

17 August 2016

URGENT

Licensing Manager
Lancaster City Council
Town Hall
Dalton Square
Lancaster
LA1 1PJ

Sent via email to licensing@lancaster.gov.uk

Dear Sirs

**Application re Premises Licence at : Hustle Nightclub, 2 Spring Garden St, Lancaster
LA1 1RQ
Applicant : SJ Leisure Lancaster Ltd**

We write to make representation in relation to the above application.

Travelodge Hotels Limited operates a hotel from King St, Lancaster LA1 1RE, which is directly opposite Hustle Nightclub.

We are concerned that the proposed additional opening hours of the establishment are unreasonable and will serve to create significant noise and disturbance to the operation of our business.

It is essential to our business that our customers are able to have an undisturbed night's sleep which has already been severely affected by Hustle without the additional opening hours.

Our particular concerns are:

- a) noise will escape through accessways and ventilation and disturb hotel guests;
- b) patrons leaving the club late at night / early morning are likely to constitute a further nuisance to our customers; and
- c) we have not received any direct contact explaining how it intends to mitigate noise affecting the hotel. In these circumstances, we can only conclude that no proper consideration has been given to our client's neighbouring interest.

Attached are two letters, one from the Area Manager and another from the Hotel

Manager for this site detailing their issues with regards to the application. Also attached is a spreadsheet with noise complaints received by Travelodge. Please note that these are but a sample of the ones we have received.

We would be happy to provide further evidence but require additional time to collate them.

On this basis we wish to object to their application and we would be grateful if you could acknowledge receipt of this letter by email.

Yours faithfully

Isla Bharatan
Estates Surveyor
Travelodge Hotels Limited

To Whom It May Concern,

I have been the Area Manager for Travelodge Hotels at Lancaster Central, King Street, Lancaster for over 6 months now. During my time in this role being responsible for this hotel I have seen a number of noise issues caused by Hustle Night Club.

Attached I have included an example of the types of comments we have received from customers in the hotel following their stay with us due to the noise caused by Hustle Night Club.

I strongly object to the extension of Hustle's license to 6am and request that the current premise license be reviewed as the noise caused from Hustle Night Club is causing major complaints for our customers and costing us in compensation to customers on a weekly basis to resolve their complaints due to the noise from the night club.

Over the past 4 weeks we have refunded £374.75 to customers for noise issues due to bottle bins being emptied at 3am in the morning and noise from people leaving the Hustle Night Club in the early hours of the morning. Also based on 2015 refund rate for noise we in total refund £3468.00 throughout the year due to Hustle Night Club noise.

We also measure our customers' opinions on their stays once they have stayed with us via a customer survey that is sent out to our customers on email. Having reviewed the data from Travelodge Lancaster Central for this year so far our customers have rated the question "There was very little noise coming from outside the hotel" at 54%. This tells us that 46% of all the customers that have stayed with us so far this year at Lancaster Central have had an issue with external noise caused by Hustle Night Club. This number is well below the company average of 66% and in my district the next hotel of similar location/property type is at 72% year to date and shows that Travelodge Lancaster Central suffers greatly from the noise caused by Hustle Night Club and this effects the hotels performance and customers stays with us.

Please include this statement as objection to Hustle night club extending their hours any further and causing more negative effect on my business, team and customers.

Please feel free to contact me if you have any questions regarding my statement or need any further details.

Thanks

Ruth Gossage

District Manager – Lancashire & Cumbria

Richard Rogers
Hotel Manager (Holding)
Travelodge Lancaster Central
King Street
Lancaster
LA1 1RE
Tel 0203 195 4942

To whom this may concern,

I have worked for Travelodge for the last 8 years, and the last 3 as the Assistant Manager of Lancaster Central.

Throughout my time at Lancaster Central, we have receive countless complaints and comments about the noise from Hustle night club, playing music too loud and emptying bottle bins at ridiculous times during the night.

I would appeal against the extension of their opening times, this would cause countless more complaints and problems for my hotel and the guests that stay.

We have had a sound technician visit the hotel with a decibel record, to monitor the music levels from hustle, upon he agreed the music is too loud for the regulations that are set by Travelodge. (this information was passed back to Harmail Bains, the Estates Manager at Travelodge Head Office).

If you require any further information I would be more than happy to help,

Kind Regards

Richard Rogers
Hotel Manager (Holding)

Based on your most recent experience How likely are you to recommend Travelodge to a friend or colleague?	Please tell us why you gave this score, letting us know what we did well and where we can improve.
1	The staff were very friendly and helpful but the hotel was like a sauna with no air at all. It was difficult to breathe. And the noise from outside was horrendous, music from a nightclub/pub, people on the street, pubs emptying bottle bins. So bad we checked out a day early and moved into another hotel.
2	The room was extremely hot. Even with the fan switched on throughout the night. The corridor outside our room was so much cooler. Also, the noise level outside the hotel disrupted our sleep with people shouting and swearing
5	Room at the front of the hotel was extremely hot, the noise from people leaving pubs and clubs went on till 05:30. So very little sleep. The window had to be left open to try and cool the room down. Which made the noise worse.
4	Noisy hotel from pubs and clubs / Reception and Hotel Entrance on different floors /
10	Value for money - always clean. I would not recommend the Lancaster Travelodge as we did not sleep due to noise from nearby bars 'clearing up' from night's business i.e. Emptying bottles into wheelie bins rolling barrels from approx 02:00 - 07:00.
7	Good value for money. Could do with air conditioning as room very hot and was too noisy outside to have window open for long due to pub /nightclub. A shelf in the shower would be a help as well.
5	The staff were very helpful, however this hotel is very noisy from nightclub and hot.
1	It was just so noisy I know that the hotel cannot control people leaving nightclub but it was ridiculous not one wink of sleep and left at 8.00 am when we were looking forward to a lie in.outdi
6	I use Travelodge whenever im away. how ever, Lancaster central was the one I wouldn't return too. weatherspoons right next door, and the noise and drunken behaviour at 3am was not good.
1	Very lumpy beds. Noisy from pub and night club emptying bootles throughout night. Very thin curtains so light in the mornings. Day team good though.
2	Better sound proof windows. Was very noisy from the street. I had to check if the window had been left open.
7	Basic good value accomodate. Some noise from outside at night but ok considering the location.

	<p>0 Second floor room looking over main road had traffic noise and drunken people throughout the night....even with window shut noise was dreadful and continuous. Window shut meant room was very hot!! As we were staying for two more nights we requested a change of room....and lady at reception was extremely helpful.</p>
--	---

Location	Overall Satisfaction	Room number:	What was the main purpose of your stay?
Lancaster Central	48.62%	106	Leisure
Lancaster Central	62.89%	230	Leisure
Lancaster Central	61.90%	325	Leisure
Lancaster Central	45.00%	325	Business
Lancaster Central	90.91%	207	Leisure
Lancaster Central	56.25%	316	Leisure
Lancaster Central	80.20%	314	Leisure
Lancaster Central	71.29%	119	Leisure
Lancaster Central	66.67%	223	Leisure
Lancaster Central	20.45%	408	Leisure
Lancaster Central	77.08%	331	Leisure
Lancaster Central	83.33%	406	Leisure

Lancaster Central	81.65%	234	Leisure
-------------------	--------	-----	---------