

# LICENSING ACT 2003 SUB COMMITTEE MEETING

Date: Monday 29 April 2024  
Time: 10.30 am  
Venue: Town Hall, High Street, Maidstone

Membership:

Councillors English (Substitute Member), Garten, Joy and Trzebinski

*The Chairman will assume that all Members will read the reports before attending the meeting. Officers are asked to assume the same when introducing reports.*

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## AGENDA

Page No.

1. Apologies for Absence
2. Notification of Substitute Members
3. Election of Chairman
4. Disclosures by Members and Officers
5. Disclosures of Lobbying
6. To consider whether any items should be taken in private because of the possible disclosure of exempt information
7. Application for Review of a Premises Licence under the Licensing Act 2003 for The Zoo,10 - 11 Market Buildings, Maidstone, Kent, ME14 1HP 1 - 196
8. Exempt Appendices to Item 7 - Application for Review of a Premises Licence under the Licensing Act 2003 for The Zoo,10 - 11 Market Buildings, Maidstone, Kent, ME14 1HP 197 - 1112

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**Issued on Friday 19 April 2024**

*Alison Broom*

**Alison Broom, Chief Executive**

# Agenda Item 7

**Agenda Item No:** 1 – Summary of Report

**Licence Reference** 24/00761/REVIEW  
**Report To:** LICENSING SUB – COMMITTEE  
(UNDER THE LICENSING ACT 2003)

**Date:** 15<sup>h</sup> APRIL 2024

**Report Title:** THE ZOO, 10 - 11 MARKET BUILDINGS, MAIDSTONE, KENT, ME14 1HP  
**Application for Review of a Premises Licence**

**Report Author:** Lorraine Neale

**Summary:** This report is classified as public, with an exempt appendix. The Appendix is referenced as appendix 8 to this report, This appendix contains exempt information as classified in paragraph/s 1, 2 and 7 to Part 1 of Schedule 12A to the Local Government Act 1972, in that they contain information relating to 1 - Information relating to any individual. 2 - Information which is likely to reveal the identity of an individual. 7 - Information relating to any action taken or to be taken in connection with the prevention, investigation or prosecution of crime. The public interest in maintaining this exemption outweighs the public interest in their disclosure due to the nature of the information provided

Kent Police have applied for a Review of the Premises Licence Appendix 1 pursuant to s.51 Licensing Act 2003.

Grounds for Review

PREVENTION OF CRIME AND DISORDER  
PUBLIC SAFETY  
PREVENTION OF PUBLIC NUISANCE

Additional evidence has been provided by the Police in the form of documents (Appendix 8) and CCTV

**Affected Wards:** High Street Ward

**Recommendations :** **The Committee is asked to determine the application and decide whether to take such steps as members consider appropriate for the promotion of the licensing objectives.**

**Policy Overview:** The decision should be made with regard to the Secretary of State's Guidance and the Licensing Authority's Statement of Licensing Policy under the Licensing Act 2003. Where the decision departs from Policy or Guidance the departure must be directed solely at the attainment of the licensing objectives, and that such departure be supported by proper reasons.

**Other Material Implications:** **HUMAN RIGHTS:** In considering this application it is **appropriate** to consider the rights of both the licence holder and the applicant together with other parties, such as **“responsible authorities” and/or “interested parties”** (objectors). The hearing procedure for reviewing premises licences has been formulated to ensure a fair hearing for all parties.

**LEGAL:** Under the Licensing Act 2003 the **Licensing Authority** has a duty to exercise licensing control of relevant premises.

**Background  
Papers:**

Licensing Act 2003  
Home Office Guidance Document issued under section 182 of The Licensing  
Act 2003 as amended  
Maidstone Borough Council Statement of Licensing Policy

**Contacts:**

Mrs Lorraine Neale at: [lorraineneale@maidstone.gov.uk](mailto:lorraineneale@maidstone.gov.uk) – tel: 01622 602528

## Agenda Item No. 1

**Report Title: THE ZOO, 10 - 11 MARKET BUILDINGS, MAIDSTONE, KENT, ME14 1HP**

### **Application for Review of a Premises Licence**

#### **Purpose of the Report**

The report advises Members of an application for the review of a premises licence, brought by Kent Police in respect of the premises The Zoo, 10 - 11 Market Buildings, Maidstone, Kent, ME14 1HP (Appendix 1)

#### **Issue to be Decided and Options**

1. Members must, having regard to the application and any relevant representations, take such steps mentioned below as members consider appropriate for the promotion of the licensing objectives.
2. The steps are:
  - To modify the conditions of the licence (including for a period not exceeding 3 months);
  - To exclude a licensable activity from the scope of the licence (including for a period not exceeding 3 months);
  - To remove the designated premises supervisor;
  - To suspend the licence for a period not exceeding 3 months;
  - To revoke the licence.
  - To issue a warning or caution.
  - To take no action.

#### **Background**

3. The relevant statutory provisions are sections 51 to 53 inclusive of the Licensing Act 2003. the Licensing Objectives are as follows:
  - The prevention of crime and disorder;
  - Public Safety;
  - The prevention of public nuisance; and
  - The protection of children from harm
4. The venue has held a premise licence since 2<sup>nd</sup> March 2010, the current premises licence was granted on 22<sup>nd</sup> September 2023 following a minor variation submitted by the licence holder to add the following conditions to the licence:-

Cooling down period:

We will operate a cooling down period of 15mins, prior to the end of session, where we will decrease sound levels to create a more calming atmosphere preparing us for close and full dispersal of patrons.

Body Worn cameras:

The supply and use of body worn recording devices set to buffering mode and activated to record mode when an incident occurs.

SIA deployment on dispersal:

To deploy 2 x SIA door supervisors to the High Street 15mins prior to closing, with an additional 4 x SIA door supervisors to support and assist the dispersal process.

No New entries:

There will be no new entries to the venue after 3am, excluding those that have been in the venue earlier.

Door Supervisors:

The venue will only use SIA registered supervisors, no marshal's will be used at the venue.

To modify an existing condition from:

We will scan customers on a deemed risk basis from 03:00am. Smokers must remain in the designated smoking area at all times.

To:

We will scan customers on a deemed risk basis until 03:00am. Smokers must remain in the designated smoking area at all times.

A copy of the licence is attached as Appendix 2

5. The application has been correctly advertised with a notice displayed on the premises and at the Council offices for the required period.
6. The applicant is requesting that the Sub-Committee:-
  - 1) Reduce the terminal hour for all licensable activities to 00:00 or alternatively:-
  - 2) Reduce the terminal hour for alcohol to 00:00 and all regulated entertainment to 01:00.
  - 3) Current conditions at annex 3 remain on the licence.
- 7 There have been 116 comments of support received from:-
  - 1 Chloe Hughes
  - 2 Sophie Elmore
  - 3 Dave Calver
  - 4 Lauren Davies
  - 5 Bill Swift
  - 6 Arnold Sharp
  - 7 Karl Wenham
  - 8 David Cornwall
  - 9 Jay Matthews
  - 10 Daniel Williams
  - 11 Emily Rose
  - 12 Aimee Webb
  - 13 Kieran Empson
  - 14 Megan Welfare
  - 15 Isabel Jenkins
  - 16 Rebecca Davis
  - 17 Lucy Speight
  - 18 Matthew Brooks
  - 19 Ahmet Suncu
  - 20 Amie Freeman
  - 21 Kieron Jenkins
  - 22 Natasha Coulstock
  - 23 Cameron Jolly
  - 24 Kim Baldock
  - 25 Leah Szak
  - 26 Whitney Deuchar

27 David Odunlami  
28 Karen Smallwood  
29 Twenty Rivers  
30 Robert Hunt  
31 Samantha Hunt  
32 Alex Garnett  
33 Rjay Garnety  
34 Graham Wood  
35 Addam Mathews  
36 Michael Macpherson  
37 Charlotte Mccallam  
38 Jason Halle  
39 Jade Gold  
40 Victoria Smith  
41 Dion McVey  
42 Stuart Vine  
43 Ekenedilichukwu Edenjoku  
44 Quiana Wheatley  
45 Helen Osvalds  
46 Tasneem Anwar  
47 Vasile Cira  
48 Matthew James  
49 Rebecca graham  
50 Nick Osvalds  
51 Gareth Evans  
52 Tracy Evans  
53 Gemma Colyer  
54 Joshua Freeman  
55 Hayley Wright  
56 Catalina Barbu  
57 Jacob Pocklington  
58 Catherine Drury  
59 Mark Iyiola  
60 Bahadir Kaya  
61 Ismail Acar  
62 Daniel Harvey  
63 Matt Childs  
64 John English  
65 Ana Garbur  
66 Natalia Tester  
67 Diana Hayles  
68 Reshi Vadhia  
69 Alice Tabingwa  
70 Oscar Wady  
71 Robert Batten  
72 Jake Smith  
73 Kieran Gray  
74 Jason Atkins  
75 Oliver Wilmot  
76 Isabella Evans  
77 Diwi Banakeng  
78 Robert Bearup  
79 Jenny Kidd  
80 George Harrison

81	Stanley Agabor
82	David Asher
83	Charlotte Johnson
84	Lottie Cole
85	Scott Welfare
86	Tia Bancey
87	Chiedza Kunyeda
88	Kudzai Mukotekwa
89	Lily Liston
90	Alex Adesina
91	Cam Connolly
92	Andrej Lech
93	Sarah lou Jones
94	Emily Fletcher
95	Michael Lam
96	Erika Paltanaviciute
97	Kinga Urbanowska
98	Abbie Joslin
99	Alicia-Leigh Williams
100	Zane Ferrisa
101	Jemma Cornford
102	Amelia Evans
103	Charlie mark Batten
104	Siana Barden
105	Jamieleigh Phillips
106	Katie Epsley
107	Avene Ahmad-Eldridge
108	Shola Ajilore
109	Andres Cardozo
110	Okezi Imara
111	Michael Churchill
112	Wiktoria Pytlinska
113	Rebecca Odunlami
114	Holly Edwards
115	Jack Cummings
116	Gordon Newton

These are attached as Appendix 5

8. Members are advised that they may only modify premises licences if it is appropriate **and proportionate in order to promote the licensing objectives.**

Relevant sections of **The Guidance issued under section 182 of The Licensing Act 2003;**

**Chapter 2 Licensing Objectives –Para 2.1 to 2.6 crime and disorder, para 2.7 to 2.14 public safety and para 2.15 – 2. 21 public nuisance**

**Chapter 10 Conditions attached to Premises Licences**

**Chapter 11 Reviews**

9. Relevant policy statements **contained in The Licensing Authority’s Statement of Licensing Policy (Jan 2021);**

**CONDITIONS TO PROMOTE THE PREVENTION OF CRIME AND DISORDER.**

- 17.10 Under the Act the Licensing Authority has a duty to promote the licensing objectives, and, a further duty under the Crime and Disorder Act 1998 to do all it reasonably can to prevent crime and disorder in the borough.
- 17.11 Wholesale of alcohol. Since 1 April 2017, businesses which sell alcohol (for example, retailers of alcohol and trade buyers) need to ensure that the UK wholesalers that they buy alcohol from have been approved by HMRC under the Alcohol Wholesaler Registration Scheme (AWRS). They will need to check their wholesalers Unique Registration Number (URN) against the HMRC online database. This is an ongoing obligation and if a business is found to have bought alcohol from an unapproved wholesaler, they may be liable to a penalty or could even face a criminal prosecution and their alcohol stock may be seized. Any trader who buys alcohol from a wholesaler for onward sale to the general public (known as a 'trade buyer') does not need to register unless they sell alcohol to other businesses.
- 17.12 Examples of trade buyers would be pubs, clubs, restaurants, cafes, retailers and hotels. However, they will need to check that the wholesaler they purchase alcohol from is registered with HMRC.
- 17.13 The applicant will be expected to detail in their operating schedule how they will prevent crime and disorder on and close to the premises. Such detail should reflect the licensable activities on offer, location and character of the area, the nature of the premises use and the range of customers likely to use the premises.

These may include, but are not limited to, the following:

- Prevention of disorderly conduct and anti-social behaviour
  - Prevention of underage drinking
  - Prevention of sales of alcohol to intoxicated customers
  - Prevention of drunkenness both on and in the vicinity of the premises
  - Prevention of drug use and drug dealing
  - Restriction to responsible drinks promotions
  - Use of safety glass
  - Inclusion of a wind-down time following alcohol sales period
  - Adequate seating to discourage "vertical drinking"
  - The offer of food and snacks or other entertainment or occupation to discourage persistent drinking
- 17.14 In busier premises the Licensing Authority would usually expect to see a short (e.g.30 mins) 'wind down' or 'drinking up' period allowed for after the cessation time of entertainment and alcohol sales as this is effective in assisting in a reduction in noise and exuberance of customers before leaving the premises.
- 17.15 Applicants will be expected to seek advice from the Police and the Licensing Authority will give appropriate weight to requests by the Police for premises to be protected by SIA registered door staff subject to the provision of relevant evidence. Where the Licensing Authority determines after consultation with the police that a premises is one that warrants additional security and monitoring it would expect applicants to include the provision of SIA approved door staff at the premises at appropriate times. Relevant premises are usually those used mainly for drinking alcohol, have later opening hours and are situated within the Town Centre night time economy area.

- 17.16 Where appropriate, applicants for licences in the Town Centre areas providing mainly alcohol, music and dancing would be expected to consider inclusion of a provision of safety glasses to prevent a risk of injury on the rare occasion that a glass may be used as a weapon.
- 17.17 The use of CCTV should be considered where appropriate or on the advice and recommendations of the Police and to a quality and standard approved by the Police for evidential purposes. Licensees will be expected to fully comply with the requirements of the Information Commissioners Office and the Data Protection Act 2018 & GDPR in respect of any surveillance equipment installed at a premises.
- 17.18 In any application resulting in hearing the sub-committee will consider each application on its individual merits and determine the imposition of conditions that are appropriate to promotion of the licensing objectives.

**CONDITIONS TO PROMOTE PUBLIC SAFETY.**

- 17.19 The applicant will be expected to show how the physical safety of persons attending the premises will be protected and to offer any appropriate steps in the operating schedule to promote this.
- 17.20 Such steps will not replace the statutory obligation on the applicant to comply with all relevant legislation under the Health and Safety at Work etc. Act 1973 or under the Regulatory Reform (Fire Safety) Order 2004.
- 17.21 Applicants will be expected to have carried out the necessary risk assessments to ensure safe occupancy levels for the premises. Where a representation from the Fire Authority suggests that for the promotion of the Public Safety objective a maximum occupancy should be applied, the Licensing Authority will consider adding such a limit as a licence condition.

Where appropriate an operating schedule should specify occupancy limits for the following types of licensed premises:

- (i) High Volume Vertical Drinking e.g. premises that provide mainly stand up drinking facilities with limited seating/table space and the primary activity is the sale of alcohol
- (ii) Nightclubs
- (iii) Cinemas
- (iv) Theatres
- (v) Other premises where regulated entertainment is likely to attract a large number of people.
- (vi) Where conditions of occupancy have arisen due to representations received.

**CONDITIONS TO PROMOTE THE PREVENTION OF PUBLIC NUISANCE.**

- 17.22 The applicant will be expected to detail any appropriate and proportionate steps to prevent nuisance and disturbance arising from the licensable activities at the premises and from the customers using the premises.
- 17.23 The applicant will be expected to demonstrate that they have considered the following and included steps to prevent public nuisance:
- (i) Proximity of local residents to the premises

- (ii) Licensable activities proposed and customer base
- (iii) Hours and nature of operation
- (iv) Risk and Prevention of noise leakage from the premises from equipment, customers and machinery
- (v) Prevention of noise from customers leaving the premises and customer pick up points outside premises and from the Car Park.
- (vi) Availability of public transport to and from the premises
- (vii) Delivery and collection times and locations.
- (viii) Impact of external security or general lighting on residents.
- (ix) History of management of and complaints about the premises.
- (x) Applicant's previous success in preventing Public Nuisance.
- (xi) Outcomes of discussions with the relevant Responsible Authorities.
- (xii) Impact of location, noise and contamination from outside smoking areas on neighbours and other customers
- (xiii) Collection of litter arising from the premises

17.24 Steps to prevent public nuisance may include a range of options including noise limiting devices, sound insulation, wind down periods, acoustic lobbies, management of smoking areas etc.

17.25 Steps will differ depending on the individual premises and activities and it is for the applicant to ensure that reasonable, effective and appropriate steps are included within the operating schedule.

### **Implications Assessment**

10 The decision should be made with regard to the Home Office Guidance and the Licensing Authority's Statement of Licensing Policy under the Licensing Act 2003. Where the decision departs from either the Guidance or the policy clear and cogent reasons must be given. Members should be aware that if such a departure is made the risk of appeal / challenge is increased.

11 **Human Rights:** While all Convention Rights must be considered, those which are of particular relevance to the application are:

- Article 8 - Right to respect for private and family life
- Article 1 of the First Protocol - Protection of Property
- Article 6(1)- Right to Fair Hearing
- Article 10 – Freedom of Expression

The full text of each Article is given in the attached Appendices.

### **Conclusion**

Members must ensure that the application is considered on its merits, as well as against the relevant guidance, policy and statutory framework.

### **List of Appendices**

- 12 Appendix 1 Application for Review<sup>9</sup>
- Appendix 2 Premises Licence

Appendix 3	Plan of the premises
Appendix 4	Plan of the area
Appendix 5	Other Parties –Support comments x 116
Appendix 6	Human Rights Article
Appendix 7	Order of Proceedings
Appendix 8	Supplementary Disclosure – Part 2

### **Appeal**

**13. The applicant, any interested party and the licence holder may appeal the Licensing Act 2003 Sub Committee's decision within 21 days beginning with the day on which the Appellant is notified. All any appeals must be lodged with the Magistrates' Court.**

Contact:	<b>Senior Licensing Officer</b>
Email:	<a href="mailto:lorryneale@maidstone.gov.uk">lorryneale@maidstone.gov.uk</a>

**OFFICIAL (when complete)****Application for the review of a premises licence or club premises certificate under the Licensing Act 2003****PLEASE READ THE FOLLOWING INSTRUCTIONS FIRST**

Before completing this form please read the guidance notes at the end of the form. If you are completing this form by hand please write legibly in block capitals. In all cases ensure that your answers are inside the boxes and written in black ink. Use additional sheets if necessary. You may wish to keep a copy of the completed form for your records.

**I** Chief Inspector Mark McLellan

(Insert name of applicant)

**apply for the review of a premises licence under section 51 under of the Licensing Act 2003 for the premises described in Part 1 below** (delete as applicable)

**Part 1 – Premises or club premises details**

<b>Postal address of premises or, if none, ordnance survey map reference or description</b> ZOO BAR 10-11 Market Buildings Maidstone Kent	
<b>Post town</b> Maidstone	<b>Post code (if known)</b> ME14 1HP

<b>Name of premises licence holder or club holding club premises certificate (if known)</b> Christopher DYER
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<b>Number of premises licence or club premises certificate (if known)</b> 23/O3511/LAPMV
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**Part 2 – Applicant details**

I am

**Please tick yes**

- 1) an interested part (please complete (A) or (B) below)
- a) a person living in the vicinity of the premises
- b) a body representing persons living in the vicinity of the premises
- c) a person involved in business in the vicinity of the premises
- d) a body representing persons involved in business in the vicinity of the premises
- 2) a responsible authority (please complete ( C ) below)

**OFFICIAL (when complete)**

**Application for the review of a premises licence or club premises certificate under the Licensing Act 2003**

**3 a member of the club to which this application relates (please complete (A) below)**

**(A) DETAILS OF INDIVIDUAL APPLICANT** (fill in a applicable)

Please tick

**Mr**  **Mrs**  **Miss**  **Ms**  **Other title**   
(for example, Rev)

**Surname**

**First names**

**Please tick yes**

**I am 18 years old or over**

**Current postal address if different from premises address**

**Post town**

**Post Code**

**Daytime contact telephone number**

**E-mail address (optional)**

**(B) DETAILS OF OTHER APPLICANT**

Name and address

Telephone number (if any)

E-mail address (optional)

**OFFICIAL (when complete)**

**Application for the review of a premises licence or club premises certificate under the Licensing Act 2003**

**(C) DETAILS OF RESPONSIBLE AUTHORITY APPLICANT**

Kent Police Maidstone Police Station Palace Avenue Maidstone Kent Police ME15 6NF
Telephone number (if any) 07870157540
E-mail address (optional) james.williams@kent.police.uk

**This application to review relates to the following licensing objective(s)**

Please tick one or more boxes

- 1) the prevention of crime and disorder
- 2) public safety
- 3) the prevention of public nuisance
- 4) the protection of children from harm

**Please state the ground(s) for review (please read guidance note 1)**

Kent Police are requesting a review of this premises licence under the licensing objectives of prevention of crime and disorder, public safety and the prevention of public nuisance at Zoo Bar. Mr Christopher DYER is the designated premises supervisor and premises licence holder. The premises trades as a night time venue. There is a premises licence which permits the sale of alcohol between 0900 to 0700 daily.

There are regular incidents of concern at the venue which are outlined in detail below, these indicate both a lack of management control and a lack of consideration for the requirements of the Licensing Act 2003. The premises management have shown failures in upholding the licensing objectives, operating in breach of the premises licence as granted and a failure, or unwillingness, to take on board advice and guidance given due to previous incidents.

Kent Police has attempted to work with the premises licence holder to discuss issues and propose changes to assist with the control and management of the venue, this has involved bringing concerns to their attention, providing advice on measures that if implemented

**Application for the review of a premises licence or club premises certificate under the Licensing Act 2003**

would, if not prevent, certainly reduce the impact of incidents happening. There are a concerning number of times that the licensing objectives have not been promoted and the conditions on the premises licence have not been complied with.

There have been multiple requests to update conditions on the licence for stronger controls and the proposal for reducing the hours of operation as it is clearly evidenced that the venue cannot prevent the number of issues arising in the early hours. The ongoing situation at the venue is clearly shown to be impacting beyond the boundaries of the licensed premises and having a detrimental effect on the town and those living and visiting the centre.

The premises has become a focal point due to trading into the early hours and regularly contributes to the issues within the town as clearly demonstrated below and can be evidenced within this request for a review. The venue often requires police presence or multiple numbers of door staff in order to control it, the effect this has across the wider community can be significant and will be detrimental to sustaining the economic viability and regeneration and growth of the town.

It is understood that venues within the night-time economy will have incidents due to the length of time that people may be exposed to the effects of alcohol, but it is how such incidents are dealt with that reduces the risk to crime and disorder, public safety, public nuisance and minimises the nuisance associated with these types of establishments.

Mr DYER was reluctant to add some of the recommended police conditions as he believed it would impact on the day to day running and felt police conditions would restrict his business.

Kent Police proposed the conditions as it was clear that the premises had become a main focal point due to the operating hours which lead to significant crime and disorder within the early hours of the morning. Kent Police asked that Mr Dyer reduce the operating hours to 03:00hrs but he expressed concerns of the significant impact on his business and would accept no new entries. He offered a condition that SIA door staff would move persons from the immediate area as per a condition he had seen on a previous review application accepted by the committee.

Mr DYER introduced the following:

**Application for the review of a premises licence or club premises certificate under the Licensing Act 2003**

- Cooling down period: We will operate a cooling down period of 15mins, prior to the end of session, where we will decrease sound levels to create a more calming atmosphere preparing us for close and full dispersal of patrons.
- Body Worn cameras: The supply and use of body worn recording devices set to buffering mode and activated to record mode when an incident occurs.
- SIA deployment on dispersal: To deploy 2 x SIA door supervisors to the High Street 15mins prior to closing, with an additional 4 x SIA door supervisors to support and assist the dispersal process.
- No New entries: There will be no new entries to the venue after 3am, excluding those that have been in the venue earlier.
- Door Supervisors: The venue will only use SIA registered supervisors, no marshal's will be used at the venue.
- To modify an existing condition from: We will scan customers on a deemed risk basis from 03:00am. Smokers must remain in the designated smoking area at all times.
- To: We will scan customers on a deemed risk basis until 03:00am. Smokers must remain in the designated smoking area at all times.

Kent Police continued to work with Mr DYER and the venue but still it became a focal point for serious disorder and as Mr DYER is reluctant to reduce his operating hours it is strongly believed that the venue will remain a focal point in the future for Crime and Disorder.

The venue has been issued numerous warnings about breaching its licence and continues to allow members of the public to enter after the times permitted by the premises licence conditions. The outside garden area allows members of the public to congregate where they persistently annoy staff and customers leading to issues.

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In summary Kent Police have found the following concerns arise from the premises.

- Complaints made against SIA door staff for excessive force against patrons.
- SIA door staff allowing patrons back in after causing a disturbance and allowing children into the venue by excepting IDs from the phone.
- Multiple assaults and disorder throughout 2023.
- Patrons intoxicated to point of collapse.
- The operating hours to the early hours of the morning have caused most concern involving serious disorder within the High Street.

Kent Police now believes that there is little alternative to requesting a review of the premises licence with the specific request of reducing the terminal hour for licensable activities and feel that midnight would be more appropriate given the control issues at the venue. However, should the committee feel that this is too detrimental to the business it is believed that the sale of alcohol should not be permitted past 00:00hrs and regulated entertainment would need to cease at 01:00hrs at latest. It is suggested that the current existing conditions remain in Annexe 3.

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**Please provide as much information as possible to support the application**

On Sunday 1<sup>st</sup> of January 2023 around 03:14hrs Kent Police attended the venue as it was reported a male was on the floor with an eye injury currently in the recovery position. Officers arrested a marshal and two members of door staff who were alleged to have aided suspect, incident recorded as an assault GBH. (CCTV) APPENDIX 1

Contact was made with Mr Dyer to discuss the incident on 1<sup>st</sup> January 2024 about staff obstructing attending Police Officers during the incident. Mr DYER stated that the officers were not obstructed and door staff assisted them in identifying suspects.

On Sunday 29<sup>th</sup> of January 2023, Kent Police received a report that a customer was removed from the venue and was pinned to the floor by door staff, the customer believed that they had lost consciousness during the incident. Following this incident the venue was contacted and a request for footage from the premises CCTV system was requested. CCTV APPENDIX 2

Sunday 26<sup>th</sup> February 2023 around 03:31hrs Kent Police received a call. The incident involved a group of females fighting and were broken up by door staff. It was reported later that one of the groups cut another with unknown object. CCTV APPENDIX 3

On Tuesday 28<sup>th</sup> of February 2023 following a report of an assault made directly to police by a victim, PC WILLIAMS emailed Mr DYER requesting CCTV footage for the incident that is alleged to have occurred within the venue on Sunday 12<sup>th</sup> of February 2023. The incident involved a patron being attacked by another patron within the club.

On Sunday 12<sup>th</sup> March 2023 around 00:46hrs Police Officers were on foot patrol within Market Buildings, as they were engaging with members of the public they were made aware of a disturbance inside the premises, this resulted in an altercation between patrons and door staff taking place. The Police Officers had to request backup from other officers to attend the venue due to the ongoing disturbance. Four males were detained and arrested. CCTV footage was subsequently requested the following day by PC Williams and was provided by Mr Dyer. CCTV APPENDIX 4. On the same evening a report was received from the ambulance service that they had received a call from a male stating that they had been

**Application for the review of a premises licence or club premises certificate under the Licensing Act 2003**

assaulted whilst in the venue resulting in an eye injury. The male left prior to their attendance and was at home. 20230312-0249

On Tuesday 14<sup>th</sup> of March 2023 Mr DYER was issued a Breach of warning letter for failing to attend night time economy meetings as per their licence condition which he had been previously advised was a requirement of the conditions on his premises licence. **APPENDIX 5**

On Saturday 18<sup>th</sup> March 2023 between 01:50hrs and 04:43hrs Maidstone CCTV Control contacted Kent Police on four occasions for incidents including patrons throwing a bottle, a male with a knife, a request for assistance from staff at the venue and disturbances. These calls resulted in police officers attending multiple times with one male arrested for drug possession and groups being dispersed away from the location. The venue was subsequently contacted in relation to these incidents and CCTV was requested for the period in question. **CCTV APPENDIX 6**

On Saturday 25<sup>th</sup> March 2023, round 04:15hrs A member of public reported they were punched and bitten on the neck by another patron. Door staff have become involved and removed those involved. CCTV was subsequently requested from the venue in relation to this incident which was provided. **CCTV APPENDIX 7**

On Wednesday 5<sup>th</sup> of April 2023, Mr DYER attended Maidstone Police Station for a meeting with PS SHORT and PC WILLIAMS, during the meeting the high number of calls made in relation to the venue. The meeting was positive in moving forward in relation to working with Local Authorities and supporting the night-time economy, Mr Dyer indicated that he understood the concerns that the venue was becoming a focal point for issues and that he needed to address this. He gave an undertaking to use the Mailsafe Radio more and to report issues at the venue directly to police.

On Saturday 22<sup>nd</sup> of April 2023 around 02:52hrs, Maidstone CCTV Control contacted Kent Police to report a fight at the venue between door staff and members of the public. Door staff managed to disperse persons involved.

**Application for the review of a premises licence or club premises certificate under the Licensing Act 2003**

Sunday 23<sup>rd</sup> April 2023 around 04:16hrs, Maidstone CCTV Control contacted Kent Police and reported members of staff from venue chasing a male in the bus centre. The male was detained and taken to the floor by staff and was kicked multiple times. The members of staff then walk away leaving the male, clearly injured, on the floor. **CCTV APPENDIX 8**

On Tuesday 25<sup>th</sup> April 2023 PC WILLIAMS attended the venue and spoke to Mr DYER in relation to members of staff attacking a member of public in the bus station on Sunday 23<sup>rd</sup> of April. Mr DYER identified persons who were his staff and identified the main aggressor as the promotor who generally handed out flyers. Mr Dyer stated that he would take a positive stance and understood the implications for the reputation of his venue and gave an undertaking that the promotor involved would not continue to work at the premises.

On Sunday 21<sup>st</sup> May 2023 around 05:17hrs, Maidstone CCTV Control reported a large group on the High Street that were fighting. Group has just come from the venue and door staff from the venue were present.

On Sunday 28<sup>th</sup> of May 2023, around 02:20hrs a number of patrons are ejected from the venue by door staff over a period of a few minutes, a disturbance then takes place directly outside whereby one of the removed patrons attacks a marshal on duty at the venue. The patron is restrained by the marshal, and both fall to the ground at which point the patron is kicked by another marshal from the venue, the patron is subjected to a number of punches from the marshal that is on the floor with him. **CCTV APPENDIX 9**

On Tuesday 30<sup>th</sup> of May 2023 PC WILLIAMS contacted Mr DYER in relation to the above incident involving the marshals and also about a report from CCTV Control of their customers entering the High Street causing a disturbance and clearly seen with nitrous oxide balloons. This was followed up with an email on the 7<sup>th</sup> of June to Mr DYER in relation to the incident, PC WILLIAMS explained to Mr DYER his concerns around the marshal punching the patron numerous times whilst on the floor and another marshal/door staff being seen to kick them. In response Mr DYER explained that the marshal struck the patron numerous times because the patron was holding onto him and would not let go causing him injury. A request was made to Mr DYER that should his staff detain a person and call for police and they are advised that patrols are on route then that person should be kept at the venue, also for his to use the town radio issued to them in order to maintain communication with control

**Application for the review of a premises licence or club premises certificate under the Licensing Act 2003**

throughout the incident. Mr DYER was informed that a complaint had been made about him using Marshals that were acting as SIA badge holders. It was explained to Mr DYER under the SIA legislation what was not allowed and that he should use SIA.

On Sunday 4<sup>th</sup> of June 2023 around 03:03hrs Maidstone CCTV Control reported door staff from the venue being assaulted and that they had a member of the public detained at the location. Police attended and the door staff had released the male prior to their arrival, no details of the male were obtained and no follow up action possible as a result.

On Friday 9<sup>th</sup> of June, PC WILLIAMS attended the venue and spoke to the marshal that had been assaulted by a member of public on Sunday 28<sup>th</sup> of May, the marshal was not on duty at point of visit.

On Saturday 10<sup>th</sup> June, PC WILLIAMS attended the venue and had a meeting with Mr DYER and the marshal about being involved when not licensed to do so under SIA. It was explained the again what limited duties marshals may perform and what SIA registered door staff cover. The marshal showed images of his injuries which were consistent with being pinched multiple times.

On Saturday 10<sup>th</sup> of June at around 03:30hrs, Kent Police received a call in relation to a disturbance which could be heard in the background of the 999 call. The venue ejected males from the venue due to them causing issues. One of the males had pushed himself away from staff which caused him to trip and injure his head.

On Sunday 18<sup>th</sup> of June 2023 around 04:00hrs, Maidstone CCTV Control witnessed a group of aggressive males at the venue. The group moved away from the venue and were monitored. At around 04:06hrs, Maidstone CCTV Control contacted Kent Police for an ongoing disturbance at the venue involving this group of males, group eventually dispersed without intervention.

On Monday 19<sup>th</sup> of June 2023 PC WILLIAMS contacted Mr DYER about the disturbance around 04:05hrs and what had occurred at the venue, Mr DYER stated that he had been unaware of the further disturbance involving his patrons. It was noted when viewing footage

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for this incident that the marquee outside the premises partially obscures the line of sight of the Town Centre CCTV camera.

On Saturday 24<sup>th</sup> of June 2023 around 02:58hrs, the venue contacted Maidstone CCTV Control and asked for police to attend as they detained a male for attacking door staff. Venue advised to call '999', there is no record of any further request for police attendance. At around 04:04hrs, Maidstone CCTV Control reported that they had witnessed a large fight involving 15 persons. Police attended the location upon arrival the groups had stopped fighting and had gone their separate ways.

On Saturday 8<sup>th</sup> of July around 03:03hrs, Maidstone CCTV Control witnessed an aggressive male having a go at door staff. The male was detained until police arrived who then dealt with the male, details of the male were recorded, no offences progressed as a result of the incident

On Sunday 9<sup>th</sup> of July around 03:10hrs, Maidstone CCTV Control witnessed a large fight break out at the venue and persons made off. Police attended and persons involved were spoken to. **CCTV APPENDIX 10** At around 04:50hrs the Venue reported to Maidstone CCTV Control that a male had turned up at the premises with a baseball bat, this male had previously been ejected and made threats to return, door staff removed the bat from the male and he left the location. Whilst that was ongoing CCTV Control noticed a group of approx 15 persons becoming agitated and believed this may escalate into a fight, premises staff advised them they were being watched and the situation calmed down.

On Saturday 15<sup>th</sup> of July 2023 around 03:58hrs, a member of the public reported that her cousin had been attacked by door staff, kicked and punched. Male conveyed to hospital by Police, concern re facial injuries. **CCTV APPENDIX 11**

On Monday 18<sup>th</sup> of July 2023, Mr DYER was contacted by PC WILLIAMS in relation to the incident on Saturday 15<sup>th</sup> of July requesting footage for the assault. A member of door staff is seen to punch a patron in the head and then another is seen to remove a phone from a female that was filming the incident. Mr DYER informed that the person who took the phone was an off duty doorman from another venue.

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On Friday 21<sup>st</sup> of July, PC WILLIAMS attended the venue and spoke with a member of door staff in relation to their actions of punching the patron in the head. They were advised to act within a professional capacity when dealing with difficult members of the public. The member of door staff explained their conduct in relation the patron and that they were being racially abused. The member of door staff was suitable advised and that they should continue to act within a professional capacity.

On Sunday 23<sup>rd</sup> July – PC WILLIAMS was reviewing CCTV cameras and whilst reviewing observed a male handing out flyers. The male that was handing out flyers was the same male involved in a nasty attack on 23/04 who had been employed by the venue as a promotor. It had been previously discussed that the venue should distance themselves from association with the male and they had assured PC WILLIAMS that the male had left their employment. PC WILLIAMS contacted Mr DYER in relation to this and was informed that this was a mistake and he had been put on the roster by another employee.

On Sunday 30<sup>th</sup> of July around 03:38hrs, Maidstone CCTV Control witnessed an altercation at the venue involving males that were separated by staff. At around 04:41hrs, a member of the public called Kent Police and reported they heard a metal object hit the floor. A disturbance took place within the street and multiple persons had their tops off and mentioned there had been a stabbing. Door staff from the premises were trying to deal with the incident. Police attended and appeared no stabbing had taken place and no persons located with any injuries. Around 04:45hrs, Maidstone CCTV Control further witnessed a fight in Jubilee Square. Police attended and arrested a male for assault ABH. **CCTV APPENDIX - Body worn APPENDIX 12.**

On Monday 31<sup>st</sup> of July 2023, PC WILLIAMS sent a letter to Mr DYER informing him that despite the minor variation having been completed with the extra conditions being added the premises was still clearly experiencing significant issues and suggesting a variation to the premises licence to reduce the terminal hour to 03:00hrs due to the number of incidents around, or after, this time. **APPENDIX 13**

On Friday 4<sup>th</sup> of August 2023, PC WILLIAMS attended the venue for a meeting with Mr DYER and the premises manager in relation to the number of issues and ongoing concerns about

**Application for the review of a premises licence or club premises certificate under the Licensing Act 2003**

the venue around crime and disorder. It was agreed that a minor variation be submitted but Mr DYER was not willing to consider a reduction in hours after being informed 03:00hrs onwards were the areas of concern for disorder within the town coming from the venue.

On Sunday 6<sup>th</sup> of August around 03:12hrs, a call was made to Kent Police that some males had returned to the venue that police had removed earlier. They had turned up wearing balaclavas and caller believed they may have weapons. The males continued to come back and forth towards the venue whilst making threats towards the venue and staff including that they would return with weapons and firearms. Police attended but on arrival the males had run off and were not located.

Again, on Sunday 6<sup>th</sup> of August at around 04:35hrs, Maidstone CCTV Control witnessed the venue disperse a group of males who subsequently became involved in an altercation that took place within the High Street.

On Sunday 13<sup>th</sup> of August 2023 around 03:21hrs, a call was received from a member of the public that the venue had removed persons causing issues and that about 20 people were around a male on the floor. Police attended the area and dispersed the group that were causing issues, no identified victims of crime.

On Tuesday 29<sup>th</sup> of August 2023, Mr DYER was contacted to see when he would be submitting the previously discussed minor variation.

On Saturday 2<sup>nd</sup> of September 2023 around 04:35hrs, Maidstone CCTV Control contacted Kent Police on behalf of the venue stating that a male who was asked to leave earlier due to their drunkenness made threats that "they would get their boys". Male returned wearing a hood with his face obscured and staff had detained him. Police attended and the male was arrested for public order offences. **CCTV APPENDIX 14**

On Sunday 10<sup>th</sup> of September 2023 at around 02:54hrs, Maidstone CCTV Control witnessed door staff remove a male from the venue and they were seen to punch the male three times causing him to fall to the floor. At around 03:40hrs, Police Officers on duty in the town centre call for a van to the location as a male had caused damage within the venue by throwing a speaker to the floor. **CCTV APPENDIX 15**

**Application for the review of a premises licence or club premises certificate under the Licensing Act 2003**

On Tuesday 12<sup>th</sup> of September 2023, Mr DYER was contacted for CCTV in relation to door staff punching a patron three times. Mr DYER explained that the member of door staff was held around the throat, and he struck the patron three times which caused him to let go. During this meeting it was also raised about door staff from venue becoming involved in an incident in the High Street, Mr DYER understood that his staff were finished and had nothing to do with the venue at the time of the incident but that he would speak to the staff involved. Whilst reviewing footage for the incidents that occurred on 10<sup>th</sup> of September it was noted that at around 02:10hrs a patron was assaulted during a disturbance at the venue, there is no record of this assault having been reported to police. After this meeting took place Mr DYER submitted the previously discussed, and awaited, minor variation to add new conditions to his premises licence.

On Sunday 17<sup>th</sup> of September 2023 around 03:16hrs, a member of the public reported a male trying to have a go at someone in the venue. Police attended and appeared to be two families having a dispute. Police split the groups up and they went their separate ways without further issue.

On Saturday 23<sup>rd</sup> of September 2023 around 01:45hrs, a call was made to Kent Police that a male had been hit over the head, whilst call in progress a patrol arrived at the location and dealt with the incident, details were recorded and persons left the area. **CCTV APPENDIX 16**

On Sunday 24<sup>th</sup> of September 2023, a member of public reported their son had been removed forcefully from the premises by a security guard and once outside, the security staff held his arms and pushed him before punching him in the face causing a laceration to his mouth which required plastic surgery. A report of assault GBH has been recorded and is under investigation, details have been referred to the SIA due to the door staff involvement. Review of CCTV showed that the incident took place at 04:08hrs. **CCTV APPENDIX 17**

On Sunday 1<sup>st</sup> of October around 0234hrs, the venue reported to Maidstone CCTV Control that they had 2 aggressive females who assaulted staff and manager, police attended and recorded details for crime report for common assault. **CCTV APPENDIX 18**

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On Sunday 8<sup>th</sup> of October around 02:02hrs, Kent Police received a call from the manager of venue stating that a customer had become annoyed and struck them across the face, security staff detained the male customer. Police arrived and arrested the male for assault.

**CCTV APPENDIX 19**

On Saturday 14<sup>th</sup> of October around 00:28hrs, Kent Police received a call from management that a patron had been detained following assaulting a member of door staff. The patron had been dancing on dancefloor inside venue and seen repeatedly taking his shirt off and pretending to fight with other patrons, while being ejected from the venue they punched a member of door staff. Police attended and arrested the patron for assault.

**CCTV APPENDIX 20**

On Saturday 4<sup>th</sup> of November 2023, around 02:20hrs Maidstone CCTV Control witnessed a fight break out outside the venue. Police attended and the group involved ran off. A further call was received from a member of the public at 02:22hrs reporting a group that had moved on after causing incident near venue

**CCTV APPENDIX 21**

On Monday 13<sup>th</sup> of November 2023, PC WILLIAMS sent an email to Mr DYER to request footage of male seen on floor outside the venue on Sunday 12<sup>th</sup> of November, this incident had been observed whilst conducting a review of Town Centre CCTV footage for an unrelated incident. Mr DYER sent the requested footage which showed a male jumping the barriers at 03:43hrs and was then ejected by door staff. As the male was being ejected, he crashed through a barrier and hit his head against the wall. The member of door staff has then used his legs to nudge the male away from the area. A SIA referral was submitted in relation to the incident and a breach of licence warning letter (**APPENDIX 22**) issued for SIA door staff not wearing ID

**CCTV APPENDIX 23**

On Tuesday 21<sup>st</sup> November 2023, PC WILLIAMS reviewed Maidstone CCTV for the weekend due to a serious disorder at the venue on Sunday 19<sup>th</sup> of November. During the review of footage at 01:01hrs a group of female patrons were taken out and once outside a fight takes place which a member of door staff separates. One female is sent on her way and the main aggressor is allowed back into the venue. At around 01:57hrs a female member of the public sneaks into the venue unchecked and unchallenged. At around 01:58hrs a male

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patron is removed from the premises and is seen multiple times to come back and forth with another male. The male who was ejected gets into an argument with management which leads to assaults and then other patrons getting involved throwing drinks and glasses. Various garden ornaments, including a metal flamingo, are used as weapons. The males leave the area and return just after 02:00hrs brandishing a hammer and wheel nut wrench. The two males make numerous threats and are deterred by door staff. During the altercation patrons begin throwing items which are challenged by door staff. **CCTV APPENDIX 24** Mr DYER was contacted in relation to the incidents that occurred at the venue on Sunday 19<sup>th</sup> of November 2023. MR DYER stated that, in his opinion, the venue staff handled the situation well considering the males armed themselves with weapons and confirmed that the ejected male was removed to safeguard a female within the venue. MR DYER was asked to have more control of patrons when dealing with incidents as those outside appeared to escalate the disorder by using the garden furniture and items such as ashtrays to throw at the staff and others in the area.

On Friday 1<sup>st</sup> of December 2023, PC WILLIAMS reviewed Maidstone CCTV for Sunday 26<sup>th</sup> of November. At around 02:55hrs a female appeared to cause a disturbance with door staff and was then carried off by her hands and feet. The female was left on the street and was clearly under the influence of drink or drugs. She eventually wandered off unsteady on her feet and was clearly vulnerable. The female then wanders down the High Street and lays in front of traffic. **CCTV APPENDIX 25** The venue was issued a Warning letter around sale of alcohol to a drunk person. **APPENDIX 26** Mr DYER was contacted in relation to this incident and about door staff from other venues getting involved at his premises.

On Thursday 7<sup>th</sup> of December 2023, PC WILLIAMS contacted Mr DYER following receipt of information that the manager had been assaulted at the venue and pushed a female to the ground on Saturday 2<sup>nd</sup> of December, and a request was made to provide CCTV footage of the incident. A review of the footage shows that the female is escorted out by a member of door staff and appears under the influence of drink or drugs. As she is escorted out, she pushes a manager who then pushes the female off who falls to the ground. **CCTV APPENDIX 27.**

Following this review of footage a warning letter was issued to the venue for breach of premises as a member of door staff was clearly identified on duty without displaying their

**Application for the review of a premises licence or club premises certificate under the Licensing Act 2003**

SIA badge as required by the conditions of the premises, the letter also gave advice around selling alcohol to a person who was already drunk. This letter was sent to the venue on the 13<sup>th</sup> November. **APPENDIX 28**

On Tuesday 12<sup>th</sup> of December 2023, Mr DYER was contacted in relation to CCTV footage in relation to a male who assaulted Mr DYER and was causing issues at the venue on Sunday 26<sup>th</sup> of November 2023 following request from the officer investigating this assault. **CCTV APPENDIX 29**

On Sunday 17<sup>th</sup> of December 2023, three calls were made to Kent Police. The first call made around 04:02hrs was from a member of the public reporting that they had paid to enter and were assaulted by staff and thrown out. The second incident occurred at 04:16hrs which police attended, and persons involved had stopped fighting. Then at 05:27hrs a male was restrained who had been fighting in the High Street. Police attended and all persons involved went their separate ways.

On Tuesday 19<sup>th</sup> of December 2023, PC WILLIAMS reviewed CCTV in relation to a couple of disturbances that were reported. During the review of the footage a collapsed female is seen to be carried out who needs serious medical care. Whilst this incident takes place the venue allows members of the public to enter from 04:03hrs which is a breach their licence condition. The members of public come from another venue prior to entering. Some of the persons that were allowed entry have later been involved in the disturbance at 05:27hrs within High Street. **CCTV APPENDIX 30**



**OFFICIAL (when complete)**

**Application for the review of a premises licence or club premises certificate under the Licensing Act 2003**

<b>Post town</b>	<b>Post code</b>
<b>Telephone number (if any)</b>	
<b>If you would prefer us to correspond with you using an e mail address your e mail address (optional)</b>	

**Notes for Guidance**

1. The ground(s) for review must be based on one of the licensing objectives.
2. Please list any additional information or details for example dates of problems which are included in the grounds for review if available.
3. The application form must be signed.
4. An applicant's agent (for example solicitor) may sign the form on their behalf provided that they have actual authority to do so.
5. This is the address which we shall use to correspond with you about this application.



**APPENDIX 5**

**PC 11187 WILLIAMS  
Police Licensing Officer  
Maidstone  
West Division**

E-m

Date: 14/03/2023

Ref:

Dear Mr DYER

RE: Zoo Bar, Maidstone

On Thursday 9<sup>th</sup> March 2023, I attended the night-time economy meeting forum along with various members and venues.

The night-time economy forum was setup to address members concerns, issues and positives in making the town a safer place. This forum was also to bring partnership working together involving Kent Police, Maidstone Borough Council, OneMaidstone, volunteers including Urban Blue and street pasters.

I have been in attendance to all the 2022 forums and the current 2023. At no stage have you or a representative attended the forums.

The following conditions are present and **must be complied with at all times** that licensable activities are taking place authorised by the premises licence.

- **A representative of the Premises Licence Holder will actively participate in the Nite Net radio system and will also be a member of the Night Time Economy Forum attending on average 4 meetings a year and ensuring that a record is kept to establish that those minutes have been read and as necessary actioned.**

**Section 136 of the Licensing Act 2003 details unauthorised licensable activities.**

Licensable activities must not take place unless all conditions are being adhered to, failure to comply at all times will constitute a breach of your premises licence.

On this occasion a record will be made and should this occur again a form of prosecution may take place or an application may be made to review your premises licence.

If you have any further questions in relation to this visit please do not hesitate in contacting myself.

Regards,

PC 11187 James WILLIAMS

Licensing Officer





E-mail

Date: 31/07/2023

Ref:

RE: Zoo Bar, Maidstone

Dear Mr DYER

I have worked closely with yourself and your venue with the aim of reducing incidents of crime and disorder connected to your venue. Over this time we have addressed areas of concern especially after a serious GBH where a member of public was glassed causing their ear to hang off on New Years Day 2022. Due to this serious assault, you submitted a minor variation via my recommendations in order to promote the licensing objectives, the implemented measures included further security/marshals and how glassware is supplied and collected.

However, since you implemented the changes, the venue has continued to experience incidents of disorder which seem to happen after 03:00hrs. I am aware that your staff try to deal with the incidents however this now seems to be becoming more frequent with the latest incident being Sunday 30<sup>th</sup> July 2023 which involved a large group of males fighting in the High Street.

As a premises licence holder, you have a duty to promote the licensing objectives.

- The Prevention of Crime and Disorder
- Public Safety
- Public nuisance
- Protect children from harm

Given the work already undertaken and the ongoing incidents I feel that it is necessary to implement further measures and believe the only viable option would be a reduction in the

hours for licensable activities. In order to meet this I would like to see an application for a minor variation to reduce your licensed activities to 09:00hrs to 03:00hrs.

Should further such incidents occur at your venue without interventions being put in place then Kent Police may seek to review the premises licence in order to ensure that the venue is promoting the licensing objectives as required by the Licensing Act 2003.

If you have any further questions in relation to the content of this letter please do not hesitate in contacting myself.

Regards,

PC 11187 James WILLIAMS  
Strategic Prevention Command  
Licensing Hub





**PC 11187 WILLIAMS**

**Strategic Prevention Command  
Licensing Hub**

E-ma

Date: //2023

Ref:

Dear Mr DYER

RE: Zoo, Maidstone

On Tuesday 14<sup>th</sup> of November 2023, I asked you to provide CCTV footage in relation to an incident that occurred on Sunday 12<sup>th</sup> of November at your premises. The incident was in relation to a member of the public laying on the floor. I reviewed the CCTV footage you sent, and the member of public is ejected from the venue whereby he falls over the gate and his head collides with the wall. I observed the member of door staff was not wearing any reflective armband that would clearly identify them.

The following conditions are present and **must be complied with at all times** that licensable activities are taking place authorised by the premises licence.

- **All security staff will display their name badges by way of a reflective armband.**

Licensable activities must not take place unless all conditions are being adhered to, failure to comply at all times will constitute a breach of your premises licence.

On this occasion a record will be made and should this occur again a form of prosecution may take place or an application may be made to review your premises licence.

If you have any further questions in relation to this visit please do not hesitate in contacting myself.

Regards,

PC 11187 James WILLIAMS

Licensing Hub





**Kent  
Police**

**Protecting and serving** the people of Kent

## **APPENDIX 26**

**PC 11187 WILLIAMS**

**Strategic Prevention Command**

E

Date: 08/12/2023

Ref:

Dear Mr DYER

RE: Zoo, Maidstone

On Friday 1<sup>st</sup> December 2023, I was viewing CCTV in relation to incidents over the weekend of 26<sup>th</sup> of November. I saw an incident with a female around 02:55hrs at your venue. The female appeared to cause a disturbance with door staff and was then carried off by her hands and feet. The female was left on the street and was clearly under the influence of drink or drugs. She eventually wandered off unsteady on her feet and was clearly vulnerable. The female then wanders down the high street and lays in front of traffic.

The venue has a duty to safeguard customers and call for medical attention even if they decline. As you can appreciate this female was vulnerable, anything could have occurred putting her safety at risk. As soon as the female was off your premises it took members of the public to step in, to assist.

**It is an offence under Section 141 of the Licensing Act 2003 to sell or attempt to sell alcohol to a person who is drunk, or allow alcohol to be sold to such a person.**

On this occasion a record will be made and should this occur again a form of prosecution may take place or an application may be made to review your premises licence.

If you have any further questions in relation to this visit please do not hesitate in contacting myself.

Regards,

PC 11187 James WILLIAMS

Licensing Hub



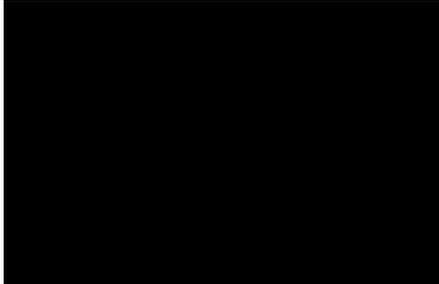


**PC 11187 WILLIAMS**

**Strategic Prevention Command**

**Licensing Hub**

Mr Christopher Dyer



Date: 13/12/2023

Ref:

Dear Mr DYER

RE: Zoo, Maidstone

On Thursday 7<sup>th</sup> of December 2023, I asked you to provide CCTV footage in relation to an incident that occurred on Saturday 2<sup>nd</sup> of December at your premises. The incident was in relation to a customer assaulting a member of staff. I reviewed the CCTV footage you sent, the customer appears under the influence of drink or drugs and is ushered away by a member of door staff.

- **It is an offence under Section 141 of the Licensing Act 2003 to sell or attempt to sell alcohol to a person who is drunk, or allow alcohol to be sold to such a person.**

- 

The manager then becomes involved and is pushed by the customer and then the manager pushes the customer back causing her to fall to the group.

I observed that the member of door staff was not wearing any reflective armband that would clearly identify them.

The following conditions are present and **must be complied with at all times** that licensable activities are taking place authorised by the premises licence.

- **All security staff will display their name badges by way of a reflective armband.**

Licensable activities must not take place unless all conditions are being adhered to, failure to comply at all times will constitute a breach of your premises licence.

On this occasion a record will be made and should this occur again a form of prosecution may take place or an application may be made to review your premises licence.

If you have any further questions in relation to this visit please do not hesitate in contacting myself.

Regards,

PC 11187 James WILLIAMS

Licensing Hub





Performances of dance (Indoors)		
Every Day		09:00 - 07:00
Anything of a similar description to the activities of live music, recorded music or the performance of dance (Indoors)		
Every Day		09:00 - 07:00
Sale or Supply of Alcohol		
Every Day		09:00 - 07:00
Late Night Refreshment (Both Indoors and Outdoors)		
Every Day		23:00 - 07:00

**The opening hours of the premises**  
Every day 09:00 - 07:00

**The non-standard opening hours of the premises**  
Not applicable

**Where the licence authorises supplies of alcohol whether these are on and / or off supplies**  
Alcohol is supplied for consumption both on and off the premises.

**Part 2**

**Name, (registered) address, telephone number and email address (where relevant) of holder of premises licence**

Mr Christopher Dyer  
10 - 11 Market Buildings  
Maidstone  
Kent. ME14 1HP

Email address [REDACTED]

**Registered number of holder, for example company number, charity number (where applicable)**  
Registered Business Number 06478246

**Name, address and telephone number of designated premises supervisor where the premises licence authorises for the supply of alcohol**

Mr Christopher Dyer  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

**Personal licence number and issuing authority of personal licence held by designated premises supervisor where the premises licence authorises for the supply of alcohol**

Licence Number: WK/200812907  
Licence Authority: Maidstone Borough Council



**John Littlemore**  
**Head of Housing and Community Services**  
**Maidstone Borough Council**

Licence Number: 23/03511/LAPMV  
Issue Date: 09/10/2023

Page 3 of 9

Licence issued by:  
The Licensing Partnership P.O. Box 42 Sevenoaks Kent TN13 1GP  
Telephone number: 01732 227004

## Annex 1 – Mandatory conditions

### The supply of alcohol

- Where a premises licence authorises the supply of alcohol, the licence must include the following conditions:-

No supply of alcohol may be made under the premises licence -

- (a) at a time where there is no designated premises supervisor in respect of the premises licence, or
- (b) at a time when the designated premises supervisor does not hold a personal licence or his personal licence is suspended.

- Every supply of alcohol under the premises licence must be made or authorised by a person who holds a personal licence.

### Mandatory conditions in force from 28 May 2014

1. A relevant person shall ensure that no alcohol is sold or supplied for consumption on or off the premises for a price which is less than the permitted price.

2. For the purposes of the condition set out in paragraph 1-

- (a) "duty" is to be construed in accordance with the Alcoholic Liquor Duties Act 1979
- (b) "permitted price" is the price found by applying the formula—  $P = D + (D \times V)$

where -

- (i) P is the permitted price,
- (ii) D is the amount of duty chargeable in relation to the alcohol as if the duty were charged on the date of the sale or supply of the alcohol, and
- (iii) V is the rate of value added tax chargeable in relation to the alcohol as if the value added tax were charged on the date of the sale or supply of the alcohol;

(c) "relevant person" means, in relation to premises in respect of which there is in force a premises licence -

- (i) the holder of the premises licence,
- (ii) the designated premises supervisor (if any) in respect of such a licence, or
- (iii) the personal licence holder who makes or authorises a supply of alcohol under such a licence;

(d) "relevant person" means, in relation to premises in respect of which there is in force a club premises certificate, any member or officer of the club present on the premises in a capacity which enables the member or officer to prevent the supply in question; and

(e) "value added tax" means value added tax charged in accordance with the Value Added Tax Act 1994.

3. Where the permitted price given by Paragraph (b) of paragraph 2 would (apart from this paragraph) not be a whole number of pennies, the price given by that sub-paragraph shall be taken to be the price actually given by that sub-paragraph rounded up to the nearest penny.

4. - (1) Sub-paragraph (2) applies where the permitted price given by Paragraph (b) of paragraph 2 on a day ("the first day") would be different from the permitted price on the next day ("the second day") as a result of a change to the rate of duty or value added tax.

(2) The permitted price which would apply on the first day applies to sales or supplies of alcohol which take place before the expiry of the period of 14 days beginning on the second day.

#### **Mandatory Conditions in force from 01 October 2014**

1 (1) The responsible person must ensure that staff on relevant premises do not carry out, arrange or participate in any irresponsible promotions in relation to the premises.

(2) In this paragraph, an irresponsible promotion means any one or more of the following activities, or substantially similar activities, carried on for the purpose of encouraging the sale or supply of alcohol for consumption on the premises—

(a) games or other activities which require or encourage, or are designed to require or encourage, individuals to—

(i) drink a quantity of alcohol within a time limit (other than to drink alcohol sold or supplied on the premises before the cessation of the period in which the responsible person is authorised to sell or supply alcohol), or

(ii) drink as much alcohol as possible (whether within a time limit or otherwise);

(b) provision of unlimited or unspecified quantities of alcohol free or for a fixed or discounted fee to the public or to a group defined by a particular characteristic in a manner which carries a significant risk of undermining a licensing objective;

(c) provision of free or discounted alcohol or any other thing as a prize to encourage or reward the purchase and consumption of alcohol over a period of 24 hours or less in a manner which carries a significant risk of undermining a licensing objective;

(d) selling or supplying alcohol in association with promotional posters or flyers on, or in the vicinity of, the premises which can reasonably be considered to condone, encourage or glamorise anti-social behaviour or to refer to the effects of drunkenness in any favourable manner;

(e) dispensing alcohol directly by one person into the mouth of another (other than where that other person is unable to drink without assistance by reason of disability).

2. The responsible person must ensure that free potable water is provided on request to customers where it is reasonably available.

3 (1) The premises licence holder or club premises certificate holder must ensure that an age verification policy is adopted in respect of the premises in relation to the sale or supply of alcohol.

(2) The designated premises supervisor in relation to the premises licence must ensure that the supply of alcohol at the premises is carried on in accordance with the age verification policy.

(3) The policy must require individuals who appear to the responsible person to be under 18 years of age (or such older age as may be specified in the policy) to produce on request, before being served alcohol, identification bearing their photograph, date of birth and either—

(a) a holographic mark, or

(b) an ultraviolet feature.

4. The responsible person must ensure that—

(a) where any of the following alcoholic drinks is sold or supplied for consumption on the premises (other than alcoholic drinks sold or supplied having been made up in advance ready for sale or supply in a securely closed container) it is available to customers in the following measures—

- (i) beer or cider: ½ pint;
- (ii) gin, rum, vodka or whisky: 25 ml or 35 ml; and
- (iii) still wine in a glass: 125 ml;

(b) these measures are displayed in a menu, price list or other printed material which is available to customers on the premises; and

(c) where a customer does not in relation to a sale of alcohol specify the quantity of alcohol to be sold, the customer is made aware that these measures are available."

### **Exhibition of films**

- Where the film classification body is specified in the licence, unless subsection (3) (b) applies, admission of children must be restricted in accordance with any recommendation made by that body.

- Where -

- (a) the film classification body is not specified in the licence, or
- (b) the relevant licensing authority has notified the holder of the licence that this subsection applies to the film in question,

admission of children must be restricted in accordance with any recommendation made by that licensing authority.

In this section -

"children" means person aged under 18; and

"film classification body" means the person or persons designated as the authority under section 4 of the Video Recordings Act 1984 (c.39) (authority to determine suitability of video works for classification).

### **Door supervision**

- Any premises which includes a condition that door supervisors must be at the premises to carry out a security activity, shall ensure that each such person is licensed to conduct such activities by the Security Industry Authority.

### **Annex 2 – Embedded conditions**

Not applicable

### **Annex 3 – Conditions consistent with the Operating Schedule**

CCTV to be fitted to a standard agreed to by the police that complies with the CCTV Code of Practice (2008 Edition) produced by the information Commissioners Office, with all public areas, including all access and egress points covered. This is also to include any exit doors, alleyways or any other areas used for the ejection of customers.

The CCTV system will be maintained and serviced on a regular basis and records kept to that effect.

CCTV shall be operational at all times that members of the public and/or staff are on the premises.

Images will be retained for a period of at least one calendar month by whatever means the licence holder deems appropriate.

The Police or Local Licensing Authority will have access to these images at any reasonable time and in any case within 48hrs of the request for the image being made.

The Police or local Authority will be allowed to take a recording by way of tape, CD Rom or any other means of the image within 24hrs of the initial request being made by either the Police or Local Licensing Authority.

Staff will be fully trained in the CCTV system and there will be at least one member of staff on duty during trading hours who is able to provide a recording of any incident within 48 hours of any request of Police or Local Licensing Authority.

Door Staff will only be required to be in attendance in the evenings if more than 100 customers are expected to be on site at any given time.

In the event that the expected number of customers on site at any given time is:

- (i) Between 100 and 150, one member of door staff will be on duty,
- (ii) For the period of time where the expected number on site is between 150 and 250 there will be 2 door staff and;
- (iii) For the period of time where the expected number on site is between 250 and 360 there will be 3 door staff.

When door staff are required at least one member of door staff will be on duty by 21.00 hours

Further members of door staff will be required to be on duty from 23.00 hours, unless requested to attend earlier by management.

Door staff will remain on duty until close of the premises unless the number of customers fall below 50. In that event the number of door staff required to be on duty will be reduced to one until close of the premises.

All security staff will display their name badges by way of a reflective armband.

A log book will be kept detailing all incidents that occur at the premises. This will be a bound book which will detail the following:-

- a) The day, date and time of the incident
- b) The member of staff making the entry
- c) All members of staff involved in the incident
- d) An account of the incident
- e) Details of any persons injured and the injuries sustained
- f) Any other details thought relevant

A register will be kept of all security staff working at the premises for every time that the premises are open for trading. This register will be a bound book and it will contain the following information:-

- a) Day and date of entry
- b) Time that member of security staff starts and finishes work
- c) Full name
- d) SIA registration number
- e) Signature of the member of security staff

A drugs policy will be produced by the Premises Licence Holder and agreed with the Police.

Licence Number: 23/03511/LAPMV  
Issue Date: 09/10/2023

Page 7 of 9

All drinks intended for consumption on the premises, both alcoholic and non-alcoholic will be served in either polycarbonate or toughened glass. All bottled drinks usually drunk directly out of the bottle will be decanted into either polycarbonate or toughened glass. Only exception to the decant part of this condition will be champagnes, cocktails, wine and bottle service spirits.

A representative of the Premises Licence Holder will actively participate in the Nite Net radio system and will also be a member of the Night Time Economy Forum attending on average 4 meetings a year and ensuring that a record is kept to establish that those minutes have been read and as necessary actioned.

A responsible person at the premises will monitor the Nite Net radio at all times that the premises are trading.

No open vessels, bottles or other type of container will be allowed outside of the licensed premises or the area licensed under the Kent County Council street furniture licence.

All staff will be fully trained in their responsibilities under the Licensing Act and the training will be fully auditable and available to any responsible authority on request.

It will be the responsibility of the premises licence holder to ensure that any queue forming at the entrance to the premises is orderly and supervised in such way so that it does not cause a nuisance to other nearby businesses, passing pedestrians and traffic.

An auditable system will be used to record the number of customers within the premises whenever it is open for trading.

No persons under the age of 18 years will be allowed on the premises in any case after 23:00 hours unless attending a private pre-booked function or event.

All staff will be fully trained in 'Challenge 25' and the training will be fully auditable and available to any responsible authority on request.

Notices to advise customers that 'Challenge 25' is in force and notices will be prominently displayed in all areas to that effect.

The only proof of age that will be accepted will be a passport, photographic driving licence or an accredited 'PASS' marked proof of age card.

A noise level for the provision of regulated entertainment in the outside areal will be set by agreement with the Community Protection Team of Maidstone Borough Council and thereafter can only be varied by agreement in writing which would include e-mail.

The Premises Licence Holder will comply with the requirements of the Noise Management Plan attached (Appendix 5)

This plan will be reviewed annually and any update lodged with the licensing authority.

The licence holder shall make available a contact number for local residents to contact the premises to discuss any specific incidents or concerns either during or after events. This will be manned throughout the time an event takes place.

We will scan customers on a deemed risk basis until 03:00am. Smokers must remain in the designated smoking area at all times.

Licence holder and/or designated premises supervisor shall ensure that at least one person who has passed the Personal Licence exam is available on the licensed Premises while the sale or supply of alcohol is being undertaken at the premises.

A designated glass collector will be employed, to collect empty glasses during trading hours.

The premises shall have a written dispersal and search policy that outlines the procedure for management, door supervisors and staff. The policy will contain procedures on

- a) How door staff prevent overcrowding
- b) Supervise the queue to ensure that it is managed in a way that avoids rowdy, unpleasant behaviour and to keep customers quiet as to not disturb neighbours in the vicinity
- c) A procedure for door staff engaged in carrying out random searches.
- d) To ensure the dispersal of patrons from the curtilage and grounds of the licensed premises immediately after the end of licensable activities
- e) Prevent patrons from leaving the premises with open containers and bottles
- f) To provide evidence by written statement to police in any criminal investigation as and when required.
- g. The toilets shall be regularly monitored.

We will operate a cooling down period of 15mins, prior to the end of session, where we will decrease sound levels to create a more calming atmosphere preparing us for close and full dispersal of patrons.

The supply and use of body worn recording devices set to buffering mode and activated to record mode when an incident occurs.

To deploy 2 x SIA door supervisors to the High Street 15mins prior to closing, with an additional 4 x SIA door supervisors to support and assist the dispersal process.

There will be no new entries to the venue after 3am, excluding those that have been in the venue earlier.

The venue will only use SIA registered supervisors, no marshal's will be used at the venue.

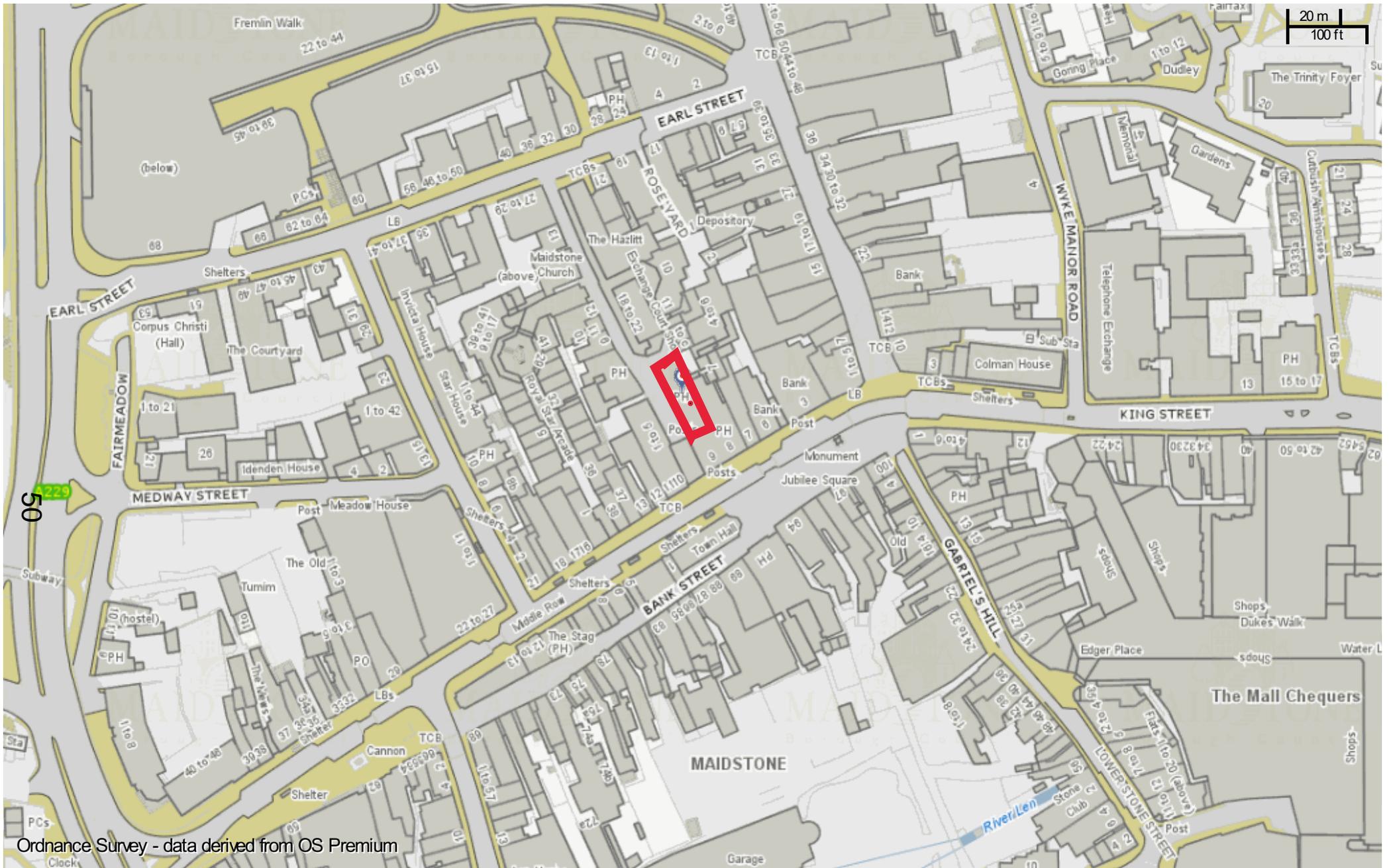
#### **Annex 4 – Conditions attached after a hearing by the licensing authority**

Not applicable

#### **Annex 5 – Plans**

Please see attached





Ordnance Survey - data derived from OS Premium

 **The Zoo**  
Scale: 1:2000  
N Printed on:

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**From:** [publicaccess@sevenoaks.gov.uk](mailto:publicaccess@sevenoaks.gov.uk)  
**To:** [Lorraine Neale](#)  
**Subject:** Comments for Licensing Application 24/00761/REVIEW  
**Date:** 29 February 2024 18:03:28

**CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognize the sender and know the content is safe.**

## Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 29/02/2024 6:03 PM from Miss Chloe Hughes.

### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

### Customer Details

Name:	Miss Chloe Hughes
Email:	[REDACTED]
Address:	[REDACTED]

### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer made comments in support of the Licensing Application
Reasons for comment:	- Supporter of Licence Application/Holder
Comments:	29/02/2024 6:03 PM Zoo Bar Maidstone is awesome. I go there every Saturday, and it always feels super safe. The people at the bar are really nice, and I never run into any issues. The security team is really good, making sure everything is safe and sound. Plus, I just love the vibe there - it's just great! Overall, Zoo Bar Maidstone is my go-to spot on Saturdays. It's a cool place where you can have a good time, and everything feels chill and safe.
	Kind Regards Chloe Hughes

Kind regards

## Lorraine Neale

---

**From:** publicaccess@sevenoaks.gov.uk  
**Sent:** 29 February 2024 19:18  
**To:** Lorraine Neale  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

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### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 29/02/2024 7:18 PM from Miss Sophie Elmore.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Miss Sophie Elmore
Email:	[REDACTED]
Address:	[REDACTED]

#### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer objects to the Licensing Application
Reasons for comment:	- Supporter of Licence Application/Holder
Comments:	29/02/2024 7:18 PM I visit most Fridays, and the atmosphere is always safe in my opinion. The bar staff is exceptionally friendly, and I've never encountered any problems. The security team ensures a secure environment and is fantastic. Moreover, I adore the overall vibe - it's amazing! In summary, The Zoo Bar is my preferred Friday destination. It's a hip place to have a great time, providing a laid-back and secure experience - Sophie Elmore

Kind regards

## Lorraine Neale

---

**From:** publicaccess@sevenoaks.gov.uk  
**Sent:** 29 February 2024 20:12  
**To:** Lorraine Neale  
**Subject:** [SUSPECT SPAM] Comments for Licensing Application 24/00761/REVIEW

**CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognize the sender and know the content is safe.**

### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 29/02/2024 8:11 PM from Mr Dave Calver.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Mr Dave Calver
Email:	[REDACTED]
Address:	[REDACTED]

#### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer objects to the Licensing Application
Reasons for comment:	- Supporter of Licence Application/Holder
Comments:	29/02/2024 8:11 PM Been coming to zoo for at least the last 12 years never had a problem with any of the staff all ways had a good night door staff always deal with any problems respectfully and properly. And 9/10 in doing so suffer some sort of abuse in the process. I think it's an absolute disgrace that they are being put through this ordeal

Kind regards

## Lorraine Neale

---

**From:** publicaccess@sevenoaks.gov.uk  
**Sent:** 29 February 2024 20:23  
**To:** Lorraine Neale  
**Subject:** [SUSPECT SPAM] Comments for Licensing Application 24/00761/REVIEW

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### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 29/02/2024 8:23 PM from Miss Lauren Davies.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Miss Lauren Davies
Email:	[REDACTED]
Address:	[REDACTED]

#### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer objects to the Licensing Application
Reasons for comment:	- Supporter of Licence Application/Holder
Comments:	29/02/2024 8:23 PM I go here quite regularly and it's always a nice feel good vibe. Me and my friends come here on a regular basis as we feel safe and comfortable and it's a popular venue. It would be a shame to see this venue close as it's a very well used club. They are friendly and approachable and always deal with things quickly if ever an issue happens.

Kind regards

**Lorraine Neale**

---

**From:** publicaccess@sevenoaks.gov.uk  
**Sent:** 29 February 2024 20:26  
**To:** Lorraine Neale  
**Subject:** [SUSPECT SPAM] Comments for Licensing Application 24/00761/REVIEW

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## Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 29/02/2024 8:26 PM from Mr Bill Swift.

### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

### Customer Details

Name:	Mr Bill Swift
Email:	[REDACTED]
Address:	[REDACTED]

### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer objects to the Licensing Application
Reasons for comment:	- Supporter of Licence Application/Holder
Comments:	29/02/2024 8:26 PM I've been going for 10 years never had problems staff and security are all friendly and deal with issues swiftly and reasonably!

Kind regards

## Lorraine Neale

---

**From:** publicaccess@sevenoaks.gov.uk  
**Sent:** 01 March 2024 12:50  
**To:** Lorraine Neale  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

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### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 01/03/2024 12:49 PM from Mr Arnold Sharp.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Mr Arnold Sharp
Email:	[REDACTED]
Address:	[REDACTED]

#### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer objects to the Licensing Application
Reasons for comment:	- Supporter of Licence Application/Holder
Comments:	<p>01/03/2024 12:49 PM Zoo Nightclub Maidstone takes security seriously, ensuring a safe environment for its customers. The door staff exhibits professionalism, efficiently managing entry with strict protocols. They proactively identify and address issues, setting a safe and secure tone from the start.</p> <p>Management plays a vital role, swiftly coordinating with security to any incidents. Their proactive approach extends to collaboration with local authorities when needed, emphasizing the commitment to preventing crime.</p> <p>The security team is quick and precise in interventions and adept at conflict resolution. The venue's investment in surveillance technology enhances security, acting as both a deterrent and comprehensive monitoring.</p>

In summary, Zoo Nightclub's security measures stand out. Professional door staff, proactive management, and an efficient security team collectively contribute to a secure and enjoyable environment. Customers can enjoy the vibrant atmosphere, confident in Zoo Nightclub's commitment to their safety.

Regards  
Arnold Sharp

---

Kind regards

## Lorraine Neale

---

**From:** publicaccess@sevenoaks.gov.uk  
**Sent:** 01 March 2024 15:24  
**To:** Lorraine Neale  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

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### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 01/03/2024 3:23 PM from Mr Karl Wenham.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Mr Karl Wenham
Email:	[REDACTED]
Address:	[REDACTED]

#### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer objects to the Licensing Application
Reasons for comment:	- Supporter of Licence Application/Holder
Comments:	01/03/2024 3:23 PM On Behalf of Gems Maidstone - I feel that the Zoo Bar has been very supportive over the past 8 yrs as a venue that hosts 2 events per month for Adults with Disabilities .... The Management and staff have gone above and beyond to support in hosting Gems Club Nights with the vulnerable members of the Community .. enabling a safe and welcoming environment for all .. they have maintained a unique clubbing experience for adults with a moderate capacity - with a friendly and welcoming approach to customers .. I think this review is unjust in the economic climate and fear closing yet another high street venue will be detrimental to the ongoing services being cut by the council for adults with disabilities ..

## Lorraine Neale

---

**From:** publicaccess@sevenoaks.gov.uk  
**Sent:** 02 March 2024 01:00  
**To:** Lorraine Neale  
**Subject:** [SUSPECT SPAM] Comments for Licensing Application 24/00761/REVIEW

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### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 02/03/2024 1:00 AM from Mr David Cornwall.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Mr David Cornwall
Email:	[REDACTED]
Address:	[REDACTED]

#### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer objects to the Licensing Application
Reasons for comment:	- Supporter of Licence Application/Holder
Comments:	02/03/2024 1:00 AM This is a great club. I've been visiting for over 20 years. The management and staff are professional and always happy to help. The door staff are the best in Maidstone. Regular guests are remembered and valued, which doesn't happen in other places. Any issues they have are dealt with quickly and professionally. Maidstone needs more places like this, others can learn a lot from their management and customer service

Kind regards

## Lorraine Neale

---

**From:** publicaccess@sevenoaks.gov.uk  
**Sent:** 02 March 2024 22:54  
**To:** Lorraine Neale  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

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### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 02/03/2024 10:54 PM from Mr Jay Matthews.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Mr Jay Matthews
Email:	[REDACTED]
Address:	[REDACTED]

#### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer objects to the Licensing Application
Reasons for comment:	<ul style="list-style-type: none"><li>- Prevention of Public Nuisance</li><li>- Public Safety</li><li>- Safety of Premises</li><li>- Supporter of Licence Application/Holder</li></ul>
Comments:	02/03/2024 10:54 PM I have been going to zoo bar Maidstone for the last few years and the staff are always friendly and the security are always quick to respond to incidents. It is one of my preferred places to go as I have always feel safe and welcomed.

Kind regards

## Lorraine Neale

---

**From:** publicaccess@sevenoaks.gov.uk  
**Sent:** 03 March 2024 10:36  
**To:** Lorraine Neale  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

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### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 03/03/2024 10:35 AM from Mr Daniel Williams.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Mr Daniel Williams
Email:	[REDACTED]
Address:	[REDACTED]

#### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer objects to the Licensing Application

Reasons for comment:	- Supporter of Licence Application/Holder
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Comments:	<p>03/03/2024 10:35 AM I object to the following licencing conditions being proposed on the following basis.</p> <p>Mr dyer has proactively sought to provide a safe and secure entertainment venue, all doorstaff are sia licenced and have received the training to perform the objectives outlined in the licensable activity as per premises licence they are provide with metal detectors and check scan pysical copies of government approved id refusing any person's without . Mr dyer has not hesitated to remove from his staff any doorman who has not followed the regulatory standards and fully Co operated with the licencing officers recommendations, often incurring significant cost and personal time. The premises zoo bar is opposite a wetherspoons, which at times sells alcohol at cut price costs, something Mr dyer will never do as this exasperates anti social activity. These patrons try to then gain entry into Mr dyers premises sometimes heavily intoxicated thus leading to entry denial and anger and aggression being directed towards staff</p>
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and doormen, all of which is handled respectfully and professionally by the doorstaff. In many statements problems have arose when public intoxicated try to access and are refused entry. Zoo bar staff report all incidents via the town link radio, another significant cost in providing safety. Many incidents written talk of doorstaff using force, whilst a last option in any case having weapons and in some cases direct attack one must draw conclusion to common law being used, each member of doorstaff are licenced personally therefore are ultimately responsible for their actions, not Mr dyer. I feel by imposing any limits whatsoever on opening/ closing times will only serve as a punitive punishment, moreover what should happen is licencing officers along with police work with Mr dyer and support him in making the zoo bar venue even safer.

---

Kind regards

## Lorraine Neale

---

**From:** publicaccess@sevenoaks.gov.uk  
**Sent:** 05 March 2024 11:51  
**To:** Lorraine Neale  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

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### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 05/03/2024 11:51 AM from Miss Emily Rose.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Miss Emily Rose
Email:	[REDACTED]
Address:	[REDACTED]

#### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer made comments in support of the Licensing Application
Reasons for comment:	
Comments:	05/03/2024 11:51 AM Me and my friends always go to Zoo Bar Maidstone and always feel safe. Staff are super friendly and always checking that me and my friends are safe and okay and that we can get home safe after a night out. Always the same faces respect them all x

Kind regards

**Lorraine Neale**

---

**From:** publicaccess@sevenoaks.gov.uk  
**Sent:** 05 March 2024 17:06  
**To:** Lorraine Neale  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

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## Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 05/03/2024 5:05 PM from Miss Aimee Webb.

### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

### Customer Details

Name:	Miss Aimee Webb
Email:	[REDACTED]
Address:	[REDACTED]

### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer made comments in support of the Licensing Application
Reasons for comment:	
Comments:	05/03/2024 5:05 PM Friendly staff, checking were all safe and having a good time and enjoy being social there

Kind regards

## Lorraine Neale

---

**From:** publicaccess@sevenoaks.gov.uk  
**Sent:** 05 March 2024 20:18  
**To:** Lorraine Neale  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

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### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 05/03/2024 8:18 PM from Mr Kieran Empson.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Mr Kieran Empson
Email:	[REDACTED]
Address:	[REDACTED]

#### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer made comments in support of the Licensing Application
Reasons for comment:	
Comments:	05/03/2024 8:18 PM When I go to zoo the staff and management are friendly, the door staff and the bar staff are really friendly I feel safe due atmosphere and secure knowing any problem will be sorted out by the staff and the door staff so everyone stays safe and has a good time and fun

Kind regards

## Lorraine Neale

---

**From:** publicaccess@sevenoaks.gov.uk  
**Sent:** 05 March 2024 20:19  
**To:** Lorraine Neale  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

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### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 05/03/2024 8:18 PM from Miss Megan Welfare.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Miss Megan Welfare
Email:	[REDACTED]
Address:	[REDACTED]

#### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer made comments in support of the Licensing Application
Reasons for comment:	
Comments:	05/03/2024 8:18 PM When I go to zoo the door staff are always friendly, the bar staff is always friendly always happy to serve you whatever drink you want and always up for a chat as well and the management are always doing there job making sure everything is okay and everyone is having a good time and I feel safe when I am in there due to the atmosphere amongst the staff and the door staff and if there was a problem I know I can speak to one of them and it will be resolved

Kind regards

## Lorraine Neale

---

**From:** publicaccess@sevenoaks.gov.uk  
**Sent:** 06 March 2024 21:24  
**To:** Lorraine Neale  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

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### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 06/03/2024 9:23 PM from Miss Isabel Jenkins.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Miss Isabel Jenkins
Email:	[REDACTED]
Address:	[REDACTED]

#### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer made comments in support of the Licensing Application
Reasons for comment:	- Supporter of Licence Application/Holder
Comments:	06/03/2024 9:23 PM I have had nothing but amazing experiences at this venue! The bar tenders have always been friendly and kind to me. The door staff in particular have been kind, easy to approach and always made me feel safe and looked out for. Whenever I have had a situation that I was uncomfortable in with another customer, I have always felt supported and looked after by door staff and management and they have always made a point to check on me several times afterwards to make sure I am ok. I think this bar should be allowed to stay open as it is one of the only venues I feel truly safe and comfortable to drink in.

Kind regards

## Lorraine Neale

---

**From:** publicaccess@sevenoaks.gov.uk  
**Sent:** 07 March 2024 10:53  
**To:** Lorraine Neale  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

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### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 07/03/2024 10:52 AM from Miss Rebecca Davis.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Miss Rebecca Davis
Email:	[REDACTED]
Address:	[REDACTED]

#### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer objects to the Licensing Application
Reasons for comment:	- Supporter of Licence Application/Holder
Comments:	07/03/2024 10:52 AM I have been a regular customer of The Zoo for years, I always found the door staff were quick to respond to issues and handled well. The management team have always been good with dealing with issues too. I have always felt safe there and have never had any issues. What I have seen though is lack of police presence in town, maybe more police presence would help with issues for every venue?

Kind regards

## Lorraine Neale

---

**From:** publicaccess@sevenoaks.gov.uk  
**Sent:** 07 March 2024 13:44  
**To:** Lorraine Neale  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

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### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 07/03/2024 1:44 PM from Miss Lucy Speight.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Miss Lucy Speight
Email:	[REDACTED]
Address:	[REDACTED]

#### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer made comments in support of the Licensing Application
Reasons for comment:	<ul style="list-style-type: none"><li>- Public Safety</li><li>- Safety of Premises</li><li>- Supporter of Licence Application/Holder</li></ul>
Comments:	07/03/2024 1:44 PM I travel from [REDACTED] most weekends and only to come to zoo bar, I come here purely for the fact I feel safe there and as a young female I feel protected. The door security have always been friendly towards me and with whomever I attend the club with. It has been about a year now that I have been going to the club and not once have I had an issue and this is why I continue to go here and not anywhere else. The security are always attentive to any situation that occurs and will do all they can to keep everyone in the club safe. When leaving to go home there seems to be a lack of police about.

## Lorraine Neale

---

**From:** publicaccess@sevenoaks.gov.uk  
**Sent:** 07 March 2024 14:01  
**To:** Lorraine Neale  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

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### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 07/03/2024 2:00 PM from Mr Matthew Brooks.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Mr Matthew Brooks
Email:	[REDACTED]
Address:	[REDACTED]

#### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer objects to the Licensing Application
Reasons for comment:	<ul style="list-style-type: none"><li>- Public Safety</li><li>- Safety of Premises</li><li>- Supporter of Licence Application/Holder</li></ul>
Comments:	<p>07/03/2024 2:00 PM I have [REDACTED] visited the venue for a number of years now. I have had no issues in this time and have had a pleasant and enjoyable time. Any issues I've have encountered have been around town elsewhere, and only door staff from other venues have been on hand to deal with it because there never seems to be any police around.</p> <p>The door staff at Zoo are professional and quick to respond and do a great job. Management are on the ball and it would be a loss to the town if the Zoo were to lose their hours or shut down when we have lost so many other venues and businesses already.</p>

## Lorraine Neale

---

**From:** publicaccess@sevenoaks.gov.uk  
**Sent:** 07 March 2024 17:23  
**To:** Lorraine Neale  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

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### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 07/03/2024 5:23 PM from Mr AHMET SUNCU.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Mr AHMET SUNCU
Email:	[REDACTED]
Address:	[REDACTED]

#### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer objects to the Licensing Application
Reasons for comment:	- Supporter of Licence Application/Holder
Comments:	07/03/2024 5:23 PM I have been a regular customer of the Zoo for many years. I object to this review on the following basis.

The doorstaff are professional and act quickly to deal with anything that arises before it escalates as best as they can in often difficult circumstances. Unfortunately there is a huge lack of police in the town centre at the weekends, for which businesses pay business rates for support. In the licensing act the police are required to support licensed venues with difficult individuals who do not leave the premises or the area. Sometimes there are no police at all. I feel venues are not supported properly and the lack of police doesn't help prevent crime and disorder in the town and streets. This review doesn't actually deal with the real issue of social decline and lack of policing. Management are excellent at their jobs managing a large number

of staff and customers. Both doorstaff and Management are welcoming and friendly and I feel safe to enjoy my night at the venue.

---

Kind regards

## Lorraine Neale

---

**From:** publicaccess@sevenoaks.gov.uk  
**Sent:** 07 March 2024 18:11  
**To:** Lorraine Neale  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

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### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 07/03/2024 6:11 PM from Miss Amie Freeman.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Miss Amie Freeman
Email:	[REDACTED]
Address:	[REDACTED]

#### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer made comments in support of the Licensing Application
Reasons for comment:	- Safety of Premises - Supporter of Licence Application/Holder
Comments:	07/03/2024 6:11 PM I would like to make this statement in support of Mr Christopher Dyer, and his holding of his late licence for the Zoo Bar. to my understanding this is being reviewed to cut the hours dramatically and excessively. I however disagree with this, management are very compassionate and understanding. I have been to the Zoo Bar on many occasions now and I have not seen any misconduct within the premisses that has not been handle with due care, and has also been dealt with quickly and professionally. Each professional within the building that has a care towards other citizens has always been thorough in keeping the area safe and secure and has taken correct measures to ensure any threat is taken away. I have also witnessed first hand that the staff have had to wait for hours for police assistance and even not turn up to attend the scene due to a dangerous weapon being seized/confiscated when someone has tried to enter the premises, therefore making the premises have less staff to attend any other potential danger that may

arise.

Mr Dyer is very respectful towards all people, staff including. he will help first hand with any issues that are present and make sure all is dealt with correctly and efficiently, he has a care to all people in his work place that enter and leave. The issues mentioned could happen in any premises at any time and often do. I have been to other premises in my time and have seen much much worse happen and not dealt with correctly, leaving people injured, scared and not wanting to go back. However, Zoo Bar is a dynamic place to be, very diverse and enjoyable with many people coming together, a place to feel safe that you are being looked after and treated well, when NO police are in town to support the venues. There is a chronic lack of policing.

Therefore I will object to any licence review for these reasons

---

Kind regards

## Lorraine Neale

---

**From:** publicaccess@sevenoaks.gov.uk  
**Sent:** 08 March 2024 22:04  
**To:** Lorraine Neale  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

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### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 08/03/2024 10:04 PM from Mr Kieron Jenkins.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Mr Kieron Jenkins
Email:	[REDACTED]
Address:	[REDACTED]

#### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer made comments in support of the Licensing Application
Reasons for comment:	- No Objection
Comments:	08/03/2024 10:04 PM I come into this club quite often and I am always greeted with a smile by all staff the music is always uplifting and helps bring out a smile on everyone's faces if there is ever a problem it is resolved very quickly and the doormen are very supportive with everything

Kind regards

## Lorraine Neale

---

**From:** publicaccess@sevenoaks.gov.uk  
**Sent:** 08 March 2024 23:23  
**To:** Lorraine Neale  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

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### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 08/03/2024 11:23 PM from Miss Natasha Coulstock.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Miss Natasha Coulstock
Email:	[REDACTED]
Address:	[REDACTED]

#### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer made comments in support of the Licensing Application
Reasons for comment:	- Supporter of Licence Application/Holder
Comments:	08/03/2024 11:23 PM Really good management, friendly staff and a very good night out

Kind regards

## Lorraine Neale

---

**From:** publicaccess@sevenoaks.gov.uk  
**Sent:** 08 March 2024 23:24  
**To:** Lorraine Neale  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

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### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 08/03/2024 11:24 PM from Mr Cameron Jolly.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Mr Cameron Jolly
Email:	[REDACTED]
Address:	[REDACTED]

#### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer made comments in support of the Licensing Application
Reasons for comment:	- Supporter of Licence Application/Holder
Comments:	08/03/2024 11:24 PM The staff here are excellent, kind and quick service, everyone is very friendly and the security are very good dealing with arguments

Kind regards

**Lorraine Neale**

---

**From:** publicaccess@sevenoaks.gov.uk  
**Sent:** 08 March 2024 23:25  
**To:** Lorraine Neale  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

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## Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 08/03/2024 11:24 PM from Miss Kim Baldock.

### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

### Customer Details

Name:	Miss Kim Baldock
Email:	[REDACTED]
Address:	[REDACTED]

### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer made comments in support of the Licensing Application
Reasons for comment:	- Supporter of Licence Application/Holder
Comments:	08/03/2024 11:24 PM I feel like Zoo Bar should be allowed to continue being allowed to stay open until 4-5am and resume opening as a popular bar as it's a safe place to go to, there's great management and it's one of the best social places in Maidstone. I'm always served quickly by the bartenders and they're always happy and really interactive with the customers.

Kind regards

## Lorraine Neale

---

**From:** publicaccess@sevenoaks.gov.uk  
**Sent:** 08 March 2024 23:29  
**To:** Lorraine Neale  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

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### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 08/03/2024 11:29 PM from Mrs Leah Szak.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Mrs Leah Szak
Email:	[REDACTED]
Address:	[REDACTED]

#### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer made comments in support of the Licensing Application
Reasons for comment:	- Public Safety - Supporter of Licence Application/Holder
Comments:	08/03/2024 11:29 PM Zoo is the best club in maidstone, very friendly bartenders, quick service and kind, security are very quick at managing arguments and get it done quick, all staff are very good at their job and i feel very safe here

Kind regards

## Lorraine Neale

---

**From:** publicaccess@sevenoaks.gov.uk  
**Sent:** 09 March 2024 02:26  
**To:** Lorraine Neale  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

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### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 09/03/2024 2:26 AM from Miss Whitney Deuchar.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Miss Whitney Deuchar
Email:	[REDACTED]
Address:	[REDACTED]

#### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer objects to the Licensing Application
Reasons for comment:	- Supporter of Licence Application/Holder
Comments:	09/03/2024 2:26 AM [REDACTED] have worked in hospitality since I was 18. I have never felt more safe and had a more enjoyable experience then being at the zoo bar. I wouldn't choose anywhere else, Maidstone has become a rather intimidating place, the staff here are lovely, any issues ( ie, loosing my phone or jacket) have been dealt with in a fast manor and I can't appreciate or thank the staff here anymore for creating a place that all people can go and enjoy their night without issues. I would be a very sad costumer to see this place go. The door staff are friendly and deal with things quickly.

Kind regards

## Lorraine Neale

---

**From:** publicaccess@sevenoaks.gov.uk  
**Sent:** 09 March 2024 11:51  
**To:** Lorraine Neale  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

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### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 09/03/2024 11:51 AM from Mr David Odunlami.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Mr David Odunlami
Email:	[REDACTED]
Address:	[REDACTED]

#### Comments Details

Committer Type:	Member of the Public
Stance:	Customer made comments in support of the Licensing Application
Reasons for comment:	- Supporter of Licence Application/Holder
Comments:	09/03/2024 11:51 AM I have been attending this premises for a few years and it's one of the most efficiently run establishments. The safety and security is taken seriously in what is already a difficult industry to be in. The security team are always on hand and helpful to make sure that everyone in the premises had a good night and get home safely. The owner is very friendly and attentive to the needs of the customers. I have never experienced any negative atmosphere since I have been attending the premises.

Kind regards

## Lorraine Neale

---

**From:** publicaccess@sevenoaks.gov.uk  
**Sent:** 09 March 2024 20:52  
**To:** Lorraine Neale  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

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### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 09/03/2024 8:51 PM from Mrs Karen Smallwood.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Mrs Karen Smallwood
Email:	[REDACTED]
Address:	[REDACTED]

#### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer objects to the Licensing Application

Reasons for comment:

Comments: 09/03/2024 8:51 PM [REDACTED] I am concerned that this review is unfair and out of context. I accompany my daughter to bi- monthly events at Zoo bar held for disabled adults. Gems is able to hold their events here supported by the staff and management of the venue. I cannot stress the importance of this venue allowing this sector of the community to enjoy a safe , inclusive and non discriminative social evening. It is so important that continuity, routine and familiarity of surroundings provide a framework for these individuals.  
At a time when council cut backs and financial uncertainty is impacting so many of the services and groups attended by disabled adults , an evening at this venue is both constructive in encouraging independence and social interaction.  
The possibility of restricting this venue from operating is far reaching into a sector of the community that could become socially isolated without it .

## Lorraine Neale

---

**From:** publicaccess@sevenoaks.gov.uk  
**Sent:** 09 March 2024 22:42  
**To:** Lorraine Neale  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

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### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 09/03/2024 10:42 PM from Twenty Rivers.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Twenty Rivers
Email:	[REDACTED]
Address:	[REDACTED]

#### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer objects to the Licensing Application
Reasons for comment:	- Supporter of Licence Application/Holder
Comments:	09/03/2024 10:42 PM I have been coming Zoo Bar for years, even since it's days of being Bar Chocolate. I visit Zoo Bar most weekends when I'm out. The atmosphere is welcoming, the bar and door staff are friendly and attentive. Importantly, the door staff seem to work well with dealing with situations to keep a good atmosphere. It's why I feel comfortable every time I visit and always have a good time.

Kind regards

## Lorraine Neale

---

**From:** publicaccess@sevenoaks.gov.uk  
**Sent:** 10 March 2024 11:57  
**To:** Lorraine Neale  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

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### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 10/03/2024 11:56 AM from Mr Robert Hunt.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Mr Robert Hunt
Email:	[REDACTED]
Address:	[REDACTED]

#### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer made comments in support of the Licensing Application
Reasons for comment:	- No Objection
Comments:	10/03/2024 11:56 AM i have worked for chris at zoo bar for many years now as a dj and with over 40 years of experience in the night club industry can say they run the club very professionally i can say i seldom see any trouble and if there is a problem gets sorted minimum of fuss which is what you want. The night time industry is on its knees in the uk and needs support and help not negative sensationalised untruths spread by the media ect. I also help run a special needs event (gems) fortnightly and is of great benefit to those who attend that cant go to regular clubs which is so popular the mayor of maidstone gordon newton also pops in to show support. i can say after working in hundreds of clubs in my years in all the counties this is a safe club

## Lorraine Neale

---

**From:** publicaccess@sevenoaks.gov.uk  
**Sent:** 10 March 2024 12:14  
**To:** Lorraine Neale  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

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### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 10/03/2024 12:13 PM from Mrs samantha Hunt.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Mrs samantha Hunt
Email:	[REDACTED]
Address:	[REDACTED]

#### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer made comments in support of the Licensing Application
Reasons for comment:	- No Objection
Comments:	<p>10/03/2024 12:13 PM I would like to raise a huge concern as to why the licensing officer is choosing to single out a club that serves the community in many ways. I access this venue on numerous times and dates and can say nothing but how well run it is. There is little trouble and if there is it is dealt with immediately.</p> <p>It serves the vulnerable by offering fortnightly SEN discos which no other club in Maidstone does. This is run efficiently and really supports the vulnerable.</p> <p>I have a huge question as to why the licensing officer is so biased to one club when other venues have alot more trouble and disturbance.</p> <p>I am questioning the capability of the licensing officer and why he chooses to be biased.</p>

In this day and age it should not be down to one employee of the Council to pick and choose who he decides to bring down. I am questioning why he doesn't deal with other venues.

The council need to ensure that this person is operating fair and effectively in addressing all venues in Maidstone and not being biased. He needs to be transparent and fair.

---

Kind regards

## Lorraine Neale

---

**From:** publicaccess@sevenoaks.gov.uk  
**Sent:** 10 March 2024 17:34  
**To:** Lorraine Neale  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

**CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognize the sender and know the content is safe.**

### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 10/03/2024 5:33 PM from Miss Alex Garnett.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Miss Alex Garnett
Email:	[REDACTED]
Address:	[REDACTED]

#### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer objects to the Licensing Application

Reasons for comment:

Comments: 10/03/2024 5:33 PM This venue is a great mixture of patrons and is very enjoyable I go most weekends and have a great time every time the staff are welcoming and friendly, for example my friend a couple of weekends ago had a seizure in the middle of their dance floor the staff were quick to respond and stayed with us until the paramedics arrived to ensure she was okay and I was alright handling said situation I can't thank the owner Chris and manager jack more than enough for their support in such a difficult situation and their doorman Scott as he did leave mine or my friends side until she was taken to the ambulance. The environment is amazing and I've never had a bad evening when attending any of their events

## Lorraine Neale

---

**From:** publicaccess@sevenoaks.gov.uk  
**Sent:** 10 March 2024 22:06  
**To:** Lorraine Neale  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

**CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognize the sender and know the content is safe.**

### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 10/03/2024 10:06 PM from Mr Rjay Garnety.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Mr Rjay Garnety
Email:	[REDACTED]
Address:	[REDACTED]

#### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer objects to the Licensing Application
Reasons for comment:	- Supporter of Licence Application/Holder

Comments: 10/03/2024 10:06 PM I am the headoorman of the muggleton inn JD Wetherspoons and I believe that this premises should not have their licence reviewed as their staff are welcoming and friendly towards any patrons they have, I can also state that their door staff are willing to assist myself and my team with any altercations we face on a weekend. I also believe that local law enforcement could do more to assist said premises in avoiding having the patrons removed from any premises in the area loitering in the streets and causing discomfort and altercations for anybody else that's also enjoying an evening in the town, and once they've been removed from the premis our power to move people along becomes limited because they're are then on public property and we can't stop them ourselves from remaining in the town whereas local law enforcement are able to move people along easier. I believe the venue itself is not an issue but the town and the fact that when people are removed from multiple venues that the local law enforcement could do more to support the night clubs and venues.

## Lorraine Neale

---

**From:** publicaccess@sevenoaks.gov.uk  
**Sent:** 13 March 2024 16:46  
**To:** Lorraine Neale  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

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### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 13/03/2024 4:46 PM from Mr Graham Wood.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Mr Graham Wood
Email:	[REDACTED]
Address:	[REDACTED]

#### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer made comments in support of the Licensing Application
Reasons for comment:	- No Objection - Supporter of Licence Application/Holder
Comments:	13/03/2024 4:46 PM I would like to support the Applicant, Mr Christopher Dyer. He has professionally run the premises for numerous years and I am surprised that there should be any issues or concerns regarding his quality of management and the general way he runs this business and have always felt that it is a comfortable place to visit. In fact, it is probably one of the safest bars to frequent in Maidstone, particularly at night. In my opinion, the bar will only add to the vibrancy of the town, which is now much needed. I see no reason for the need for to review this Licence.

Kind regards

## Lorraine Neale

---

**From:** publicaccess@sevenoaks.gov.uk  
**Sent:** 13 March 2024 19:16  
**To:** Lorraine Neale  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

**CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognize the sender and know the content is safe.**

### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 13/03/2024 7:16 PM from Mr Addam Mathews.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Mr Addam Mathews
Email:	[REDACTED]
Address:	[REDACTED]

#### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer objects to the Licensing Application
Reasons for comment:	- Supporter of Licence Application/Holder
Comments:	13/03/2024 7:16 PM Iv been going to zoo bar for 15 years. Never had any problems, always been looked after and have so many great memories with hopefully many more to come. This review is a massive shock to myself and so many others! And feel the review is without foundation after reading so many of these so called issues are happening away from the venue and not on the premises. What is the statute of limitation on someone's responsibility on this! Surely it's the front door!

Kind regards

## Lorraine Neale

---

**From:** publicaccess@sevenoaks.gov.uk  
**Sent:** 13 March 2024 20:35  
**To:** Lorraine Neale  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

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### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 13/03/2024 8:35 PM from Mr Michael Macpherson.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Mr Michael Macpherson
Email:	[REDACTED]
Address:	[REDACTED]

#### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer made comments in support of the Licensing Application
Reasons for comment:	- Public Safety - Safety of Premises
Comments:	13/03/2024 8:35 PM Having visited the club due to a small break and meeting with friends i would like to say I had a great experience. During my visit I found all staff acted within a very professional manner, ranging from bar staff, security (door man) and management. This really allowed for the ability to provide a safe place for me and my friends to relax and have a great time. There was no issues/trouble whilst I was there and would highly recommend a visit. I will be returning in the near future due to a relative's birthday celebration ...

Kind regards

## Lorraine Neale

---

**From:** publicaccess@sevenoaks.gov.uk  
**Sent:** 13 March 2024 21:29  
**To:** Lorraine Neale  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

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### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 13/03/2024 9:29 PM from Miss Charlotte Mccallam.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Miss Charlotte Mccallam
Email:	[REDACTED]
Address:	[REDACTED]

#### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer objects to the Licensing Application

Reasons for comment:

Comments: 13/03/2024 9:29 PM I have been going to zoo bar for around 5 years, I have never once felt unsafe there, some of the best nights I've had have been in zoo bar. All of the staff are very friendly and professional, the management take safety and customer experience very seriously. All of the door staff are very quick to deal with any issues professionally, always putting the safety of customers first. This is the only club in Maidstone I will go to as it is the only place I feel safe and protected at all times, I have been to many other clubs in town and never felt safe like I do in zoo, as a younger female this is very rare these days. However I feel there is a lack of police officers in town making the streets very unsafe.

## Lorraine Neale

---

**From:** publicaccess@sevenoaks.gov.uk  
**Sent:** 13 March 2024 22:09  
**To:** Lorraine Neale  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

**CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognize the sender and know the content is safe.**

### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 13/03/2024 10:09 PM from Mr Jason Halle.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Mr Jason Halle
Email:	[REDACTED]
Address:	[REDACTED]

#### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer objects to the Licensing Application
Reasons for comment:	- Supporter of Licence Application/Holder
Comments:	13/03/2024 10:09 PM Dear All,

I would like to personally object the the review of Zoo Bar based in Maidstone especially for its contribution to allowing A disability club such as GEMS to use there facilitates for people like myself [REDACTED] on a regular disability nightclub basis twice a month.

The Zoo Bar club is a place I feel safe welcomed & valued by all there. & all their team & staff have made me feel welcome treated me well & supported Disability nightclubbing for many years.

The licence review would really effect over a 150 disabled people who attend regularly & enjoy it & it would damage there mental wellbeing & there social outlets in the community & it

would mean the disability event would have to close leaving many devastated & a lot more isolated.

I would personally miss seeing everyone & it would leave me feeling very sad & lost as it's a venue I value & what it's done & how it's accommodated us has been above & beyond to support the event overall.

Many thanks for reading

Jason Halle

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Kind regards

## Lorraine Neale

---

**From:** publicaccess@sevenoaks.gov.uk  
**Sent:** 14 March 2024 13:37  
**To:** Lorraine Neale  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

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### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 14/03/2024 1:37 PM from Mrs Jade Gold.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Mrs Jade Gold
Email:	[REDACTED]
Address:	[REDACTED]

#### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer objects to the Licensing Application

Reasons for comment:	- Supporter of Licence Application/Holder
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Comments:	14/03/2024 1:37 PM As a regular customer, I've always felt reassured by the diligent security measures in place at the nightclub. From vigilant door checks to attentive staff monitoring the premises, their commitment to safety is evident. Maintaining their premises license not only supports our vibrant nightlife but also ensures that security protocols remain robust, allowing us to enjoy our evenings knowing we're in capable hands. In addition to the nightclub's proactive security measures, it's worth noting the lack of police presence in the area. The nightclub's responsible management and security team effectively fill this gap, promptly addressing any incidents and maintaining a safe environment for people in the town. Keeping their premises license is crucial for sustaining this community-oriented approach, as it reinforces their commitment to ensuring the well-being of everyone who walks through their doors.
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## Lorraine Neale

---

**From:** publicaccess@sevenoaks.gov.uk  
**Sent:** 14 March 2024 20:33  
**To:** Lorraine Neale  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

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### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 14/03/2024 8:33 PM from Mrs Victoria Smith.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Mrs Victoria Smith
Email:	[REDACTED]
Address:	[REDACTED]

#### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer made comments in support of the Licensing Application
Reasons for comment:	<ul style="list-style-type: none"><li>- No Objection</li><li>- Opening Hours</li><li>- Prevention of Public Nuisance</li><li>- Safety of Premises</li><li>- Supporter of Licence Application/Holder</li></ul>
Comments:	14/03/2024 8:33 PM I would like to show my support to Zoo Bar Maidstone as not only a member of the public, but as a young female that frequents the establishment. Zoo has been an enjoyable social setting for myself and my friends on a Friday and Saturday night. As with most nightlife spots where alcohol is involved, there is always a small minority that can cause issues. I will comment that the door staff are always extremely quick to deal with anything and demonstrate care towards customers safety and wellbeing. I have repeatedly seen Zoo management at the forefront of the establishment where searches are made and the majority of door staff are. As a customer, it is very comforting to see that security and safety is of paramount importance to management.

I would like to add another observation that I have recently made regarding Maidstone's issue with public order crime. I have seen that many more people have been turned away from entry at Zoo recently. Since this, it is no coincidence to me that certain individuals have been forced to go elsewhere, and that these problems have followed with them. To name one of these instances, a brawl commenced just outside of Ovation Bar's entrance on Sunday 17th March 2024 in the early hours of the morning. I feel its strongly evident that Zoo bar and it's staff isn't the problem here, but a lack of policing in the area no doubt due to government budget cuts. I believe that if the town centre was better policed on Friday and Saturday nights, Maidstone would be a much safer town. I do not think it is fair to put so much weight on establishments (who have their hands tied by civil law) where the police should be far more present and able to deal with situations before they become out of hand. Deterrents should be implemented by police and the council to prevent members of the public, and door staff from being injured, harassed or threatened.

---

Kind regards

## Lorraine Neale

---

**From:** publicaccess@sevenoaks.gov.uk  
**Sent:** 15 March 2024 02:12  
**To:** Lorraine Neale  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

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### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 15/03/2024 2:12 AM from Mr Dion McVey.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Mr Dion McVey
Email:	[REDACTED]
Address:	[REDACTED]

#### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer objects to the Licensing Application
Reasons for comment:	- No Objection
Comments:	15/03/2024 2:12 AM I have been a customer of Zoo Bar for quite some time, spanning several years in fact. Throughout my frequent visits, I have consistently found the venue to maintain a high level of service and a welcoming atmosphere. While there have been occasional disturbances, particularly notable during times when police presence in the town is lacking, I have not encountered any extraordinary incidents. It is my observation that these occurrences are not indicative of inherent issues within the establishment but rather coincide with broader external factors.

Kind regards

## Lorraine Neale

---

**From:** publicaccess@sevenoaks.gov.uk  
**Sent:** 15 March 2024 11:19  
**To:** Lorraine Neale  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

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### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 15/03/2024 11:19 AM from Mr Stuart Vine.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Mr Stuart Vine
Email:	[REDACTED]
Address:	[REDACTED]

#### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer objects to the Licensing Application
Reasons for comment:	- Supporter of Licence Application/Holder
Comments:	15/03/2024 11:19 AM I have been to Zoo Bar (formerly Bar Chocolate) loads of times in the last 8 years & I've never had any issues with over zealous door staff, in fact I've always felt very safe. In my experience the door staff deal with things well & the management are good. I do feel there has been distinct lack of police presence in the town centre after 1am. There are certainly less police on the ground (in general) most weekends than there were 5-6 years ago.

Kind regards

## Lorraine Neale

---

**From:** publicaccess@sevenoaks.gov.uk  
**Sent:** 15 March 2024 12:15  
**To:** Lorraine Neale  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

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### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 15/03/2024 12:15 PM from Mr Ekenedilichukwu Edenjoku.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Mr Ekenedilichukwu Edenjoku
Email:	[REDACTED]
Address:	[REDACTED]

#### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer objects to the Licensing Application
Reasons for comment:	- Supporter of Licence Application/Holder
Comments:	15/03/2024 12:15 PM I have been going to the Zoo bar for a very long time now and I can say the management of this bar takes safety and customer experience seriously. The door staff are quick to deal with things and care about customers even though I feel there's a lack of police in town to calm things down from other venues. As a young male Zoo bar makes me feel safe, welcomed and cared for compared to other venues in town and I would recommend this place to anyone looking to relax and have a good night out in town.

Kind regards

## Lorraine Neale

---

**From:** publicaccess@sevenoaks.gov.uk  
**Sent:** 15 March 2024 12:30  
**To:** Lorraine Neale  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

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### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 15/03/2024 12:29 PM from Miss Quiana Wheatley.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Miss Quiana Wheatley
Email:	[REDACTED]
Address:	[REDACTED]

#### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer made comments in support of the Licensing Application
Reasons for comment:	- Public Safety
Comments:	15/03/2024 12:29 PM Zoo is a very safe and secure place, any issues are resolved swiftly and safely by door men. As a regular at zoo I have never felt unsafe or uncomfortable in zoo as there is always door men in and around the building at all times. I feel that there are not enough police in Maidstone and I feel unsafe in other clubs hence being a regular at zoo. Being a young lady I feel most safe and cared for in zoo not only by staff but door men too. They honestly care about their customers and the well being of all. Zoo take safety and customer experience seriously and I have never questioned that.

Kind regards

**Lorraine Neale**

---

**From:** publicaccess@sevenoaks.gov.uk  
**Sent:** 15 March 2024 12:36  
**To:** Lorraine Neale  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

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## Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 15/03/2024 12:35 PM from Mrs Helen Osvalds.

### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

### Customer Details

Name:	Mrs Helen Osvalds
Email:	[REDACTED]
Address:	[REDACTED]

### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer objects to the Licensing Application
Reasons for comment:	- Supporter of Licence Application/Holder
Comments:	15/03/2024 12:35 PM Feel completely safe in the Zoo bar and go on my own .Door staff and bar staff are totally professional and react quick and effectively if any problems occur.

Kind regards

## Lorraine Neale

---

**From:** publicaccess@sevenoaks.gov.uk  
**Sent:** 15 March 2024 12:38  
**To:** Lorraine Neale  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

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### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 15/03/2024 12:37 PM from Miss Tasneem Anwar.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Miss Tasneem Anwar
Email:	[REDACTED]
Address:	[REDACTED]

#### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer made comments in support of the Licensing Application
Reasons for comment:	- Supporter of Licence Application/Holder
Comments:	15/03/2024 12:37 PM I've been going to Zoo for many years now, and as a young female, I have always felt safe going there. The staff are always on point and super supportive and attentive to everyone's needs. I feel so safe going there compared to any other venue in town. The Zoo management take safety and customer experience seriously, the doorstaff are quick to deal with things and care about all of their customers. There has always been lack of police in town and the Zoo staff has always been able to handle each situation amazingly and have always respected their customers. It's one of the best venues which I always go to and recommend to all of my family and friends too as we all have so much fun there and have a brilliant night.

## Lorraine Neale

---

**From:** publicaccess@sevenoaks.gov.uk  
**Sent:** 15 March 2024 12:57  
**To:** Lorraine Neale  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

**CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognize the sender and know the content is safe.**

### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 15/03/2024 12:57 PM from Mr Vasile Cira.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Mr Vasile Cira
Email:	[REDACTED]
Address:	[REDACTED]

#### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer objects to the Licensing Application
Reasons for comment:	- Supporter of Licence Application/Holder
Comments:	15/03/2024 12:57 PM Zoo management take safety and costumer experience really serious, the door stuff are quick to deal whit things and care about our safety . And to be honest there is a lack off police in town .As a young male I feel myself safe there compared to other venues in town.

Kind regards

## Lorraine Neale

---

**From:** publicaccess@sevenoaks.gov.uk  
**Sent:** 15 March 2024 13:12  
**To:** Lorraine Neale  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

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### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 15/03/2024 1:12 PM from Mr Matthew James.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Mr Matthew James
Email:	[REDACTED]
Address:	[REDACTED]

#### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer objects to the Licensing Application
Reasons for comment:	- Supporter of Licence Application/Holder
Comments:	15/03/2024 1:12 PM Hello, these is a family home to everyone and I always given a better welcome to these place with full hands.would love the council to not reduce the time till 12am bcus have never see any trouble or fight there. Thanks.

Kind regards

## Lorraine Neale

---

**From:** publicaccess@sevenoaks.gov.uk  
**Sent:** 15 March 2024 16:25  
**To:** Lorraine Neale  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

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### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 15/03/2024 4:25 PM from Miss Rebecca graham.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Miss Rebecca graham
Email:	[REDACTED]
Address:	[REDACTED]

#### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer objects to the Licensing Application
Reasons for comment:	- Supporter of Licence Application/Holder
Comments:	15/03/2024 4:25 PM I believe this is a great establishment, IV always had fun at Zoo. I tend to go with my friend who is not the most mobile of people and often goes there in a wheel chair. Security has always greeted us wheeled her in and made sure she is comfortable before leaving her the manager has often made sure we are served at the bar or has even served us himself when he is not clearing up the place which you often see him doing, whenever we have had an issue the manager and or security has dealt with it immediately with no issues right down to a glasses being dropped and broken as soon as IV ever reported it the manager/staff members have come straight over to clear it up etc so we have always felt they place is well cared for in comparison to some of the other clubs and bars here..

Bar staff are super nice and polite, security has always handled any problematic people fairly quickly from my experience I only have to say this guy is bothering me they give them a

warning and if they have carried on they are taken out and explained why they have taken them out etc and I believe this is a good example of how it's sposed to be done I feel heard safe and looked after and as a woman I don't find this often in some of the other places IV been to do far here in Maidstone, I believe alot of safety issues in general in Maidstone could be sorted with more police as there is a lack of them in town most of the time

All in all I'd hate to see this place minimised or closed down it's my favourite place to go to here.

---

Kind regards

**Lorraine Neale**

---

**From:** publicaccess@sevenoaks.gov.uk  
**Sent:** 15 March 2024 17:57  
**To:** Lorraine Neale  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

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## Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 15/03/2024 5:57 PM from Mr Nick Osvalds.

### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

### Customer Details

Name:	Mr Nick Osvalds
Email:	[REDACTED]
Address:	[REDACTED]

### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer objects to the Licensing Application
Reasons for comment:	- No Objection - Supporter of Licence Application/Holder
Comments:	15/03/2024 5:57 PM This nightclub has been in our Town for a longtime, the bouncers are professional, there is never any trouble.  Ridiculous trying to impose closing at midnight. Our night life in Maidstone is dieing do not completely ruin it so there is nowhere to go.

Kind regards

## Lorraine Neale

---

**From:** publicaccess@sevenoaks.gov.uk  
**Sent:** 15 March 2024 18:03  
**To:** Lorraine Neale  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

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### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 15/03/2024 6:02 PM from Mr Gareth Evans.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Mr Gareth Evans
Email:	[REDACTED]
Address:	[REDACTED]

#### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer objects to the Licensing Application
Reasons for comment:	- Supporter of Licence Application/Holder
Comments:	15/03/2024 6:02 PM My daughter goes to zoo bar most weekends with her friends. She started going to zoo bar when she was 18 and is now 20 years old and still goes there. As a father, you always feel cautious when your children go anywhere however, whenever my daughter goes to zoo bar I know she is in safe hands. She has never come home upset or frightened, she is always looked after and has a great night every time she goes there. There have been instances in the past where she has been to other venues and suffered being spiked or having awful experiences. When my daughter goes out she only goes to zoo bar now based on how she is treated. I have confidence in the door staff and management to protect my daughter at all times.

## Lorraine Neale

---

**From:** publicaccess@sevenoaks.gov.uk  
**Sent:** 15 March 2024 18:24  
**To:** Lorraine Neale  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

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### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 15/03/2024 6:24 PM from Mrs Tracy Evans.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Mrs Tracy Evans
Email:	[REDACTED]
Address:	[REDACTED]

#### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer objects to the Licensing Application

Reasons for comment:	- Supporter of Licence Application/Holder
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Comments:	15/03/2024 6:24 PM I have been to zoo on a number of occasions and as a lady in her 50's I was apprehensive to go yet I was pleasantly surprise by how welcoming the door staff were. I was quick to realise that this was a diverse venue with customers from all age ranges and ethnic backgrounds. I really enjoyed my time there, management were more than friendly and said if I needed anything then i should go to find them, I automatically felt protected and safe when I stepped through the door. The door staff checked up on us throughout the night to make sure we were okay and when leaving, they said goodbye and that they hoped to see us again. Since my first visit, I have been down a number of times due to the service I received when going there. I did not feel uncomfortable at all. The only thing I have noticed is the lack of police around town when I leave the venue, which is usually around 1/2 AM.
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## Lorraine Neale

---

**From:** publicaccess@sevenoaks.gov.uk  
**Sent:** 15 March 2024 18:32  
**To:** Lorraine Neale  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

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### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 15/03/2024 6:32 PM from Miss Gemma Colyer.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Miss Gemma Colyer
Email:	[REDACTED]
Address:	[REDACTED]

#### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer objects to the Licensing Application
Reasons for comment:	- No Objection
Comments:	15/03/2024 6:32 PM I do not support the application for the Zoo to close by midnight.

From my experiences, the Zoo always have plenty of security staff available to deal with any issues that arise. On the couple of occasions I have been present when they have needed to intervene, I have witnessed professional and fair treatment of customers.

I would also like to point out that I have seen the management and security go above and beyond to ensure their customer's safety and wellbeing when required - more often than I have seen them need to break up any fights etc. It is an unfortunate truth that you only ever hear the negative things reported and never the good things!!

In summary, this is a venue I enjoy visiting and feel safe in doing so; which is more than can be said for some other local establishments!

---

Kind regards

## Lorraine Neale

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**From:** publicaccess@sevenoaks.gov.uk  
**Sent:** 15 March 2024 18:58  
**To:** Lorraine Neale  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

**CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognize the sender and know the content is safe.**

### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 15/03/2024 6:58 PM from Mr Joshua Freeman.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Mr Joshua Freeman
Email:	[REDACTED]
Address:	[REDACTED]

#### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer objects to the Licensing Application
Reasons for comment:	- Safety of Premises
Comments:	15/03/2024 6:58 PM I have been going to zoo bar for about 10 years now and still go there now that I have just turned 30 years old. I have made some of my best memories in zoo bar and it will always be my first choice when going on a night out. The door staff have always been attentive to every little situation that occurs even outside of the venue, you will see them at the bottom of the high street attending to a problem to make sure everyone is safe. It is without a doubt the club that I feel the most safe in when I go out in Maidstone. I have been a witness to trouble in other venues that resulted me in never returning. Zoo bar is the best social environment where I can comfortably go for my whole evening.

## Lorraine Neale

---

**From:** publicaccess@sevenoaks.gov.uk  
**Sent:** 15 March 2024 19:05  
**To:** Lorraine Neale  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

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### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 15/03/2024 7:05 PM from Miss Hayley Wright.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Miss Hayley Wright
Email:	[REDACTED]
Address:	[REDACTED]

#### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer objects to the Licensing Application

Reasons for comment:	- Supporter of Licence Application/Holder
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Comments:	15/03/2024 7:05 PM I have been going to zoo consistently for a few years now and I have never experienced any untoward or dangerous incidents personally, any incidents from members of the public have either been dealt with correctly or have occurred outside of the nightclub where there always seems to be a lack of police and authority around. As a female, I have always felt safe when going to the club and have always had my best nights there and this has resulted in zoo being the only nightclub that I go to in Maidstone. Staff, door staff and management have always treated me with respect and would always check up on me throughout my evening to make sure I am safe and having a good time. I never feel uneasy when I am in the venue as I know I am in safe hands.
-----------	---

## Lorraine Neale

---

**From:** publicaccess@sevenoaks.gov.uk  
**Sent:** 15 March 2024 19:10  
**To:** Lorraine Neale  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

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### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 15/03/2024 7:09 PM from Miss Catalina Barbu.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Miss Catalina Barbu
Email:	[REDACTED]
Address:	[REDACTED]

#### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer objects to the Licensing Application
Reasons for comment:	- Supporter of Licence Application/Holder
Comments:	<p>15/03/2024 7:09 PM I noticed the Zoo management take safety and customer experience seriously.</p> <p>It's the place I identify with, where I feel at ease without being judged, as a young woman in the zoo, I feel safe.</p> <p>It's the place that offers me what I need when it comes to entertainment, I mean quality music and affordable prices.</p> <p>Door staff take care of problems quickly.</p> <p>In my own opinion, certain inconveniences could be avoided by the presence of more policemen in the city.</p> <p>Please take into account that incidents often happen in other places as well.</p> <p>I strongly support that this place should receive the license to be open until the morning.</p>

## Lorraine Neale

---

**From:** publicaccess@sevenoaks.gov.uk  
**Sent:** 15 March 2024 19:21  
**To:** Lorraine Neale  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

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### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 15/03/2024 7:20 PM from Mr Jacob Pocklington.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Mr Jacob Pocklington
Email:	[REDACTED]
Address:	[REDACTED]

#### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer objects to the Licensing Application
Reasons for comment:	- Supporter of Licence Application/Holder
Comments:	15/03/2024 7:20 PM I travel [REDACTED] on my weekends purely to go to zoo bar. I have had my best nights out here and have met some of my closest friends. Zoo is the safest venue I have been to in Maidstone without a doubt. I am happy to travel there on my weekends as I actually look forward to it. The lack of police I see around the venue when they need support is appalling and the door staff are constantly going above and beyond to keep everyone in and around the venue safe. It is not impossible to understand that cutting the hours to midnight is likely to make the business financially unviable. We have already lost a large number of pubs, clubs and bars over the years and restricting the hours until midnight will result in another loss.

## Lorraine Neale

---

**From:** publicaccess@sevenoaks.gov.uk  
**Sent:** 15 March 2024 23:44  
**To:** Lorraine Neale  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

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### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 15/03/2024 11:44 PM from Miss Catherine Drury.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Miss Catherine Drury
Email:	[REDACTED]
Address:	[REDACTED]

#### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer objects to the Licensing Application
Reasons for comment:	- Supporter of Licence Application/Holder
Comments:	15/03/2024 11:44 PM I have gone to zoo for the last two years, there is nothing but a family environment there where all staff members look after you on a night out. There has been times I have lost my keys or phone and they have helped me look for it with no fuss. I don't believe they should have anything done to them, the music is great and the bar staff are so good at their jobs.

I have also met the management team a few times as well, they are always smiling and welcoming to you when you are in there. When there has been a situation, the door staff handle the situations as well as they can. They take the time to talk to everyone and find a mutual solution for everyone so that everyone can still enjoy their nights as interrupted as possible. And if you have been affected by anything they always check in on you and make sure you have all you need such as water or a place to go.

## Lorraine Neale

---

**From:** publicaccess@sevenoaks.gov.uk  
**Sent:** 16 March 2024 11:24  
**To:** Lorraine Neale  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

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### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 16/03/2024 11:24 AM from Mr Mark Iyiola.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Mr Mark Iyiola
Email:	[REDACTED]
Address:	[REDACTED]

#### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer made comments in support of the Licensing Application
Reasons for comment:	
Comments:	16/03/2024 11:24 AM I have been coming for years. Friendly atmosphere, staff do a good job especially doorstaff. Everyone one is professional in their job.

Kind regards

## Lorraine Neale

---

**From:** publicaccess@sevenoaks.gov.uk  
**Sent:** 16 March 2024 12:29  
**To:** Lorraine Neale  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

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### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 16/03/2024 12:29 PM from Mr Bahadir Kaya.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Mr Bahadir Kaya
Email:	[REDACTED]
Address:	[REDACTED]

#### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer objects to the Licensing Application
Reasons for comment:	
Comments:	<p>16/03/2024 12:29 PM Being a Maidstone resident for over 7 years and spending many nights out in town, I oppose this licence application.</p> <p>I have seen many occurrences of fights and bad behaviour in many clubs in town and the Zoo bar staff are one of the best at de-escalating these situations.</p> <p>Rather than the council and Kent police giving support to these establishments, there have been a reduced number of police on the streets of Maidstone which has led to an increase in antisocial behaviour and crimes.</p> <p>Instead of killing the night club scene which was one of the leading in the country up until a</p>

few years ago, with reduced hours, these places which provide entertainment and hundreds of jobs need to be backed properly by an increase in policing during weekend nights.

---

Kind regards

**Lorraine Neale**

---

**From:** publicaccess@sevenoaks.gov.uk  
**Sent:** 16 March 2024 12:42  
**To:** Lorraine Neale  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

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## Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 16/03/2024 12:41 PM from Mr Ismail Acar.

### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

### Customer Details

Name:	Mr Ismail Acar
Email:	[REDACTED]
Address:	[REDACTED]

### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer objects to the Licensing Application
Reasons for comment:	
Comments:	16/03/2024 12:41 PM I object this licence application.

The Zoo bar in Maidstone is one of the best nightclubs in town and I have been a regular customer for many years.

The staff are always great and the door staff and security take their jobs very seriously when instances arise.

There is lately a lack of policing in town during weekends which leads to more fights and less control. The nightclubs are not to blame and need more support from the police.

## Lorraine Neale

---

**From:** publicaccess@sevenoaks.gov.uk  
**Sent:** 16 March 2024 19:42  
**To:** Lorraine Neale  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

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### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 16/03/2024 7:42 PM from Mr Daniel Harvey.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Mr Daniel Harvey
Email:	[REDACTED]
Address:	[REDACTED]

#### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer objects to the Licensing Application
Reasons for comment:	- Supporter of Licence Application/Holder
Comments:	16/03/2024 7:42 PM I have been coming into Zoo Bar for many years. Have always felt safe, and the door staff are polite. In my opinion, it's a run well establishment.

Kind regards

## Lorraine Neale

---

**From:** publicaccess@sevenoaks.gov.uk  
**Sent:** 16 March 2024 20:02  
**To:** Lorraine Neale  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

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### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 16/03/2024 8:02 PM from Mr Matt Childs.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Mr Matt Childs
Email:	[REDACTED]
Address:	[REDACTED]

#### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer made comments in support of the Licensing Application
Reasons for comment:	<ul style="list-style-type: none"><li>- Fitness of Licence Applicant</li><li>- No Objection</li><li>- Opening Hours</li><li>- Public Safety</li></ul>
Comments:	16/03/2024 8:02 PM As a member of the public of Maidstone I think reducing this venues opening hours would be effectively be closing it as night time economy has been hit so hard during recent times. We need to be having more people come to Maidstone. I have personally witnessed the staff at this venue take care of the pubic and patrons of the Venue above and beyond what should be expected. I also believe a better police presence in Maidstone would make people feel safer as this is also something I have personally had to deal with, lack of police support and a police presence has been an issue for Maidstone for such a long time and it feels like the reduced hours of this venue is not a benefit to the public as many many patrons enjoy going there but is it a side objective?

The other factor is the staff in the venue I don't no how many staff they employ but reduced hours or closing the venue would put people out of work and during a time when COVID hit the entertainment venues very hard and now to cut the hours the staff would suffer greatly and potentially you may be making people homeless of putting them under immense stress and financial pressure. Also the venue owner I am sure would not be able to financially support a venue on reduced hours I don't think that would be feasible. Maidstone is a shadow of it's former self and it's about time councils start working with venues and shops not working against them as every other shop it shut many of the former night life has closed and never re opened do not let this venue be another derelict run down building !!!!!

---

Kind regards

## Lorraine Neale

---

**From:** publicaccess@sevenoaks.gov.uk  
**Sent:** 16 March 2024 22:47  
**To:** Lorraine Neale  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

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### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 16/03/2024 10:46 PM from Mr John English.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Mr John English
Email:	[REDACTED]
Address:	[REDACTED]

#### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer objects to the Licensing Application
Reasons for comment:	- Supporter of Licence Application/Holder
Comments:	16/03/2024 10:46 PM Been going to zoo for many years, worked in the industry for a long time, all the staff, managers and door team are professional and approachable, the door staff are swift to deal with any issues professionally and efficiently, always a good atmosphere, one of the only places in town is feel safest on a night out

Kind regards

## Lorraine Neale

---

**From:** publicaccess@sevenoaks.gov.uk  
**Sent:** 16 March 2024 22:57  
**To:** Lorraine Neale  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

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### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 16/03/2024 10:57 PM from Miss Ana Garbur.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Miss Ana Garbur
Email:	[REDACTED]
Address:	[REDACTED]

#### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer objects to the Licensing Application
Reasons for comment:	- Supporter of Licence Application/Holder
Comments:	16/03/2024 10:57 PM Been coming to zoo since I turned 18, it's my favourite place to go and the one club in Maidstone I feel protected as a young female. The management and door team have always been attentive with any issues and have always handled any problems in a respectful and professional manner.

Kind regards

**Lorraine Neale**

---

**From:** publicaccess@sevenoaks.gov.uk  
**Sent:** 16 March 2024 22:58  
**To:** Lorraine Neale  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

**CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognize the sender and know the content is safe.**

## Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 16/03/2024 10:58 PM from Natalia Tester.

### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

### Customer Details

Name:	Natalia Tester
Email:	[REDACTED]
Address:	[REDACTED]

### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer objects to the Licensing Application
Reasons for comment:	- Supporter of Licence Application/Holder
Comments:	16/03/2024 10:58 PM I visit the Zoo frequently and I have done for years and always have a good time in there. The bar & door staff members are nice and very welcoming. Great service and atmosphere.

Kind regards

## Lorraine Neale

---

**From:** publicaccess@sevenoaks.gov.uk  
**Sent:** 16 March 2024 23:16  
**To:** Lorraine Neale  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

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### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 16/03/2024 11:15 PM from Ms Diana Hayles.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Ms Diana Hayles
Email:	[REDACTED]
Address:	[REDACTED]

#### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer objects to the Licensing Application
Reasons for comment:	- Supporter of Licence Application/Holder
Comments:	16/03/2024 11:15 PM I haven't been going to Zoo bar for more than 3 years and I must say it's an excellent club. The security are first class, as a lone female I've always felt safe in this venue, the bar staff so friendly and the music is excellent with a good selection. The management are always walking around which is quite nice. It's a real nice sense of community in here. Totally recommend for birthday.

Kind regards

## Lorraine Neale

---

**From:** publicaccess@sevenoaks.gov.uk  
**Sent:** 18 March 2024 18:09  
**To:** Lorraine Neale  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

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### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 18/03/2024 6:09 PM from Mr Reshi Vadhia.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Mr Reshi Vadhia
Email:	[REDACTED]
Address:	[REDACTED]

#### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer objects to the Licensing Application
Reasons for comment:	- Supporter of Licence Application/Holder
Comments:	18/03/2024 6:09 PM I have visited zoo bar in Maidstone on a number of occasions and have always found the Management, door staff and all other members of staff to be professional, and they always look to take safety and customer experience seriously! If there every has been any issues then the door staff have always contained the issues safely and professionally, in my opinion the town could to with more police officers to help with the night times issues/nuisance members of the public rather then just leaving it to door staff!

Kind regards

## Lorraine Neale

---

**From:** publicaccess@sevenoaks.gov.uk  
**Sent:** 18 March 2024 18:17  
**To:** Lorraine Neale  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

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### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 18/03/2024 6:16 PM from Ms Alice TABINGWA.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Ms Alice TABINGWA
Email:	[REDACTED]
Address:	[REDACTED]

#### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer objects to the Licensing Application
Reasons for comment:	- Supporter of Licence Application/Holder
Comments:	18/03/2024 6:16 PM Having been a support worker for many years with adults with learning disabilities. I fully support Zoo bar as they hold two sessions a month for adults with learning disabilities in Maidstone , the session known as Gems has been running very successful over the years and feel if it were to have any issues with it's current license , the adults are the ones to suffer yet again - there are so many council cuts currently going on to this sector , I personally feel this club has done a lot for the community and provides a regular routine for the individuals that go to the club , the doorman is very polite and shows empathy to the customers that attend , And the bar staff are always friendly and joyful . They do an awesome job to be fair and without suck a club will just be more upset for the ever decreasing night life in town .

## Lorraine Neale

---

**From:** publicaccess@sevenoaks.gov.uk  
**Sent:** 21 March 2024 11:58  
**To:** Lorraine Neale  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

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### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 21/03/2024 11:58 AM from Mr Oscar Wady.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Mr Oscar Wady
Email:	[REDACTED]
Address:	[REDACTED]

#### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer objects to the Licensing Application
Reasons for comment:	- Supporter of Licence Application/Holder
Comments:	21/03/2024 11:58 AM After being around The Zoo for the last 2 years I feel that within Maidstone this has been one of the safest club environments that I can be in. The Management have been on top of all cases and incidents. However in all the time that I have spent at the venue I have never encountered any issues! Maidstone town is most definitely not the safest place to be but I can assure you that The Zoo do all they can to prevent any issues from occurring. and in the low chance that anything does unfortunately happen, The management have been the quickest to respond and resolve it. The door staff have always been A class and have never let their guard down. They stop most possible threats from even becoming a threat at the venue. I believe that The Zoo is a safe environment to be in and that they do everything within there power to prevent any issues from happening and have many measures in place to keep crime down to a minimum.

## Lorraine Neale

---

**From:** publicaccess@sevenoaks.gov.uk  
**Sent:** 21 March 2024 12:45  
**To:** Lorraine Neale  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

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### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 21/03/2024 12:45 PM from Mr Robert Batten.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Mr Robert Batten
Email:	[REDACTED]
Address:	[REDACTED]

#### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer objects to the Licensing Application
Reasons for comment:	- Supporter of Licence Application/Holder
Comments:	21/03/2024 12:45 PM I've been coming to zoo bar in maidstone most weekends for the past couple of years and have never had any trouble in there myself. Like clubs there will be people who do cause trouble but when this has happened it is dealt with straight away and professionally. Can not fault zoo bar in anyway with out a doubt the best club to go to in maidstone. It would be a real shame if zoo was to close earlier than it already has with the recent shorter opening hours or worse close all together When thing have kicked off in the past even at other venues the zoo security are always there to help the other venues but it doesn't seem to have the help returned and with a lack off police around or lack of police presence when they are needed it awful considering they are around the corner they either do not turn up when needed or turn up well after the situation has been resolved by yet again the zoo staff

**Lorraine Neale**

---

**From:** publicaccess@sevenoaks.gov.uk  
**Sent:** 21 March 2024 12:50  
**To:** Lorraine Neale  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

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## Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 21/03/2024 12:50 PM from Mr Jake Smith.

### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

### Customer Details

Name:	Mr Jake Smith
Email:	[REDACTED]
Address:	[REDACTED]

### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer objects to the Licensing Application
Reasons for comment:	
Comments:	21/03/2024 12:50 PM Chris runs a good venue in which I have attended. The management is good and deals with situations involving drunk and antisocial behaviour effectively and well.

Kind regards

## Lorraine Neale

---

**From:** publicaccess@sevenoaks.gov.uk  
**Sent:** 21 March 2024 13:36  
**To:** Lorraine Neale  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

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### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 21/03/2024 1:35 PM from Mr Kieran Gray.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Mr Kieran Gray
Email:	[REDACTED]
Address:	[REDACTED]

#### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer objects to the Licensing Application
Reasons for comment:	- Supporter of Licence Application/Holder
Comments:	21/03/2024 1:35 PM I have visited Zoo bar on multiple occasions and can whole heartedly say it is a well run venue. They have ample door staff who are polite and effective when needed. With the owner and manager making effective use of the kent police force when required, which is what the force is commissioned to do.  Believe me, if the venue was poorly run, I would be supporting the removal of its licence, however this is not the case.

Kind regards

## Lorraine Neale

---

**From:** Licensing <licencing@sevenoaks.gov.uk>  
**Sent:** 22 March 2024 09:28  
**To:** Licensing (MBC)  
**Subject:** FW: Comments for Licensing Application 24/00761/REVIEW

**Importance:** High

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**From:** publicaccess@sevenoaks.gov.uk <publicaccess@sevenoaks.gov.uk>  
**Sent:** Thursday, March 21, 2024 5:56 PM  
**To:** Licensing <licencing@sevenoaks.gov.uk>  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 21/03/2024 5:56 PM from Mr Jason Atkins.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Mr Jason Atkins
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Email:	[REDACTED]
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Address:	[REDACTED]
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#### Comments Details

Commenter Type:	Member of the Public
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Stance:	Customer objects to the Licensing Application
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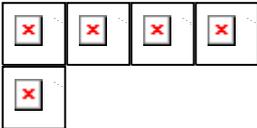
Reasons for comment:	- Observations only
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Comments:	21/03/2024 5:56 PM This is a well run establishment. Visable management make us customers feel welcome and safe. The security are friendly and welcoming yet are able to handle issues promptly and effectively
-----------	---

This premises and the management can't be blamed for the issues that exist in society. It is clear they provide a fantastic service for 99.9% of the community

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Kind regards



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## Lorraine Neale

---

**From:** Licensing <licencing@sevenoaks.gov.uk>  
**Sent:** 22 March 2024 09:46  
**To:** Licensing (MBC)  
**Subject:** FW: Comments for Licensing Application 24/00761/REVIEW

**Importance:** High

**CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognize the sender and know the content is safe.**

**From:** publicaccess@sevenoaks.gov.uk <publicaccess@sevenoaks.gov.uk>  
**Sent:** Thursday, March 21, 2024 6:47 PM  
**To:** Licensing <licencing@sevenoaks.gov.uk>  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 21/03/2024 6:46 PM from Mr Oliver Wilmot.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Mr Oliver Wilmot
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Email:	[REDACTED]
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Address:	[REDACTED]
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#### Comments Details

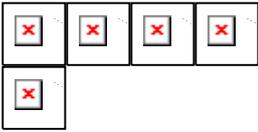
Commenter Type:	Member of the Public
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Stance:	Customer objects to the Licensing Application
---------	---

Reasons for comment:	- Supporter of Licence Application/Holder
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Comments:	21/03/2024 6:46 PM This is a great venue with good management that provides a safe and enjoyable environment for young people. They have always dealt with poor behaviour very well
-----------	---

Kind regards



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## Lorraine Neale

---

**From:** Licensing <licencing@sevenoaks.gov.uk>  
**Sent:** 22 March 2024 09:47  
**To:** Licensing (MBC)  
**Subject:** FW: Comments for Licensing Application 24/00761/REVIEW

**Importance:** High

**CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognize the sender and know the content is safe.**

**From:** publicaccess@sevenoaks.gov.uk <publicaccess@sevenoaks.gov.uk>  
**Sent:** Thursday, March 21, 2024 7:28 PM  
**To:** Licensing <licencing@sevenoaks.gov.uk>  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 21/03/2024 7:27 PM from Miss Isabella Evans.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Miss Isabella Evans
Email:	[REDACTED]
Address:	[REDACTED]

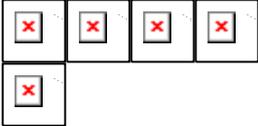
#### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer objects to the Licensing Application
Reasons for comment:	- Supporter of Licence Application/Holder
Comments:	21/03/2024 7:27 PM I have been going to zoo bar since I was 18 years old and as a young female going to a club it can be very daunting as I have been to other clubs in town and had an awful experience. I didn't go out for a while due to this and the first time I did go back out was to zoo bar. The moment I stepped through the door the staff were friendly and the door

staff were amazing as well. I was made to feel welcome and safe the whole time. I knew that if I ever felt uncomfortable in a situation then I could go to the staff and they would help immediately. Since going here I now spend my Friday and Saturday nights at zoo bar. I can go to the club by myself without any friends and know that I can see several people that I can spend my time with. To be able to go to a club as a lone female was something I never imagined I could do. It has become more of a social environment for me. Since my time of going to zoo bar it has become very apparent that there seems to be no police in town to support venues at early hours of the morning and even in some instances they are not there to help before midnight. This leaves the venue dealing with the issues alone and they have always dealt with any situations I have seen accordingly.

---

Kind regards



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## Lorraine Neale

---

**From:** Licensing <licencing@sevenoaks.gov.uk>  
**Sent:** 22 March 2024 09:47  
**To:** Licensing (MBC)  
**Subject:** FW: Comments for Licensing Application 24/00761/REVIEW

**Importance:** High

**CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognize the sender and know the content is safe.**

**From:** publicaccess@sevenoaks.gov.uk <publicaccess@sevenoaks.gov.uk>  
**Sent:** Thursday, March 21, 2024 8:24 PM  
**To:** Licensing <licencing@sevenoaks.gov.uk>  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 21/03/2024 8:24 PM from Mr Diwi Banakeng.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

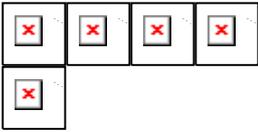
#### Customer Details

Name:	Mr Diwi Banakeng
Email:	[REDACTED]
Address:	[REDACTED]

#### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer made comments in support of the Licensing Application
Reasons for comment:	- Supporter of Licence Application/Holder
Comments:	21/03/2024 8:24 PM Zoo bar is the place to be on the weekends if you want to chill, have a dance and a few drinks with friends and family members. The whole team is awesome and the security always make your time at zoo safe and welcoming.

Kind regards



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## Lorraine Neale

---

**From:** Licensing <licencing@sevenoaks.gov.uk>  
**Sent:** 22 March 2024 13:25  
**To:** Licensing (MBC)  
**Subject:** FW: Comments for Licensing Application 24/00761/REVIEW

**Importance:** High

**CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognize the sender and know the content is safe.**

**From:** publicaccess@sevenoaks.gov.uk <publicaccess@sevenoaks.gov.uk>  
**Sent:** Friday, March 22, 2024 1:19 PM  
**To:** Licensing <licencing@sevenoaks.gov.uk>  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 22/03/2024 1:19 PM from Mr robert bearup.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Mr robert bearup
Email:	[REDACTED]
Address:	[REDACTED]

#### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer made comments in support of the Licensing Application
Reasons for comment:	- Supporter of Licence Application/Holder
Comments:	22/03/2024 1:19 PM After reading the substantial document covering Zoo bar, I must make a comment in support of the licence holder.

As a person who regularly goes out within maidstone's night life I have witnessed many

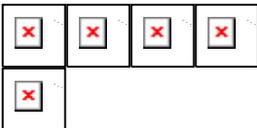
incidents all over town in many different premises. When I have been at Zoo bar both the door staff and management have dealt with any issues swiftly and without any issues or support from police.

On top of the above statement I've always seen the easy approach the door staff have along with their willingness to help people and build strong relationships with the regulars that attend zoo.

I have also viewed in person zoo bar refusing many people entry only to then find out that the very same people refused from Zoo that evening were at ovation (previously strawberry moons) where there was a near 30 man brawl outside in the early hours. The real issue is lack of support, a finger pointing blame culture within the council and the local police all while neither support these businesses which provide jobs and revenue in the town centre. It's a cultural and lack of support issue which falls onto Maidstone town centre to address rather than sweep under the carpet, blame the venues and shut them down. For a healthy town to be successful we need a day time, early evening and a late evening offering.

---

Kind regards



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## Lorraine Neale

---

**From:** Licensing <licencing@sevenoaks.gov.uk>  
**Sent:** 22 March 2024 14:40  
**To:** Licensing (MBC)  
**Subject:** FW: Comments for Licensing Application 24/00761/REVIEW

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**From:** publicaccess@sevenoaks.gov.uk <publicaccess@sevenoaks.gov.uk>  
**Sent:** Friday, March 22, 2024 2:32 PM  
**To:** Licensing <licencing@sevenoaks.gov.uk>  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 22/03/2024 2:32 PM from Miss Jenny Kidd.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Miss Jenny Kidd
-------	-----------------

Email:	[REDACTED]
--------	------------

Address:	[REDACTED]
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#### Comments Details

Commenter Type:	Member of the Public
-----------------	----------------------

Stance:	Customer objects to the Licensing Application
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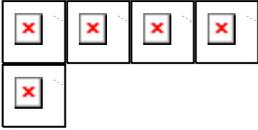
Reasons for comment:	- Supporter of Licence Application/Holder
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Comments:	22/03/2024 2:32 PM I always feel safe when I am in zoo bar and I am always treated with respect whenever I go there. The staff are lovely and door staff have always been attentive to any situation that occurs. Compared to other venues in Maidstone any incidents that happen seem to happen outside of the club and not actually in the venue. Having read the papers and considering they want to reduce the hours until midnight, how are other venues not having their hours reduced? considering there have been serious injuries where people have been
-----------	---

stabbed or cut with a weapon at other venues. Also issues can occur at any time day or night. There was a serious incident at a venue recently in Maidstone at 5pm!! which was posted on KM online and Kent police social media.

---

Kind regards



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## Lorraine Neale

---

**From:** Licensing <licencing@sevenoaks.gov.uk>  
**Sent:** 22 March 2024 15:42  
**To:** Licensing (MBC)  
**Subject:** FW: Comments for Licensing Application 24/00761/REVIEW

**Importance:** High

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**From:** publicaccess@sevenoaks.gov.uk <publicaccess@sevenoaks.gov.uk>  
**Sent:** Friday, March 22, 2024 3:13 PM  
**To:** Licensing <licencing@sevenoaks.gov.uk>  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 22/03/2024 3:13 PM from Mr George Harrison.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Mr George Harrison
Email:	[REDACTED]
Address:	[REDACTED]

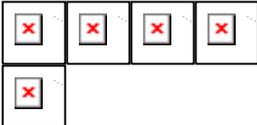
#### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer objects to the Licensing Application
Reasons for comment:	- Supporter of Licence Application/Holder
Comments:	22/03/2024 3:13 PM I have been going to zoo for over 10 years as well as all other venues that have come and gone over the years in Maidstone. Maidstone's nightlife is a shadow of its former self. Socialising is an important part of life and the options available in Maidstone are now very limited compared to many years ago. I feel that in general venues have had to

tighten their controls because of a degrading society and an increase of weapons within Maidstone., 5 years ago no venues were searching people for weapons, what has happened in the last 5 years? At the same time venues have virtually no legal power to deal with some situations that can occur. Is it a venues fault that people come back after leaving the area and cause further issues? How can anyone predict that this is going to occur? I have seen police move people on from a venue, only for police to leave the area and these members of public return shortly after. If the police can't move these people on affectively with their powers, how can a venue with no legal powers outside of their licensed premises deal with people like this? I noticed in the case that there are several references to similar situations which I feel is unjust to be used in this case.

---

Kind regards



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## Lorraine Neale

---

**From:** Licensing <licencing@sevenoaks.gov.uk>  
**Sent:** 22 March 2024 15:51  
**To:** Licensing (MBC)  
**Subject:** FW: Comments for Licensing Application 24/00761/REVIEW

**Importance:** High

**CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognize the sender and know the content is safe.**

**From:** publicaccess@sevenoaks.gov.uk <publicaccess@sevenoaks.gov.uk>  
**Sent:** Friday, March 22, 2024 3:39 PM  
**To:** Licensing <licencing@sevenoaks.gov.uk>  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 22/03/2024 3:39 PM from Mr Stanley Agabor.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Mr Stanley Agabor
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Email:	[REDACTED]
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Address:	[REDACTED]
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Commenter Type:	Member of the Public
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Stance:	Customer objects to the Licensing Application
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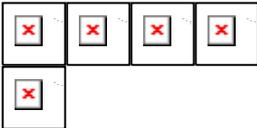
Reasons for comment:	- Supporter of Licence Application/Holder
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Comments:	22/03/2024 3:39 PM I have worked in the late night industry in the past and I know first hand that the industry is under appreciated for the efforts and lengths that they go through to keep people safe. I also feel that the police (especially the licensing officers) don't really understand what the workers and the night time economy go through, even though the licensing officer is
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there governing it. Licensing officers very rarely have first hand experience working in such an operation and from my understanding James Williams has no such experience. I find it odd that this industry is dictated to by those who have no experience. Tell me another industry where that would work successfully? From my visits at zoo bar I have never seen management or door staff encouraging or letting bad behaviour continue. They often remove people who they feel will not comply with the house rules, surely therefore, promoting the licensing objectives. How can door staff or management predict peoples behaviours? How can they know what people have previously consumed or know what their real intent is? We all know that in order to gain access to a venue people must be on their best behaviour. I see the door staff talk to customers, ask for ID, search them, wand them and in general check their suitability for entry. What more can be reasonably asked from them?

---

Kind regards



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## Lorraine Neale

---

**From:** Licensing <licencing@sevenoaks.gov.uk>  
**Sent:** 25 March 2024 09:37  
**To:** Licensing (MBC)  
**Subject:** FW: Comments for Licensing Application 24/00761/REVIEW

**CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognize the sender and know the content is safe.**

FYI

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**From:** publicaccess@sevenoaks.gov.uk <publicaccess@sevenoaks.gov.uk>  
**Sent:** Friday, March 22, 2024 6:50 PM  
**To:** Licensing <licencing@sevenoaks.gov.uk>  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 22/03/2024 6:49 PM from Mr David Asher.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Mr David Asher
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Email:	[REDACTED]
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Address:	[REDACTED]
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#### Comments Details

Commenter Type:	Member of the Public
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Stance:	Customer objects to the Licensing Application
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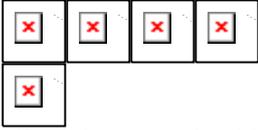
Reasons for comment:	- Supporter of Licence Application/Holder
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Comments:	22/03/2024 6:49 PM As someone who frequents the nightclub, I've always felt reassured by their thorough security measures. They conduct diligent door checks and have attentive staff monitoring the premises, demonstrating their commitment to safety. Keeping their premises license not only supports our lively nightlife but also ensures that security remains strong, allowing us to enjoy our evenings knowing we're in capable hands. Additionally, it's worth
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noting the lack of police presence in the area. However, the nightclub's responsible management and security team effectively fill this gap, promptly addressing any incidents and maintaining a safe environment for the town's residents. It's crucial for them to keep their premises license to sustain this community-oriented approach, as it shows their dedication to ensuring the well-being of everyone who visits their establishment.

---

Kind regards



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**Lorraine Neale**

---

**From:** Planning Comments <planning.comments@sevenoaks.gov.uk>  
**Sent:** 22 March 2024 21:07  
**To:** Licensing  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

## Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 22/03/2024 9:07 PM from Miss Charlotte Johnson.

### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

### Customer Details

Name:	Miss Charlotte Johnson
Email:	[REDACTED]
Address:	[REDACTED]

### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer objects to the Licensing Application
Reasons for comment:	
Comments:	22/03/2024 9:07 PM I have been a regular costumer at this place for many years now, I have always enjoyed my time out and always felt welcome, the staff and door staff are friendly adding the experience! I feel safe at this venue and how I've seen situations handled.

Kind regards

**Lorraine Neale**

---

**From:** Planning Comments <planning.comments@sevenoaks.gov.uk>  
**Sent:** 22 March 2024 22:05  
**To:** Licensing  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

## Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 22/03/2024 10:05 PM from Miss Lottie Cole.

### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

### Customer Details

Name:	Miss Lottie Cole
Email:	[REDACTED]
Address:	[REDACTED]

### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer objects to the Licensing Application
Reasons for comment:	- Supporter of Licence Application/Holder
Comments:	22/03/2024 10:05 PM I've been going to Zoo since I was 18 and had nothing but an amazing experience! The staff are welcoming, the bouncers do their jobs correct and it's all round great club! Maidstone wouldn't be the same without Zoo bar!

Kind regards

## Lorraine Neale

---

**From:** Planning Comments <planning.comments@sevenoaks.gov.uk>  
**Sent:** 22 March 2024 22:12  
**To:** Licensing  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 22/03/2024 10:11 PM from Mr Scott Welfare.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Mr Scott Welfare
Email:	[REDACTED]
Address:	[REDACTED]

#### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer objects to the Licensing Application
Reasons for comment:	- Supporter of Licence Application/Holder
Comments:	22/03/2024 10:11 PM Been going to zoo bar for years now I've always been made to feel welcome management are always welcoming at the door door. Staff are always happy and willing to have a chat and a laugh with you.  This is now the only club I will go to in Maidstone as I have seen problems with doorstep and management of venues around the town

Kind regards

**Lorraine Neale**

---

**From:** Planning Comments <planning.comments@sevenoaks.gov.uk>  
**Sent:** 22 March 2024 22:18  
**To:** Licensing  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

## Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 22/03/2024 10:17 PM from Miss Tia Bancey.

### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

### Customer Details

Name:	Miss Tia Bancey
Email:	[REDACTED]
Address:	[REDACTED]

### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer objects to the Licensing Application
Reasons for comment:	- Supporter of Licence Application/Holder
Comments:	22/03/2024 10:17 PM This is the best club I've ever been to I've never had any problems here and the drinks are made immaculate and the vibes are amazing!! could never choose any other club ever in life very good and multi cultured and everyone working here is amazing! Other venues in the town aren't as welcoming and don't deal with things as well but this club is always been kind and welcoming and the doormen and the promo staff also do impeccable service.

Kind regards

## Lorraine Neale

---

**From:** Planning Comments <planning.comments@sevenoaks.gov.uk>  
**Sent:** 22 March 2024 22:21  
**To:** Licensing  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 22/03/2024 10:20 PM from Ms Chiedza Kunyeda.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Ms Chiedza Kunyeda
Email:	[REDACTED]
Address:	[REDACTED]

#### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer objects to the Licensing Application
Reasons for comment:	- Supporter of Licence Application/Holder
Comments:	22/03/2024 10:20 PM I've been coming to the zoo bar for 4 years now and have always had the best experience here. The staff have always been so welcoming and extremely polite. I feel safe and secure here. The staff always ensure that if I or any other said person is drunk they'll always give them the best support eg. Making sure they get home ( helping them book taxi's home ) and providing a good level of care and support when needed.

Kind regards

**Lorraine Neale**

---

**From:** Planning Comments <planning.comments@sevenoaks.gov.uk>  
**Sent:** 22 March 2024 22:21  
**To:** Licensing  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

## Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 22/03/2024 10:20 PM from Miss Kudzai Mukotekwa.

### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

### Customer Details

Name:	Miss Kudzai Mukotekwa
Email:	[REDACTED]
Address:	[REDACTED]

### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer made comments in support of the Licensing Application
Reasons for comment:	
Comments:	22/03/2024 10:20 PM Zoo bar is such a good establishment, great music the people are lovely including staff. It's a nice environment where security do their best to ensure everyone is safe. This place is good for vibes, music and drinks would definitely recommend

Kind regards

## Lorraine Neale

---

**From:** Planning Comments <planning.comments@sevenoaks.gov.uk>  
**Sent:** 22 March 2024 22:21  
**To:** Licensing  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 22/03/2024 10:20 PM from Miss Lily Liston.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Miss Lily Liston
Email:	[REDACTED]
Address:	[REDACTED]

#### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer objects to the Licensing Application
Reasons for comment:	- Supporter of Licence Application/Holder
Comments:	22/03/2024 10:20 PM Been coming zoo for around 2 years it's the best club I've probably been too , it's an amazing atmosphere and the security are the best about always are on point. Always a great night when ur at the zoo always feel safe . If u don't come zoo ur missing out Love u zoo x

Kind regards

**Lorraine Neale**

---

**From:** Planning Comments <planning.comments@sevenoaks.gov.uk>  
**Sent:** 22 March 2024 22:29  
**To:** Licensing  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

## Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 22/03/2024 10:28 PM from Mr Alex Adesina.

### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

### Customer Details

Name:	Mr Alex Adesina
Email:	[REDACTED]
Address:	[REDACTED]

### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer objects to the Licensing Application
Reasons for comment:	- Supporter of Licence Application/Holder
Comments:	22/03/2024 10:28 PM The bar staff is amiable and the manager is good. Since I've been going here for years, the staff has always been welcoming and the security is always on hand to handle any problems that may arise.

Kind regards

**Lorraine Neale**

---

**From:** Planning Comments <planning.comments@sevenoaks.gov.uk>  
**Sent:** 22 March 2024 22:34  
**To:** Licensing  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

## Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 22/03/2024 10:34 PM from Mr Cam Connolly.

### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

### Customer Details

Name:	Mr Cam Connolly
Email:	[REDACTED]
Address:	[REDACTED]

### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer objects to the Licensing Application
Reasons for comment:	- Supporter of Licence Application/Holder
Comments:	22/03/2024 10:34 PM Zoo has always been a place that I can express myself and feels safe for me. [REDACTED] and the staff here have always been very accepting of me and my identity. I always choose to go to zoo over other clubs because I feel like I can be myself and be understood. It is such a good vibe and I love it here. (Thank you zoo to being so open and understanding of everyone that walks in).

Kind regards

**Lorraine Neale**

---

**From:** Planning Comments <planning.comments@sevenoaks.gov.uk>  
**Sent:** 22 March 2024 22:47  
**To:** Licensing  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

## Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 22/03/2024 10:47 PM from Mr Andrej Lech.

### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

### Customer Details

Name:	Mr Andrej Lech
Email:	[REDACTED]
Address:	[REDACTED]

### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer made comments in support of the Licensing Application
Reasons for comment:	- Supporter of Licence Application/Holder
Comments:	<p>22/03/2024 10:47 PM As a member of the public and frequenting zoo bar most weekends, I have always seen the management and door staff deal and handle situations with a top level of professionalism.</p> <p>Majority of the issues surrounding violent crime in Maidstone Town centre is the lack of police presence within the town, one example is when zoo bar turned away a known trouble making group and went else where (ovation) there was a 30 man brawl outside ovation, so clearly the lack of police and the people in maidstone are the issues not the venues.</p> <p>I've seen on many weekends not one bit of trimble from zoo bar or this "aggressive heavy handed" door staff.</p>

Kind regards

## Lorraine Neale

---

**From:** Planning Comments <planning.comments@sevenoaks.gov.uk>  
**Sent:** 22 March 2024 23:10  
**To:** Licensing  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 22/03/2024 11:09 PM from Miss Sarah lou Jones.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Miss Sarah lou Jones
Email:	[REDACTED]
Address:	[REDACTED]

#### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer objects to the Licensing Application
Reasons for comment:	- Supporter of Licence Application/Holder
Comments:	<p>22/03/2024 11:09 PM I have been going to zoo since turning 18. Zoo is a great place to go out and have fun. I feel safe there which is different to other clubs I go to. I know when I go here I'll be able to have fun safely with being hassled.</p> <p>Door staff are great and always check up on me and make sure everything is ok with me. most clubs don't have this personal feel. I have never seen or had any trouble at Zoo. door staff are good at turning people away and preventing issues occurring.</p>

Kind regards

**Lorraine Neale**

---

**From:** Planning Comments <planning.comments@sevenoaks.gov.uk>  
**Sent:** 22 March 2024 23:57  
**To:** Licensing  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

## Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 22/03/2024 11:56 PM from Miss emily fletcher.

### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

### Customer Details

Name:	Miss emily fletcher
Email:	[REDACTED]
Address:	[REDACTED]

### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer objects to the Licensing Application
Reasons for comment:	- Supporter of Licence Application/Holder
Comments:	22/03/2024 11:56 PM Been coming here for a while now, have always felt safe and had no problems. They are good with security and identification confirmation. The staff are all friendly and respectful.

Kind regards

## Lorraine Neale

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**From:** Planning Comments <planning.comments@sevenoaks.gov.uk>  
**Sent:** 23 March 2024 01:27  
**To:** Licensing  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 23/03/2024 1:26 AM from Mr Michael Lam.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Mr Michael Lam
Email:	[REDACTED]
Address:	[REDACTED]

#### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer made comments neither objecting to or supporting the Licensing Application
Reasons for comment:	- Supporter of Licence Application/Holder
Comments:	23/03/2024 1:26 AM I'm making this comment to support the licence holder. In many occasions we have shared the same door staffs and we have never found any of them to be aggressive in doing their duties as door supervisors. They have always handled their as professional. We are further concerned about the collapsing of the night economy businesses in Maidstone Town Centre. On our street 5 out of the 7 venues are now closed, they are Bank bar, Phoenix bar, Dragonfly bar, The Stag public house and Bar 6. Only KalaRed and the Bierkeller (pop world) remain open. We feel further closure of night venue will be very bad of our night economy. The day time economy is also suffering badly as many of the town centre retailers are closed or moved out of the town centre and the local are doing very little about it. In the town centre , we don't only paid a disproportionately high business rate but we also have to pay for Business Improvement District (BID) levy to top up on functions that should be part of the local council responsibility. We support the licensee to keep their licence.

## Lorraine Neale

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**From:** Planning Comments <planning.comments@sevenoaks.gov.uk>  
**Sent:** 23 March 2024 17:02  
**To:** Licensing  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 23/03/2024 5:02 PM from Mrs Erika Paltanaviciute.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Mrs Erika Paltanaviciute
Email:	[REDACTED]
Address:	[REDACTED]

#### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer objects to the Licensing Application
Reasons for comment:	- Supporter of Licence Application/Holder
Comments:	23/03/2024 5:02 PM I have been visiting zoo for a while now. I note almost all of the issues listed are issues that are outside the venue and very few are within the premises itself. The business has a friendly atmosphere and a good doorteam. They are very good at dealing with the wide range of customers and in my experience they do their very best to keep customers safe. They engage with all their customers and spend time getting to know them. I have seen the doorman prevent issues from escalating and taking people out that show they may not follow the rules at times.

Unfortunately it's impossible to predict the future and how people will behave, and as in all cases in life it's always a very small minority that seem to spoil it for everyone. I have been to many other venues in maidstone and the zoo has the friendliest feel about it, but also a strict sense of control over those who attempt to cause trouble. Whenever I have been to zoo they do a thorough search even though I am a regular. They do their best in very difficult circumstances and I'm sure they are not properly supported, there were a few articles in the KM over the years about lack of policing and support, and that the

council intend to move the town away from having a full and vibrant Night time economy - is that what the people really want? is this review part of a preconceived idea and plan to close the Night time Economy?

I feel it's important to maintain a Night time economy for future generations, as I'm sure all those who are responsible for judging the outcome of this case have enjoyed nights out in their youth but perhaps they do not anymore in the same way.

---

Kind regards

**Lorraine Neale**

---

**From:** Planning Comments <planning.comments@sevenoaks.gov.uk>  
**Sent:** 23 March 2024 23:05  
**To:** Licensing  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

## Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 23/03/2024 11:05 PM from Miss Kinga Urbanowska.

### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

### Customer Details

Name:	Miss Kinga Urbanowska
Email:	[REDACTED]
Address:	[REDACTED]

### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer objects to the Licensing Application
Reasons for comment:	- Supporter of Licence Application/Holder
Comments:	23/03/2024 11:05 PM I have been coming here for the past 4 years and as a young female this is one of the clubs I feel most safe in. The management and staff are very attentive and professional, along with the security always being professional and doing their absolute best given the lack of support in town for venues from the police.

Kind regards

## Lorraine Neale

---

**From:** Planning Comments <planning.comments@sevenoaks.gov.uk>  
**Sent:** 23 March 2024 23:11  
**To:** Licensing  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 23/03/2024 11:11 PM from Miss Abbie Joslin.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Miss Abbie Joslin
Email:	[REDACTED]
Address:	[REDACTED]

#### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer objects to the Licensing Application
Reasons for comment:	- Supporter of Licence Application/Holder
Comments:	23/03/2024 11:11 PM I've Been coming to zoo for over a year and always felt safe and looked after by the door team and management. As I young female I feel it's important to feel safe when I'm out drinking and zoo is the one place I know any issues I have on my night out will be handled professionally with care. However over the last year or so I have seen situations occur all over town that could have been avoided had the police been around to support things. In my personal opinion I think police need to be around later into the night so they can support the clubs till the end of the night as you never seem to see police after 1ish.

Kind regards

**Lorraine Neale**

---

**From:** Planning Comments <planning.comments@sevenoaks.gov.uk>  
**Sent:** 23 March 2024 23:22  
**To:** Licensing  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

## Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 23/03/2024 11:21 PM from Miss Alicia-Leigh Williams.

### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

### Customer Details

Name:	Miss Alicia-Leigh Williams
Email:	[REDACTED]
Address:	[REDACTED]

### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer objects to the Licensing Application
Reasons for comment:	- Supporter of Licence Application/Holder
Comments:	23/03/2024 11:21 PM The staff at zoo bar are very friendly! They help anyone who's in trouble, the door staff are welcoming and do their jobs correct, zoo bar is one if not the best club in Maidstone. I always feel safe here and wouldn't go anywhere else

Kind regards

**Lorraine Neale**

---

**From:** Planning Comments <planning.comments@sevenoaks.gov.uk>  
**Sent:** 23 March 2024 23:47  
**To:** Licensing  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

## Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 23/03/2024 11:47 PM from Mrs Zane Ferrisa.

### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

### Customer Details

Name:	Mrs Zane Ferrisa
Email:	[REDACTED]
Address:	[REDACTED]

### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer objects to the Licensing Application
Reasons for comment:	- Supporter of Licence Application/Holder
Comments:	23/03/2024 11:47 PM Bar zoo is one of the best places to go to in Maidstone. Staff and security are always helpful. I've been going here for years and always feel protected. The security are always on top of making sure females are safe from any harm.

Kind regards

**Lorraine Neale**

---

**From:** Planning Comments <planning.comments@sevenoaks.gov.uk>  
**Sent:** 24 March 2024 00:27  
**To:** Licensing  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

**Comments summary**

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 24/03/2024 12:26 AM from Miss Jemma Cornford.

**Application Summary**

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

**Customer Details**

Name:	Miss Jemma Cornford
Email:	[REDACTED]
Address:	[REDACTED]

**Comments Details**

Commenter Type:	Member of the Public
Stance:	Customer objects to the Licensing Application
Reasons for comment:	- Supporter of Licence Application/Holder
Comments:	24/03/2024 12:26 AM Door staff are fab, great bar tenders to your needs... security on point with searching and management really well handled when security were kicking out the people who created unnecessary commissions

Kind regards

## Lorraine Neale

---

**From:** Planning Comments <planning.comments@sevenoaks.gov.uk>  
**Sent:** 24 March 2024 00:35  
**To:** Licensing  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 24/03/2024 12:34 AM from Miss Amelia Evans.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Miss Amelia Evans
Email:	[REDACTED]
Address:	[REDACTED]

#### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer objects to the Licensing Application
Reasons for comment:	- Supporter of Licence Application/Holder
Comments:	24/03/2024 12:34 AM I have been to The Zoo bar in Maidstone every week, and everytime I have enjoyed my night thoroughly, I felt safe with doorman always friendly and available for any assistance needed. Drinks are well priced and there is a very friendly atmosphere throughout the night. I will definitely be going back there and would most probably choose The Zoo bar over any other club in town. Great mix of ages, people and overall I have had some brilliant nights there. Both bar staff and doorman give a fantastic service! 5 stars from me!

Kind regards

**Lorraine Neale**

---

**From:** Planning Comments <planning.comments@sevenoaks.gov.uk>  
**Sent:** 24 March 2024 01:03  
**To:** Licensing  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

## Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 24/03/2024 1:02 AM from Mr Charlie mark Batten.

### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

### Customer Details

Name:	Mr Charlie mark Batten
Email:	[REDACTED]
Address:	[REDACTED]

### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer objects to the Licensing Application
Reasons for comment:	- Supporter of Licence Application/Holder
Comments:	24/03/2024 1:02 AM I come to zoo all the time every weekend and everyone in there is always friendly and welcoming would recommend to anyone in the maidstone area never a bad night, door staff and bar staff all ways make me feel comfortable

Kind regards

**Lorraine Neale**

---

**From:** Planning Comments <planning.comments@sevenoaks.gov.uk>  
**Sent:** 24 March 2024 17:49  
**To:** Licensing  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

## Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 24/03/2024 5:48 PM from Miss Siana Barden.

### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

### Customer Details

Name:	Miss Siana Barden
Email:	[REDACTED]
Address:	[REDACTED]

### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer objects to the Licensing Application
Reasons for comment:	- Supporter of Licence Application/Holder
Comments:	24/03/2024 5:48 PM The first time I went to zoo it was for my birthday and I had the best experience! The staff are amazing to be around, the bouncers/door staff were welcoming and done their jobs very professionally. I go most weekends and it's an amazing bar/club to have

Kind regards

## Lorraine Neale

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**From:** Planning Comments <planning.comments@sevenoaks.gov.uk>  
**Sent:** 24 March 2024 21:18  
**To:** Licensing  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 24/03/2024 9:18 PM from Mrs Jamieleigh Phillips.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Mrs Jamieleigh Phillips
Email:	[REDACTED]
Address:	[REDACTED]

#### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer objects to the Licensing Application
Reasons for comment:	- Supporter of Licence Application/Holder
Comments:	24/03/2024 9:18 PM Every time I go to zoo bar I feel safe and protected by all the staff and door staff there. It is the place I choose to go to over any other place in Maidstone purely because of the fact I do feel safe when I am there and have never failed to have an amazing night there. Door staff are constantly aware of what is going on around them to make sure everyone in the club is protected. It has been nothing but a great experience when I go there. It seems unfair that this review is in place when you cannot predict how someone is going to behave? The venue does thorough searches to anybody who enters the club whether they are a regular customer or not and they always make sure that they are fit for purpose to come in and if they feel like they are not then they would be rejected at the door and turned away.

Kind regards

## Lorraine Neale

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**From:** Planning Comments <planning.comments@sevenoaks.gov.uk>  
**Sent:** 24 March 2024 21:20  
**To:** Licensing  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 24/03/2024 9:19 PM from Mrs Katie Epsley.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Mrs Katie Epsley
Email:	[REDACTED]
Address:	[REDACTED]

#### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer objects to the Licensing Application
Reasons for comment:	- Supporter of Licence Application/Holder

Comments: 24/03/2024 9:19 PM I have been going to Zoo for a while now and I'm surprised this review has been issued. We all know issues do occur in the night time economy, but they also occur at any other time for day such as the day time economy when the shops are open. You only have to look at the crime statistics online to see what types or crimes occur and where. There seems to be a large number of crimes located on Week Street, Bank street, Gabriel's Hill and none on Market Buildings where the venue is located? After shutting the clubs are the authorities going to start shutting down the shops next because of shop lifters? When I have been at Zoo the doormen do their jobs - rejecting idiots at the door and removing people. This is their job!! Violence in general seems to be on the increase only have to look in the papers and read the headlines. I haven't really seen any issues at Zoo, that's why I go there. I have seen far worse things happen on nights out elsewhere at other clubs.

Kind regards

## Lorraine Neale

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**From:** Planning Comments <planning.comments@sevenoaks.gov.uk>  
**Sent:** 24 March 2024 21:29  
**To:** Licensing  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 24/03/2024 9:28 PM from Miss Avene Ahmad-Eldridge.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Miss Avene Ahmad-Eldridge
Email:	[REDACTED]
Address:	[REDACTED]

#### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer objects to the Licensing Application
Reasons for comment:	- Supporter of Licence Application/Holder
Comments:	24/03/2024 9:28 PM I spend every weekend in zoo bar with my friends purely because of the atmosphere there and I never fail to have the best night. There has never been a moment in the club where I feel uneasy or unsafe. The door staff are attentive to any issues that would occur inside or outside the venue. Based on the case I have read, most of the issues seem to be occurring outside of the venue and at that point shouldn't this be a police matter? The staff and door staff are only liable for issues inside the licensed premises and seem to be dealing with the issues outside the venue as well which to me, seems like they are outdoing their job role and going above and beyond to keep members of the public safe. As I am there every weekend, I notice that police are very rarely around the town early hours of the morning so how is the venue able to rely on them to help with any situations that could occur? This seems totally unfair. Zoo bar has got to be the safest place in Maidstone I have been and that's why I will only spend my weekends there.

Kind regards

## Lorraine Neale

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**From:** Planning Comments <planning.comments@sevenoaks.gov.uk>  
**Sent:** 24 March 2024 21:35  
**To:** Licensing  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 24/03/2024 9:34 PM from Ms Shola Ajilore.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Ms Shola Ajilore
Email:	[REDACTED]
Address:	[REDACTED]

#### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer objects to the Licensing Application
Reasons for comment:	- Supporter of Licence Application/Holder
Comments:	24/03/2024 9:34 PM I love Zoo! I have been going for years. Chris is great, he has a real attention for detail and runs the club really well. He's approachable and runs a tight ship. I can't fault the doorteam. They work in let's face it rather awful circumstances and rather than getting the support they deserve they are now being attacked by the very people who fail at providing the support they should be providing. I'm sure running a club is a bit like being a sitting duck and no doubt a fairly desperate situation given failing economic and social climates. The case lacks a lot of evidence having read through it.

Kind regards

## Lorraine Neale

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**From:** Planning Comments <planning.comments@sevenoaks.gov.uk>  
**Sent:** 24 March 2024 21:47  
**To:** Licensing  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 24/03/2024 9:47 PM from Mr Andres Cardozo.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Mr Andres Cardozo
Email:	[REDACTED]
Address:	[REDACTED]

#### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer objects to the Licensing Application
Reasons for comment:	- Supporter of Licence Application/Holder
Comments:	24/03/2024 9:47 PM Zoo bar has been a club I have been going to for a few years now and is without a doubt the only place I enjoy going to in Maidstone. As a regular customer of zoo bar I can say that the place is run safely and efficiently. Of course doormen take people out, just like any other venue in the world. Maidstone isn't exactly the classy place it once was. Zoo bar has a real unique feel of being more of a social venue where the large majority of people know each other which is different for maidstone, I go to other venues and I don't feel valued or welcome. This is a big asset of Zoo bars and that comes from the Owner, management and door team who work there.

Kind regards

## Lorraine Neale

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**From:** Planning Comments <planning.comments@sevenoaks.gov.uk>  
**Sent:** 24 March 2024 21:59  
**To:** Licensing  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 24/03/2024 9:58 PM from Mr Okezi Imara.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Mr Okezi Imara
Email:	[REDACTED]
Address:	[REDACTED]

#### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer objects to the Licensing Application
Reasons for comment:	- Supporter of Licence Application/Holder
Comments:	24/03/2024 9:58 PM I've been consistently going to Zoo for years now and over the years I have seen how it works and Chris runs nothing but a safe and efficient club. The door staff he has are professional and ensure everyone is safe. It is such a welcoming environment for everyone that goes there. They take so many measures to ensure the environment in the club is safe for all guests. They check ID's thoroughly, they scan the ID's, they search everyone, they search bags and they ensure that anyone entering seems to be in a fit state. They manage the entry process excellently and they are courteous and efficient. When all these procedures are taking place, what more can they do? You quite literally cannot predict someone's future intentions. The door staff will remove people if they feel that they are a threat which is doing their job to keep every member of the public in the venue safe. It's a real shame they are not being recognised for all the hard work and efforts they do to keep everyone safe and how challenging their job really is.

Kind regards

## Lorraine Neale

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**From:** Planning Comments <planning.comments@sevenoaks.gov.uk>  
**Sent:** 24 March 2024 22:16  
**To:** Licensing  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 24/03/2024 10:16 PM from Mr Michael Churchill.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Mr Michael Churchill
Email:	[REDACTED]
Address:	[REDACTED]

#### Comments Details

Commenter Type:	Member of the Public
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Stance:	Customer objects to the Licensing Application
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Reasons for comment:	- Supporter of Licence Application/Holder
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Comments:	24/03/2024 10:16 PM The door staff at Zoo Bar play a crucial role in preventing crime and disorder, and yet the training for such a role is pitifully limited, with the majority of the required skills being learnt on the job as situations arise, therefore its a big ask for someone who has limited experience to always get things right first time. The police training is far more in-depth and they also have weapons to use unlike the doormen. The door staff will always intervene when necessary to prevent conflicts in the club to keep people safe. The security measures that Zoo Bar have in place creates the secure and enjoyable atmosphere as best they can, and from my experience thats why the customers go there. It's a shame that the police are taking this stance rather than understanding that the door staff are subjected to abuse every shift due to a common lack of respect within the community for security staff. I mean we all see how idiots disrespect the police on the streets what chance do door staff have?
-----------	---

Kind regards

## Lorraine Neale

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**From:** Planning Comments <planning.comments@sevenoaks.gov.uk>  
**Sent:** 24 March 2024 22:33  
**To:** Licensing  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 24/03/2024 10:33 PM from Miss Wiktoria Pytlinska.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Miss Wiktoria Pytlinska
Email:	[REDACTED]
Address:	[REDACTED]

#### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer objects to the Licensing Application
Reasons for comment:	- Supporter of Licence Application/Holder
Comments:	24/03/2024 10:33 PM Chris is a great manager. His job is not easy at all, dealing with hundreds of customers every night and also dealing with rejecting morons on the front door, operational issues during shift and managing a large team on bar and security.

Bad apples are always going to slip through because they aren't going to admit on the door they are idiots but if they do they are dealt with and the team are never over powered or can't get things under control.

I have seen people turn up to the venue outside with weapons and the doorstaff do not hesitate acting with bravery and selflessness to protect us customers. They should be given an award not being attacked by the authorities. It's almost shameful this case is being brought against them. I understand that Zoo doorstaff even helped a nearby competitor premises last year in the next alley along when one of the competitors customers attacked another customer in this other premises with a knife that had gotten through there security. This has never happened at Zoo and yet Zoo now has this review case against them? Has there been any

real effort to work with the venue or has the case been quietly built to trip them up. I think some real questions need to be asked here

---

Kind regards

## Lorraine Neale

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**From:** Planning Comments <planning.comments@sevenoaks.gov.uk>  
**Sent:** 24 March 2024 23:33  
**To:** Licensing  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 24/03/2024 11:32 PM from Mrs Rebecca Odunlami.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Mrs Rebecca Odunlami
Email:	[REDACTED]
Address:	[REDACTED]

#### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer made comments in support of the Licensing Application
Reasons for comment:	
Comments:	24/03/2024 11:32 PM I have been visiting this establishment for quite sometimes and as a female, I have always felt comfortable. The security staff were always nice and protective, my security has always been paramount to them and all the staff always make sure that either myself and friends felt safe.

Kind regards

## Lorraine Neale

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**From:** Planning Comments <planning.comments@sevenoaks.gov.uk>  
**Sent:** 24 March 2024 23:36  
**To:** Licensing  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 24/03/2024 11:36 PM from Miss Holly Edwards.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Miss Holly Edwards
Email:	[REDACTED]
Address:	[REDACTED]

#### Comments Details

Commenter Type:	Member of the Public
Stance:	Customer objects to the Licensing Application
Reasons for comment:	- Supporter of Licence Application/Holder
Comments:	24/03/2024 11:36 PM , I've always found comfort in their robust security measures. They conduct thorough door checks and employ vigilant staff, showcasing their dedication to safety. Maintaining their premises license not only supports our vibrant nightlife but also upholds strong security, allowing us to relax knowing we're in capable hands. Despite the absence of police presence, the nightclub's responsible management and security team effectively address any incidents, ensuring a safe environment for residents. It's vital for them to retain their premises license, as it underscores their commitment to community well-being and sustains their proactive approach to safety for all guests

Kind regards

## Lorraine Neale

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**From:** Licensing <licencing@sevenoaks.gov.uk>  
**Sent:** 25 March 2024 09:53  
**To:** Licensing (MBC)  
**Subject:** FW: Comments for Licensing Application 24/00761/REVIEW

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FYI

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**From:** publicaccess@sevenoaks.gov.uk <publicaccess@sevenoaks.gov.uk>  
**Sent:** Monday, March 25, 2024 9:50 AM  
**To:** Licensing <licencing@sevenoaks.gov.uk>  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 25/03/2024 9:50 AM from Mr Jack Cummings.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Mr Jack Cummings
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Email:	[REDACTED]
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Address:	[REDACTED]
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#### Comments Details

Commenter Type:	Member of the Public
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Stance:	Customer objects to the Licensing Application
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Reasons for comment:	- Supporter of Licence Application/Holder
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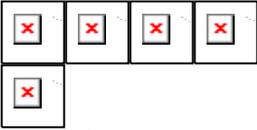
Comments:	25/03/2024 9:50 AM As someone who goes to the nightclub often, I've always felt safe because they have really good security measures. They check everyone who comes in and the staff are always watching out for anything unusual. This makes me feel confident that I'm safe when I'm there. It's important for them to keep their license because it shows they're serious about keeping us safe and making sure everything runs smoothly. They do a great job
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of handling any problems that come up, even without much police presence in the area. So, it's crucial for them to keep their license to continue providing a safe and fun place for us to hang out.

Kind Regards  
Jack

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Kind regards



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## Lorraine Neale

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**From:** Licensing <licencing@sevenoaks.gov.uk>  
**Sent:** 25 March 2024 13:55  
**To:** Licensing (MBC)  
**Subject:** FW: Comments for Licensing Application 24/00761/REVIEW

**CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognize the sender and know the content is safe.**

FYI

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**From:** publicaccess@sevenoaks.gov.uk <publicaccess@sevenoaks.gov.uk>  
**Sent:** Monday, March 25, 2024 1:49 PM  
**To:** Licensing <licencing@sevenoaks.gov.uk>  
**Subject:** Comments for Licensing Application 24/00761/REVIEW

### Comments summary

Dear Sir/Madam,

Licensing Application comments have been made. A summary of the comments is provided below.

Comments were submitted at 25/03/2024 1:49 PM from Mr Gordon Newton.

#### Application Summary

Address:	10 - 11 Market Buildings Maidstone Kent ME14 1HP
Proposal:	Review of licence
Case Officer:	Lorraine Neale

[Click for further information](#)

#### Customer Details

Name:	Mr Gordon Newton
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Email:	[REDACTED]
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Address:	[REDACTED]
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#### Comments Details

Commenter Type:	Councillor
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Stance:	Customer made comments in support of the Licensing Application
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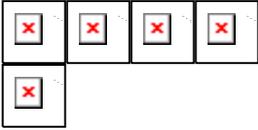
Reasons for comment:	- Supporter of Licence Application/Holder
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Comments:	25/03/2024 1:49 PM As the Mayor of Maidstone, I am a supporter of the Zoo Club, that is located in the Market Buildings close to the Town Hall and the High Street. It caters for people with various disabilities twice a month, and together with their family support has provided a safe haven to allow them to express themselves. It provides a safe place that is well managed by caring staff throughout the evenings.
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I have personally attended the above events on several occasions. I fully support the events that take place within the building. I consider and trust that it will be allowed to continue as an asset to the community of Maidstone.

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Kind regards



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## HUMAN RIGHTS

### Article 8

1. Everyone has the right to respect for his private and family life, his home and his correspondence.
2. There shall be no interference by a public authority with the exercise of this right except such as is in accordance with the law and is necessary in a democratic society in the interests of national security, public safety or the economic well-being of the country, for the prevention of disorder or crime, for the protection of health or morals, or for the protection of the rights and freedoms of others.

### Article 1 of the First Protocol

Every natural or legal person is entitled to the peaceful enjoyment of his possessions. No one shall be deprived of his possessions except in the public interest and subject to the conditions provided for by law and by the general principles of international law. The preceding provisions shall not, however, in any way impair the right of a State to enforce such laws as it deems necessary to control the use of property in accordance with the general interest or to secure the payment of taxes or other contributions or penalties.

### Article 6(1)

In the determination of his civil rights and obligations or of any criminal charge against him, everyone is entitled to a fair and public hearing within a reasonable time by an independent and impartial tribunal established by law. Judgement shall be pronounced publicly but the press and public may be excluded from all or part of the trial in the interest of morals, public order or national security in a democratic society, where the interests of juveniles or the protection of the private life of the parties so require, or to the extent strictly necessary in the opinion of the court in special circumstances where publicity would prejudice the interests of justice.

### Article 10

3. Everyone has the right to freedom of expression. This right shall include freedom to hold opinions and to receive and impart information and ideas without interference by public authority and regardless of frontiers. This Article shall not prevent States from requiring the licensing of broadcasting, television or cinema enterprises.
4. The exercise of these freedoms, since it carries with it duties and responsibilities, may be subject to such formalities, conditions, restrictions or penalties as are prescribed by law and are necessary in a democratic society, in the interests of national security, territorial integrity or public safety, for the prevention of disorder or crime, for the protection of health or morals, for the protection of the reputation or rights of others, for preventing the disclosure of information received in confidence, or for maintaining the authority and impartiality of the judiciary.

**LICENSING AUTHORITY:  
MAIDSTONE BOROUGH COUNCIL**

**Licensing Act 2003 Sub-Committee Hearing Procedure of  
Applications for the Review of a Premises Licence or Club Premises  
Certificate**

## **Introduction and Procedure**

### **i) Introductions**

The Chairman will request all those persons participating in the hearing to identify themselves, starting with the:

- Members of the sub-committee (who will, if applicable, declare any personal or prejudicial interests)
- Legal advisor
- Committee clerk
- Maidstone Borough Council licensing officers/managers
- The licence/certificate holder (and any representative)
- The applicant for review\* (and any representative)
- Each responsible authority (and any representative)
- Each interested party (and any spokesperson or representative)

### **ii) Procedural Matters**

- **Procedure**

The Chairman will:

- Confirm that all parties are aware of the sub-committee hearing procedure and that each party has a copy of the hearing procedure document.

\* Not applicable following a closure order.

- **Submissions**

The Chairman will:

- Explain that the sub-committee will allow all parties to put their case fully and make full submissions, within a reasonable time frame.

- **Discussion and cross-examination**

The Chairman will:

- Explain that the sub-committee procedure shall take the form of a discussion led by the sub-committee.
- Explain that the sub-committee will usually permit cross examination (conducted within a reasonable time frame).

- **Disruptive Behaviour**

The Chairman will:

- Explain that where any person attending the hearing behaves in a disruptive manner, the sub-committee may direct that person to leave the hearing (including temporarily) and thereafter the person may submit to the sub-committee in writing any information which the person would have been entitled to give orally had the person not been required to leave the hearing.

- **Reading of Papers**

The Chairman will:

- Confirm that all sub-committee members have pre-read all the papers and any other documents contained in the report regarding the hearing.

- **Draft Conditions**

The Chairman will:

- Enquire whether draft conditions have been agreed between the licence/certificate holder and any of the other parties for the sub-committee to consider.

- **Witnesses**

The Chairman will:

- Enquire whether any parties request to have any witnesses give evidence at the hearing; and if so grant the request unless the request is unreasonable.
- Invite the parties, where appropriate, to appoint a spokesperson.

# The Hearing

## **Outline of the Application and Representations**

- The Chairman will ask the legal advisor or community services manager to briefly outline the application and all representations regarding the application.

### **i) The Applicant for Review**

- Opening remarks by the applicant for review (or their representative).
- Evidence of the applicant for review and any witnesses.
- After each person has given evidence the person may be questioned by the licence/certificate holder, each responsible authority, interested party and sub-committee member.
- If necessary, the applicant for review (or their representative) may clarify any matter that arose during questioning.

### **ii) Responsible Authorities (where applicable)**

<b>RESPONSIBLE AUTHORITY</b>	<b>Tick if applicable</b>
Police	
Trading standards	
Environmental Health	
Child Protection (Social Services)	
Planning	
Fire and Rescue	

- Opening remarks by the officer representing the responsible authority (or their representative).
- Evidence of the responsible authority officer and any witnesses.
- After each person has given evidence the person may be questioned by the applicant for review, the licence/certificate holder, each other responsible authority, interested party and sub-committee member.
- If necessary, the officer (or their representative) may clarify any matter that arose during questioning.

### **iii) Interested Parties**

- Opening remarks by the interested party (or spokesperson/representative).
- Evidence of the interested party and any witnesses.

- After each person has given evidence the person may be questioned by the applicant for review, the licence/certificate holder, responsible authorities, each other interested party and sub-committee member.
- If necessary, the interested party (or spokesperson/representative) may clarify any matter that arose during questioning.

#### **iv) The Licence/Certificate Holder**

- Opening remarks by the licence/certificate holder (or their representative).
- Evidence of the licence/certificate holder and any witnesses.
- After each person has given evidence the person may be questioned by the applicant for review, each responsible authority, interested party and sub-committee member.
- If necessary, the licence/certificate holder may clarify any matter that arose during questioning.

## **Closing Speeches**

In the following order:

- The applicant for review**
- Each responsible authority**
- Each interested party**
- The licence/certificate holder**

## **End of Hearing**

- The Chairman will ask the members of the sub-committee if they have any final questions for any party to the hearing.
- The Chairman will ask the legal advisor whether there are any further matters to be raised or resolved before the hearing is closed.
- The Chairman will invite the legal advisor to remain with the sub-committee during its deliberations.

- The Chairman will bring the hearing to a close and shall declare that the sub-committee will retire, to private session, to consider the application, all relevant representations, evidence, the relevant extracts of Licensing Authority's Statement of Licensing Policy, the relevant extracts of the National Guidance issued under section 182 of The Licensing Act 2003 and the licensing objectives under the Licensing Act 2003.
- The Chairman shall ask all other persons to withdraw from the room.

## **The Decision**

The Chairman shall declare in public session:

- The sub-committee's determination.
- All parties to the hearing will receive a copy of the written Determination Notice regarding the sub-committee's determination.
- All parties may appeal against the sub-committee's decision within 21 days beginning with the day on which the appellant is notified of the Licensing Authority's written determination. Appeals must be lodged with the Magistrates' Court. The decision of the sub-committee does not take effect until the period for appealing has ended, or if there is an appeal, upon completion of the appeal. Parties should be aware that the Magistrates Court may make an order with respect to costs on any appeal.
- The hearing is formally closed.

By virtue of paragraph(s) 1, 2, 7 of Part 1 of Schedule 12A of the Local Government Act 1972.

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