

**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 [REDACTED].....  
*(Insert name of applicant)*

apply for the review of a premises licence under section of the Licensing Act 2003 for the  
premises described in Part 1 below

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

<b>Postal address of premises or, if none, Ordnance Survey map reference or description</b> Aux Onslow Street	
<b>Post town</b> Guildford	<b>Post code (if known)</b> GU1 4SQ

<b>Name of premises licence holder or club holding club premises certificate (if known)</b> LB Leisure Group Ltd <span style="background-color: black; color: black;">[REDACTED]</span>
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<b>Number of premises licence or club premises certificate (if known)</b> GUPLA0464
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**Part 2 - Applicant details**

I am

Please tick yes

1) an individual, body or business which is not a responsible  
authority (please read guidance note 1, and complete (A)  
or (B) below)

2) a responsible authority (please complete (C) below)

✓

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

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

Please tick ✓ yes

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)**

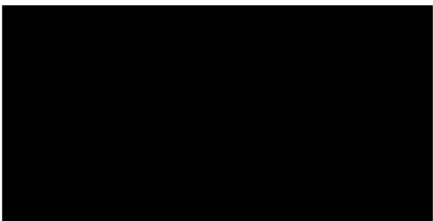


**(B) DETAILS OF OTHER APPLICANT**

Name and address

Telephone number (if any)

E-mail address (optional)

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

<b>Name and address</b> 
<b>Telephone number (if any)</b> 
<b>E-mail address (optional)</b> 

**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 2)

Surrey Police, as a responsible authority under section 13 (4) (b) of the Licensing Act 2003, request a review of AUX Night Club, Onslow Street, Guildford on the grounds of Prevention of Crime and Disorder and Public Safety.

AUX Night Club is situated in Guildford Town Centre. The premises has the capacity of over 1400 persons making it the largest premises in the town centre. The history of AUX has always operated as a late-night venue. The premises itself has been in situ for over 40 years but has operated under different names and businesses.

The current premises licence, GUPLA0464, was transferred to LB Leisure Limited in July 2017. LB Leisure Group operated the business under the name Casino until September 2023 when this changed to AUX.

The current Designated Premises Supervisor [REDACTED] has been associated with AUX since its opening in September 2023. Prior to that he was the DPS for Casino. LB Leisure shows one current [REDACTED]

Whilst [REDACTED] was DPS and managing Casino, Police can state that he was most responsive in promoting the four licensing objectives. However, since the opening of AUX, Police have felt [REDACTED]'s running of the premises has fallen significantly short in promoting the Licensing objectives. Below sets out the reasons for this concern.

Despite efforts of the Police to try and engage with the premises and [REDACTED] about the number of incidents occurring and failure to address these Surrey Police believes that there is no other option but to review the licence.

Since its opening there have been several incidents of concern:

- 8 reports of Spiking.
- 37 reports of assaults
- 2 reports of drug offences

Police accept that a late-night premises with the capacity of over 1400 will likely experience a degree of such crimes and incidents. However, the expectation is that when reports are made and received, the reports are prompt, precise, and that customers involved are safeguarded and steps are taken to prevent reoccurrence.

Key personnel within the premises such as DPS, PLH and SIA door staff must respond promptly and effectively to support the victim(s) and police in securing and providing evidence.

Police believe that it is this area where [REDACTED] and his staff have consistently failed to deliver. Police have raised these concerns with the [REDACTED] and his staff including face to face meetings and despite assurances being provided that things will improve it is the firm belief of the Police that there has been no improvement.

Police have become increasingly concerned about the lack of response from the venue and [REDACTED] when CCTV has been requested by investigating officers this has hampered the investigations and is not supportive of victims of crime.

Please provide as much information as possible to support the application (please read guidance note 3)

### A chronology Timeline of incidents

26<sup>th</sup> September 2023 the premises re opens under AUX brand. Premise Licence GUPLA 0464

5<sup>th</sup> of November 2023 a 20-year-old female visited AUX on a night out with friends. She recalled arriving at about 2345hrs and after having accepted a drink from some unknown males she started to feel unwell. The female collapsed and was taken to hospital. Drink spiking was suspected, and Police were informed. Police were notified in the early hours of the 6<sup>th</sup> of November and requested CCTV from the premises. The CCTV was not forthcoming, and the investigating officer emailed the premises again on the 26<sup>th</sup> of November 2023.

28<sup>th</sup> of November Police received a short film clip (approx. 5 seconds in length) appearing to show three SIA door staff kicking and punching a young male on the floor. The footage was sent by Surrey Live who had received it from a concerned witness. Police do not know the exact date or time that the incident occurred but are confident to state that the incident occurred outside the front of AUX. On receipt of the footage Police Licensing contacted [REDACTED] to raise concerns and to seek an explanation, with a subsequent meeting taking place on the 30<sup>th</sup> of November where [REDACTED] was asked to provide the names of the 6 door staff involved and a detailed report.

[REDACTED] stated that he was aware of the incident and had dismissed two of the SIA guards involved. Police expressed disappointment that he had not contacted them to discuss or report the incident. In turn Police contacted the SIA agency to make them aware of the incident and sent them the footage. The footage is submitted with this application, and it is urged that the Sub Committee view the footage to see the violence used by the door staff from AUX.

10<sup>th</sup> of December 2023, the officer attended AUX nightclub to carry out CCTV enquiries and was told by the staff that the owner is not in and that he would not be able to view the CCTV. The officer asked staff to inform the owner of their request.

4<sup>th</sup> of January 2024 the officer tried to call Aux using the phone number on their website but states that the number is not valid.

9<sup>th</sup> of January 2024 Police Licensing had a meeting with [REDACTED] and his head door staff supervisor, during which a number of issues were raised that Police were becoming increasingly concerned about. Specifically, Police Licensing asked [REDACTED] as to why he had not responded to three emails that had been sent to him over the Christmas period.

One of the emails related to an allegation of grievous bodily harm that occurred on the 18<sup>th</sup> of August 2023 at the Taxi rank. The suspects were believed to have run past the front of Casino/AUX shortly after the incident. Police had made several attempts to obtain CCTV from the premises but after several months this had not been provided. [REDACTED] responded to by saying that he received 100s of emails over the Christmas period and he had not seen the emails. [REDACTED] was informed that he needed to respond promptly to requests for CCTV from the Police. He apologised and promised to devise a system so that it would not happen again.

**Please note - Conditions H 1-8 of the Premises Licence require the installation of a CCTV system and the provision of the footage to Police on request. The failure to provide Police with CCTV for this incident is contrary to the licensing conditions and has impeded the Police investigation of this complaint and subsequently the crime and disorder and public safety licensing objectives.**

17<sup>th</sup> of February 2024 Police attended the premises at about 0230hrs making enquiries into a Hate Crime. The allegation from the victim was that an SIA door staff had made racist comments to him. Police attended AUX as the description provided matched one of their SIA door staff. The attending officer went to AUX to obtain security staffs details and was approached by another security staff member who claimed to be the "Boss" at Aux and claimed to be an ex-Met police officer. The attending officer reports that this member of staff was extremely rude arrogant and extremely obnoxious towards them making derogatory remarks to a Special Constable assisting with the incident and refused the person to give their details. This matter was also referred to SIA agency.

24<sup>th</sup> of February 2024, Police received over 20 calls from residents complaining about the noise of fireworks being let off from the roof of AUX after midnight.

12<sup>th</sup> of March 2024 a meeting was arranged between [REDACTED], Guildford Borough Licensing Lead and Police Licensing. The purpose of the meeting was to discuss with [REDACTED] ongoing concerns that Police had about his management. The following notes were recorded by Surrey Police Licensing [REDACTED] covering the questions and response from [REDACTED]

*Date and Time 12/03/2024 12:00*

*Description I attended GBC for a meeting with the DPS together with [REDACTED]*

*Points of concern:*

- 1. There have a been several occasions when police officers have attempted to contact you after a reported crime seeking access to CCTV. A recent example being on a number of occasions the officers have not been able to gain access to the CCTV. Some of these occasions have involved allegations of spiking. We have discussed this in the past but there still does seem to be any improvement. Reply: [REDACTED] acknowledged this and stated that he would take back the responsibility.*
- 2. Police have concerns about your current security team, [REDACTED] We met and discussed at length the footage on social media of two SIA door staff employed at your premises appearing to kick a male on the floor. This has been referred to the SIA. Reply: [REDACTED] acknowledge my concerns and stated that he was considering changing the team.*
- 3. Police received numerous calls from residents after midnight on the 27th of February in respect of a fireworks display. Parents rang up describing the noise like a war zone with many of their children crying and scared. The feedback that has been received to date is that you were unaware of it and initially denied the fireworks were being let off from your premises. I was told that you then agreed that it had come from your premises, and it was the promoter who organised it without your knowledge. You are the DPS and I hold you responsible. The noise can be linked to the licensing objective public nuisance. I understand that GBC emailed you a few days later asking for clarification and an explanation and this was ignored. Reply: [REDACTED] stated, at this time he had taken a back seat and was not aware that his business partner had organised the event and the fireworks. When he found out he sacked the*

operators.

4. You were sent an email on Tuesday the 5th of March regarding a report that was received from a female police officer seeking the details of your SIA door staff. This followed an allegation that one of them had been involved in a hate crime incident. The officer approached your staff and when asking for his details she was refused by the door staff and your head doorman. The officer described your staff as follows, rude, aggressive, and arrogant. Reply: [REDACTED] acknowledged police concerns and apologised stating that his SIA staff should always co-operate with police and should have provided their identity and shown their SIA badges to police on request.

7<sup>th</sup> of April 2024 Aux held an event for 16–18-year-olds. The event was scheduled to start between 1800hrs and 2100hrs. Police received no notification of the event nor did other responsible authorities. Police were later informed that 700 tickets had been sold. The event resulted in the following crime reports being generated.

- Violent Crime (other) – 16-year-old male alleging he was assaulted by Security Staff at AUX
- ABH – Altercation at Nightclub between multiple teenagers and security staff
- Child Protect – 2 x Child to notice for being drunk and requiring police to “look after” until appropriate adult attended.
- ABH – Altercation at Nightclub between multiple teenagers and security staff
- Intoxicated Minor – Intoxicated child requiring Police assisting and returning child home to parent.
- Violent Crime – Male child has struck his female friend.
- Violent Crime (other) – Assault in AUX nightclub – female kicked and punched by another 16-year-old.

The following observations were recorded by an attending officer -

*"I found AUX nightclub extremely hard work on Sunday with their underage event.*

*I was told there was 700 children in the venue between 16 and 17 years of age, before they opened the doors there was no door staff in view managing the queue, so they were free to stand and drink alcohol whilst waiting for the doors to open, I know the officers that were working with me on OP COLT took several bottles from them on walking past the queue.*

*Within a few hours we were called back again due to people being thrown out for being drunk and other incidents, I believe the doorman were extremely rough and headbutted one male, manhandled various others including females and were entering the female toilets solo and pushing doors open and one female was going a wee and stood there whilst pulling her trousers up, I believe most of these incidents have been reported however many of the children involved lived out of Surrey.*

*There was a female bleeding, so I asked for the first aider to be told they did not have one, they did not even have access to a first aid kit.*

*I asked to get badge numbers of security and was told no, I had to get them through the police which confused me as we are the police, also had nothing in place when they shoved these children onto the street alone and drunk, No aftercare at all, we had to deal with everything which was unacceptable and time consuming bearing in*

*mind we were on OT for OP COLT."*

A further report from the Sgt in charge of resources for Op Colt:

*"I think the below accurately summarises the issues posed by the AUX event on Sunday, in essence it absorbed all of the Op Colt resources from about 1800 onwards when they started to allow attendees into the event (and turned people away/ejected them) on to the street without any ongoing duty of care at all which is where the majority of Police attention was required.*

*The door staff also insinuated that more Police would be needed at 2100 when the event finished seemingly knowing that there would be further issues at the end of the event from attending to speak to them during the first highlighted disturbance when attendees were being ejected.*

*I am sure any Op Colt officers would be able to provide statements should they be required as I know at one stage (except maybe one/two) all of us on Op Colt were dealing with issues outside AUX as of 1800 onwards".*

Surrey Police operate Op Colt on a Sunday to counter increased town centre youth disorder on a Sunday. Most of these resources are provided on overtime with the aim of supporting retailers and providing confidence and reassurance to the public. Police received no prior notification of the planned event. As well as officers dealing with the 7 crime reports Officers had to take a 16-year-old back to Camberley and another to Basingstoke due to intoxication. Due to these Officers having to safeguard the two minors this had a huge impact on Police resources.

15<sup>th</sup> of April 2024 at 1430hrs ██████████ was asked to attend Guildford Police Station for a planned meeting with Police Licensing. ██████████ failed to turn up and was not contactable on his phone. Police received a text from him at 1617hrs apologising and asking to reschedule. It was agreed to meet the following day at Guildford Police Station at 1400hrs, to which ██████████ arrived 45 minutes late.

During the meeting Police discussed the underage event and the impact that it had on Police resources. Discussed the 7 crime reports, 4 of which involved allegations against door staff and ██████████ was informed that Police had still not been provided with the CCTV a week after the event. I pointed out to ██████████ the previous meetings with ██████████ and his assurances that things would improve.

An allegation that one of the door staff had headbutted a 16-year-old male youth causing him a broken nose. ██████████ informed me that he had seen the footage for this incident and that it showed one of the door staff punching a 16-year-old in the face. He added that he had since sacked the sacked the SIA door staff.

During this meeting ██████████ claimed not to have received all the requests for CCTV from police. Police were able to show that the requests had been sent. Police Licensing requested that he rectify this, and ██████████ assured Police that the CCTV would be provided as a matter of priority. At the time of compiling this report (30<sup>th</sup> April) the CCTV for all 7 incidents has still not been provided.

The meeting was concluded with ██████████ promising to rectify the systems and to provide CCTV promptly. He was informed that police were very disappointed with his management of the premises and did not consider that he was promoting the licensing objectives. Police Licensing informed ██████████ that Police were considering all options, including a Review of the Premises Licence.



██████████ assured officers that CCTV footage would be provided within hours. As of 2<sup>nd</sup> May 2023, this has still not been provided.

Saturday the 19<sup>th</sup> of April 2024 ██████████ was arrested on suspicion of being concerned in the supply of Class A drugs. He was further arrested on suspicion on possession of an offensive weapon in a private place following the discovery of 3 friction lock batons at Aux. He was interviewed and released on bail for the offence.

Friday the 26<sup>th</sup> of April 2024 ██████████ emailed Police Licensing at 1755hrs stating that he was stepping down with immediate effect as DPS for AUX. He stated that he had an event scheduled to start at 2200hrs later that evening for which he had sold approximately 1000 tickets. He clarified that the event would not now go ahead and that he had contacted the promoters to cancel it. Police Licensing informed ██████████ that cancelling the event at such short notice presented real concerns that large numbers of disappointed persons would turn up to find that the premises was closed having bought tickets for the event and could impact on crime and disorder. Nothing was done to counteract this concern made.

**This report outlines efforts that Police have made to try and work with ██████████ in his capacity as premises licensing holder and DPS, over a six-month period. Police no longer have trust or confidence in ██████████'s ability to manage the premises and do not believe that he is promoting the licensing objectives. It is not just ██████████'s actions that have caused Police concern. The numerous allegations of the behaviour and actions of door staff is alarming and indicate a failure to manage the premises to a satisfactory level, again undermining the licensing objectives.**

**Despite ██████████'s decision to step down as DPS, he still remains the ██████████. Therefore, still having significant control of the premises and its operation.**

**Following on from all the attempted rectification, Police believe that the only course of action is to seek revocation of the Premise Licence.**

Please tick ✓ yes

Have you made an application for review relating to the premises before

If yes please state the date of that application

Day	Month	Year
<input type="text"/>	<input type="text"/>	<input type="text"/>

**If you have made representations before relating to the premises please state what they were and when you made them**