

APPENDIX E

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APPLICANT'S AMENDMENTS TO THE ORIGINAL APPLICATION

From: Arcana Bars
Sent: 05 May 2023 11:30
To: Ian Garrod <IGarrod@tandridge.gov.uk>
Subject: Re: Further comments from the original objector

Of course I'm disappointed with this response. But not surprised by it because the truth is they just want what they want and don't really care about me or my fellow neighbours. If they cared about our peace they would move the proposed site for their "vans"

I'd love to know what their "acceptable" noise levels are? Perhaps if I parked up where they live and made a loud noise would be interesting if they consider it acceptable!

Seems to me this is going ahead despite any objections raised by myself or any other neighbours.

We pay our dues to the council and I expect our council to protect our peace at the place where we live.

Before Arcana are granted the licence at least someone should question the hours. Meaning if it's really providing for families to come and enjoy a nice time then WHY do they need a licence until Midnight??

Seems to me this licence application is a rubber stamp job with no consideration to what it's imposing on the local neighbours. The least the council could do is place a condition that serving alcohol is not permitted until midnight but stops at 10pm.

Response:

Please know that we do care about our neighbours and will do everything that we can to make sure that everyone is happy.

A lot of work has gone into making The Orchard bar and kitchen lovely for everyone, we really have tried to make it a family establishment and will continue to do this throughout the summer.

We have taken your feedback on board and have changed our last orders time to the earlier time of 22.45, this will ensure that there definitely won't be anything going on at midnight and that no drinks will be served past this point .

All of us at the Orchard Bar and kitchen are local residents with young families ourselves, we all are small independent business just trying to come together and make something enjoyable for all. We would be happy for you to come and have a chat with us, take our personal numbers so if there is anything that is bothering you, we can work together to fix it.

Many thanks

Natalie

Arcana bars

From: Arcana Bars
Sent: 09 May 2023 10:50
To: Ian Garrod

Subject: Re: Further comments from objector 1

Ok, as a compromise we will change our last orders to 10.30pm. Any earlier than that we think will stop people from visiting us as every other venue last orders are 11pm.

Many thanks
Natalie
Arcana bars

On Tue, 9 May 2023, 10:34 Ian Garrod, <IGarrod@tandridge.gov.uk> wrote:

Good morning

Further comments from the first objector :-

I appreciate Arcana Bars are at least listening to our concerns. However Charlie the owner of Long Acres Camping site has already informed residents that last orders would be 22.00. So 22.45 does not count as a concession but an extension by 45 minutes!

I have read with keen interest the comments coming back from Arcana Bars. Whilst I appreciate some of the stated intentions I do question the need to keep serving alcohol until 22.45. They claim to be family oriented and encourage families coming together to share a nice time. All very laudable but surely families with children don't need to be drinking and eating at such a late hour.

Clearly Arcana are not willing to move the site of the vans and drinking/eating areas further away, are they willing/prepared to stop serving latest 22.00?

Please let me have any response thanks.

Kind regards

Ian

Ian Garrod Tandridge District Council
The Council Offices
8 Station Road East
Oxted, Surrey
RH8 0BT
igarrod@tandridge.gov.uk www.tandridge.gov.uk

From: Arcana Bars **Sent:** 17 May 2023 12:32
To: Ian Garrod <IGarrod@tandridge.gov.uk>
Subject: Re: Premises Licence Application Long Acres Camp site Clarification

Yes, that's correct we won't serve any alcohol or food past 10pm

On Wed, 17 May 2023, 12:13 Ian Garrod, <IGarrod@tandridge.gov.uk> wrote:

Good Afternoon

I have noted that in the latest correspondence on 16th May 2023 you stated :-

Can we please compromise? We will move our last orders to 10.00pm.

Is that just for alcohol or does that include Hot Food Sales as well, at the moment you have Late Night Refreshment included on the application between Monday & Sunday 2300 – 0000 does the latest offer mean that you will not be selling Hot Food after 2200 and therefore Late Night refreshment should be removed from the application or is it just alcohol sales and Late Night refreshment will continue until 0000. The only reason I asked is that this appears to have been overlooked. Please can you let me have an update.

Many thanks.

Kind regards

Ian

Ian Garrod

igarrod@tandridge.gov.uk

Tandridge District Council
The Council Offices
8 Station Road East
Oxted, Surrey
RH8 0BT
www.tandridge.gov.uk

From: Arcana Bars

Sent: 16 May 2023 13:51

To: Ian Garrod <IGarrod@tandridge.gov.uk>

Subject: Re: Further comments from 1st objector.

The two main objections remain the close proximity of the site where customers/clients will be seated and the potential noise hazard as a consequence.

If Arcana/Long Acres would have positioned their business venture away from our homes and gardens I would accept that as a compromise. However it has been made clear by Arcana that they are not prepared to move the site of the vans and seated area.

On my return I will be prepared to meet face to face with Arcana and Long Acres. But as mentioned before I already met with Charlie the owner of Long Acres and he said they would consider moving the site further away from us his neighbours. Clearly Arcana are not prepared to move the site.

Please let me know if you are able to move deeper into the campsite as outlined as this may resolve the situation.#

Response:

Can we please compromise? We will move our last orders to 10.00pm. we have paid a company to come and erect our stretch tent so to move it would cost a large amount of money.

We have already had many of the neighbours visit us at the orchard bar and kitchen and all the feedback we are getting is extremely positive. We have been told how lovely and chilled it is at the Orchard bar and kitchen and they love how everything has been set up.

We have been open now for 3 weeks and each weekend the bar has been shut down and everyone has left the area by 10.30pm.

We really hope that you can support us with this and come yourself to see just how lovely it is.

Kind regards

Natalie

Arcana bars