young persons inside where they would be safe.

### Protecting children from harm

#### Point 1)

A trained first aider is always on duty during operating hours. This will remain the same during under 18 events.

#### Point 2)

Female SIA staff will be on duty at under 18 events where suitable cover is available. Our security provider has been notified of such requirements.

#### Point 3

## RESPONSE FROM APPLICANT

As discussed, we will be hosting ticketed events but we do not wish to have this limited to ticket only events. It is common practice for people not to commit to such events until the last minute. Therefore, we will require the ability to let customers pay at the door.

### Point 4

All alcohol will be removed from the public areas and display fridges will be covered up. No alcohol branding will be visible.