

APPENDIX E – In support of Casino Rooms

1

Sent: 14 April 2022 23:37

To: Licensing <licensing@gravesham.gov.uk>

Subject: Support Statement for Casino Rooms Rochester Kent 14/04/2021

Dear Sir/Madam,

I am sorry to feel it necessary to be writing to you today to express my support for Casino Rooms regarding the risk of overzealous and unnecessary licensing conditions being forced upon them.

I have for many years enjoyed frequenting this establishment and can say wholeheartedly that it is the venue I hope my own kids choose as their destination for enjoyment in relative safety.

Indeed I have been impressed over the years at how well the security team do there at preventing disorder, especially for a venue that sees so many guests.

I have in more recent times become very aware of the lengths that staff go to in order to keep their guests safe and know that they take great pride in their excellent record in this regard.

I have witnessed security deal swiftly with any risk to a harmonious evening and would offer praise to their zero tolerance in this regard.

I have noted Mr Stone is the Chairman of the Safer Medway Partnership which is the local Business Crime Reduction Partnership and that in the past other establishments have sought guidance from Casino's as a gold standard on such operational matters.

In summary, I hope that this venue is allowed to continue with the existing measures which I feel have done an excellent job of helping protect the public and are a credit to the partnership that Casino's and the Council must have enjoyed to now.

With the best regards,

Aaron

2

>

> Sent: 12 April 2022 18:40

> To: Licensing <licensing@gravesham.gov.uk>

> Subject: Casino

>

>

> Hello

>

> I've been attending casino rooms since I was 18, now 32. I'd like to input my view on the nightclub. The club is based in the centre of the high street which makes it a perfect go to after place from the bars. I've always had a good time and everyone I've been with has had a great night. Aaron himself always checks in on my birthday etc to make sure I'm having a good time as I've been a regular customer over the years. I've enjoyed many dress up and themed nights where it wouldn't be acceptable anywhere else, a true freedom to express and enjoy.

> Once, when I lost my bag, the door staff were helpful with me finding it and it had been luckily handed in and all contents intact.
> Like anywhere, if people have too much to drink or enter with the wrong attitude I've witnessed them being asked to leave which is entirely appropriate and for the well-being of others inside.
> I have a child and when he is of age I'd be more than comfortable with him attending, knowing he is sensible and will be in safe hands.
>
> Thankyou for your time
>
> Clare
> Sent from my iPhone

3

-----Original Message-----

Sent: 14 April 2022 13:48
To: Licensing <licensing@gravesham.gov.uk>
Subject: Casino rooms.

To whom it may concern,
I have attended casino rooms on many occasions and I must say its always been a great night out. I recently attended for a friend's 30th birthday where we decided to go all out and do it vip style. The staff and the doorstaff are all really friendly and make you feel welcome from the minute you turn up I have never personally had an issue at the club but I've seen the occasional kick off and I must say it's always dealt with quickly and professionally. I feel like the club has an unfair reputation due to word of mouth of people that don't even go to the club. I will continue to attend the venue on my nights out with zero concerns.
Yours sincerely,
David

4

-----Original Message-----

Sent: 13 April 2022 13:01
To: Licensing <licensing@gravesham.gov.uk>
Subject: Casino rooms experienced

To whom it may concern,

With the current debate involving this venue I would just like to give my personal experiences of casino rooms. This is a venue I visit very frequently. I continue to visit this venue because of how safe I feel and how well I have been treated and also seen other people treated. I recently had a friend who had one too many drinks on his birthday and unfortunately threw up all over their floor in the venue. The staff looked after him so well! He was taken to a quiet area and looked after attentively to make sure he was ok and supervised until he felt better. Before he left they made sure he had sobered up enough to travel home and also made sure he had a safe way to travel home. He afterwards said he could not believe how well he was looked after. I myself have always felt very safe at this venue. There are always lots of security staff place all around then venue. They are always friendly and happy to help. They seem to genuinely care that things are all ok and people are happy. Also when leaving the venue there is always lots of security staff out the front of the venue making sure people are leaving the venue sensibly and are able to get home safely. I have once seen some people argue it in the car park but the security staff were there within seconds and managed to disperse and calm the situation before it became anything.

Compared to other places I have been on nights out I truly believe casino rooms sets and ideal example of how venues should be run and how customers should be looked after. I feel they truly care about my well-being and the well being of all their customers. This is why I will casino room will continue to be one of my favourite venues to visit.

Kind Regards
Danielle

Sent from my iPhone

5

Sent: 12 April 2022 19:12

To: Licensing <licensing@gravesham.gov.uk>

Subject: Casino rooms rochester

Evening,

I have recently read in the newspaper over the concerns or the casino rooms nightclub in Rochester and the need to review the liscence.

This follows other newspaper articles I have read over the way staff have behaved etc and after seeing so many negative comments from people who openly admit they have never been, I felt I had to just pass my comment... the club does not seem to be getting fair representation.

I am 35 years old and I am still sadly an avid clubber, I have been going to the casino rooms for many years since I was 18. We aren't just talking every now and again a couple of times a year ... we are talking weekly and sometimes even multiple times a week.

So I have alot of experience with the venue to be able to pass an honest judgement. As I say I am 35, and a respectable lady who is a director of a very successful local company, maybe not the demographic you would expext to find there... I am not a youngster who just wants to go out and get drunk, whether it be a park bench or a club...I care about where I go out and would never frequent anywhere that made me feel unsafe or always seems to be trouble.

In my many visits I can confirm I have had nothing but positive experiences.

I myself had a bit of bother with a guy one evening, the bar staff alerted the bouncers and he was removed from the venue. He waited around outside after the night and the bouncer saw that I got in a taxi safe and that the guy in question got no where near me.

One night I drove and had to park at the other end of the highsteet, esplanade end. I left on my own but my anxiety kicked in and I didn't want to walk to my car on my own. The bouncers got me a drink and told me to wait and at the end of the shift escorted me to my car.

I have had lady 3 friends who have got themselves into a drunken mess...the newspaper articles suggested that when this had happened to them they were dismissed and kicked out, I can say this was not the case all 3 of my friends were taken to the medical room (which was in the downstairs room by the fire escape) and were all looked after and stayed there until they felt they were fit to get home or collections had been arranged. The bouncers ensured they got in their cab or lift safely.

Even a guy friend got in a terrible state and had vomited down himself, even he was treated in the club and allowed to rest before helping him make his way home. So its not just the girls who get special treatment. Everyone is treated equal.

I once found a guy drunk outside the club a little way up towards the high street, the bouncers still helped me get him help and we managed to contact his parents from his phone and called an ambulance. He was not the clubs responsibility but they helped.
.they cared.

I have seen more fights walking down the High Street with people coming out of other venues then I have seen in casino. In the very few instances I have seen trouble in the club it has been dealt with quickly and fairly, I have never seen anything underhand or aggressive from the staff. They handled the difficult situation well and calmly.

The whole team are friendly, welcoming, approachable and helpful. There are no issues with the clientel ... apart from they make me feel old!! They are there to have a good time.
I have seen groups of rowdy/aggressive lads get turned away, the club monitors who they let in.

My younger cousins go to the club, I have no issue...if my niece or nephew would want to go I would encourage it because it's a safe and controlled environment.
The staff do a great job, it's challenging...anything is with alot of people and alcohol but they do a great job.

My bag is always checked and even my ID despite my age, guess I should take that as a compliment.

I really don't have a bad word to say, but it would be a big loss if anything were to happen to the venue, its been going strong for many years and gives jobs to many staff who in a time where many hospitality venues didn't make it through the pandemic they need those jobs. I think it would have a knock on effect of the bars in the high street as alot of people do the rochester bar crawl before ending the night in the club... take away the club and you take away alot of those people who will have no choice but to go to Maidstone. Cab drivers, high street bars, the late night take aways will all suffer.

I hope this email is read and used in your considerations

6

Sent: 13 April 2022 13:26
To: Defazio, Franco <franco.defazio@gravesham.gov.uk>
Subject: Re: Consent to share representation

I confirm I give consent to supply my information.

Depending if I can make it work with work I confirm I would be happy to attend.

Also just like to comment the amount of drinks I have consumed in the venue and not one has been tampered with in any way

7

Sent: 13 April 2022 12:18
To: Licensing <licensing@gravesham.gov.uk>
Subject: Casino Rooms

To whom may concern,

Casino rooms has always been my venue of choice when I have managed to enjoy some child free time. I have always had a great night there and the atmosphere is always electric.

The staff are generally happy, smiling and ready to help. The amount of securit within the venue makes me feel very safe and I am able to enjoy myself without a care in the world.

As with any place where alcohol is served there is always going to be a select few individuals who ruin it for the rest. I have had a few experience with drunken idiots in my time but they do seem to deal with these situations swiftly in casino rooms.

one example would be when I experienced abit of harrassment from a male customer. he was very intoxicated and would not leave me alone and started to get very hands on. a member of the security had noticed that I was obviously uncomfortable with this and approached me to ask if I was OK. I explained the situation and the man was moved away from me. This same man came back about 20 minutes later and continued to harass me. at this point the security came over and asked the man to leave.

This is why I continue to chose casino rooms as I know I will be safe and well looked after even in a venue as large and busy as this one.

kind regards

Gina

8

Sent: 13 April 2022 09:53
To: Licensing <licensing@gravesham.gov.uk>
Subject: Casino rooms

Dear whoever it may concern

I have visited casino's many times over the last 10 years.
I have always felt safe and the staff have always been on the ball and super efficient in my opinion.

Regards
Justin

9

Sent: 14 April 2022 16:40
To: Licensing <licensing@gravesham.gov.uk>
Subject: Casinos Rooms

Im writing in regards to the Casino Rooms Nightclub in Rochester.

I have been going to casinos for about 2-3 years and I have to say it is my favourite nightclub down to the music, the vibe and the type of people who go in there, also for people like me I get to see so many people who I have grown up with and go to school with in Medway as I have lived here all my life and Casino rooms is the nightclub to go to in medway. I have had my best night outs in Casinos and I absolutely love going there despite the floor sometimes being sticky from spilt drinks. However I feel like the only downside to Casinos is the area, as Medway is known for its problems and being a bit "rough" but that is down to the town and the people in the town.

The only serious problems I have ever heard of from Casinos is after they have left the club I have known various people who have been mugged, beat up and/or threatened but again this is AFTER they have left the club and are making their way home. So it isn't so much the club thats a problem its the area and certain people who live or have moved into Rochester or areas surrounding. If this nightclub is shut down is that going to stop all the problems in Rochester? There are still a whole lot of pubs and bars which also have their fair share of problems and trouble its not just Casino Rooms.

As a security officer myself, I have worked in my fair share of nightclubs mainly in Canterbury and the same amount of troubles I see in Canterbury are the same I see in Casinos, every night club has their problems and I've witnessed a whole lot from my choice of work. Don't get me wrong I have also seen some dramas while me and my friends have been clubbing in Casinos but there are so many doormen there that it gets taken care of quickly. Unfortunately, Rochester is slowly becoming a more and more dangerous place but I don't feel like that is a reflection on the nightclub.

The main problems that I see happening during nights out at Casinos are not from inside the club (apart from the usual expectations of a popular night club) but are actually from outside after the club has closed at 3am, there are a whole lot of people who would've already been out in Rochester who would be lurking around most probably drunk or just hanging about on the weekends but I feel like that's to be expected with any club especially one smack bang in the middle of a busy town.

I think that shutting down this club would be a waste of time as it would not solve any problems, instead of closing down a place that has a few problems (like all nightclubs, bars and pubs do) maybe you should be looking at what should be done to improve these problems otherwise what will be learnt?

I stand by everything that is said in my previous paragraphs however the downside to that nightclub is certain security staff. As a security officer myself working in various different night clubs and other places not all of the security there are doing their jobs properly regarding people's safety. In my opinion if anything has to change it is the security company/certain security staff.

Security are workers who are there to make sure that people are enjoying themselves safely! To do that we must ensure all club rules and regulations are followed for example dress code, searches, identification etc. our job does not entail sucking the fun out of events by doing this, we are there to ensure the people who are there to have a good time are able to have a good time safely! Especially at a place where people will be vulnerable from drinking alcohol. I don't feel like all of the security staff there have that mindset as a lot of them can be downright rough where it is not needed!

I feel this this would make this club a whole lot better and safer than what it already especially considering the area it is in as some of the security are not safe! But other than that the club is great and a lot of people love going there and have been going there for years. Even both my parents used to go there on the regular and even then had a brilliant time.

Regards

Jodie

Sent from my iPhone

10

Sent: 14 April 2022 14:20
To: Licensing <licensing@gravesham.gov.uk>
Subject: Casinos Rooms

I just sent a long email regarding casino rooms defending the right for it to stay open.

I now have more to add onto it, I stand by everything that is said in my previous email, however the downside to that nightclub is certain security staff. As a security officer myself working in various different night clubs and other places not all of the security there are doing their jobs properly

regarding peoples safety. In my opinion if anything has to change it is the security company/certain security staff.

Security are workers who are there to make sure that people are enjoying themselves safely! To do that we must ensure all club rules and regulations are followed for example dress code, searches, identification etc. our job does not entail sucking the fun out of events by doing this, we are there to ensure the people who are there to have a good time are able to have a good time safely! Especially at a place where people will be vulnerable from drinking alcohol. I don't feel like all of the security staff there have that mindset as a lot of them can be downright rough where it is not needed!

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Regards

Jodie
Sent from my iPhone

11

Sent: 14 April 2022 22:55

To: Licensing <licensing@gravesham.gov.uk>

Subject: The Casino Rooms

Dear Licensing Team,

In view of the pending license review hearing and all the negativity surrounding the Casino Rooms at the moment, I felt compelled to write in and share with you my unique family connection with the club as I feel it positively speaks volumes.

I have worked at the club for the past 25 years and I can boast that 3 generations of my family have all worked there together within that time.

My Mum was a cleaner and night club toilet attendant for over 15 years and my eldest Daughter in various roles for 10 years.

My Daughter only left recently to pursue her full time career and my Mum retired about 7 years ago.

I never had any qualms about my Daughter and Mum working in the thick of the buzzing, busy environment and obviously neither did they.

My Mum sadly passed away in December and I was touched to receive so many lovely messages from customers who said that they remembered having long chats with 'Mum' in the toilets and how Mum was so caring, looking after them and making sure they were ok and got home safe.

This really highlights how the Casino Rooms is a favourable workplace and the Customer care ethics of the staff

Both of my daughters and all my nephews along with other family members and friends have socialised in the club regularly over the years and they have been very aware to always bring with them their valid photo ID knowing that regardless, they will be required to show this and be searched before entry, no exceptions.

Kind regards

Lisa

12

Sent: 31 March 2022 14:17

To: Licensing <licensing@gravesham.gov.uk>

Subject: Casino rooms review.

Dear listening team,

I hope you are all keeping well.

I am a local Medway Hackney driver and ply from the rank outside the club. The violence has gone down in my opinion to what it was 5 years ago.

I have only come across 1 young lady who seemed to have had been unwell through drugs. Here friends said she took a pill, and had a reaction.

I ended up taking her to Medway hospital, as she just stared into space. I handed her over to 2 ambulance drivers who took her inside. I was contacted by her a few days later, she thanked me, and said her drink must have been spiked.

But her friends said otherwise.

Could it be the case that people experiment with drugs, when it goes wrong to save face, they say my drink was spiked.

It might be beneficial to raise their entry age to 21 years old., supply a medical room to assess if they are drunk or drugged. Train door staff on how to recognise someone feeling unwell. Have a membership entry scheme (free to join)

Insure that the customers have not had too much alcohol before being let in. Ban manbags and handbags.

You listen to passengers say we loaded up on booze before we came out to save money.

People might have taken drugs before entering the club or any other bar, but become ill in there.

With out evidence an appeal would be mounted, as its only hearsay and conjecture.

Put a range of measures in place to discourage people spiking or taking drugs into the club. Make the club hire a drug dog the nights the club is open, checking customers and staff.

Thank you for your time.

Kind regards,

Len

13

Sent: 14 April 2022 12:38

To: Licensing <licensing@gravesham.gov.uk>

Subject:

To Whom it May Concern,

I've attended Casino Rooms venue on several occasions & have always found it safe. I am disabled & If I've had any queries, all the staff including the doormen have been extremely helpful & they seem to do a good job preventing disorder.

I have also attended this nightclub with my 90 year old grandparents at halloween one year. They had never been to a nightclub & wanted to experience it. They enjoyed it & felt very safe there.

If you have any queries, please don't hesitate to contact me.

yours faithfully

Lisa

14

LICENSING ACT 2003

REPRESENTATION FORM FROM INTERESTED PARTIES

This representation is made by an Interested Party regarding the premises licensed as detailed below:

Your name/organisation name/name of body you represent (see note 3)	Lucy
Organisation name/name of body you represent (if appropriate) (see note 3)	n/a
Postal address	
Email address	
Daytime contact telephone number	

Name of the premises you are making a representation about	CASINO ROOMS, Rochester
Address of the premises you are making a representation about	Blue Boar Lane, Rochester ME11PD

Your representation must relate to one of the four Licensing Objectives (see note 4)

LICENSING OBJECTIVE	No	Please detail the evidence supporting your representation or the reason for your representation. Please use separate sheets if necessary
Prevention of crime and disorder	No	This establishment is safe, the clientele are respectable and the staff are welcoming and I have no reason for concern.

		I have never experienced any trouble within the building or external to it as I have left or entered.
Public safety	No	Security is outstanding. All staff are willing to help and I ALWAYS ALWAYS FEEL SAFE.
Prevention of public nuisance	No	I am a regular at casinos rooms, I go at least twice a month and I never have had any trouble. I am a 37 year old woman, I always bring my friends and family to casinos.
Protection of children from harm	n/a	n/a

Please suggest any conditions that you think could be added to the licence to remedy your representations or other suggestions you would like the Licensing Sub Committee to take into account		<p>** This is a positive representation for CASINO ROOMS. **</p> <p>I have been informed that there is a possibility that they may lose their licence and this is extremely upsetting to me, my friends, family and co-workers.</p> <p>CASINO ROOMS is a place to have fun. Have freedom and relief from your everyday stressful lives.</p>
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SIGNED:

DATED: 13/04/22

15

Sent: 12 April 2022 20:21
To: Licensing <licensing@gravesham.gov.uk>
Subject: Casino Rochester

Please find a statement relating to the above

Sadly due to personal circumstances I never experienced nightclubs as a teen/early 20's so now aged 37 my children are at an age where I am able to enjoy the weekends, I was very anxious and apprehensive about visiting casino rooms due to never visiting a club and having heard bad things about clubs in Maidstone and Canterbury-but my partner re assured me that it's very safe and every staff member takes their roles seriously to make sure everyone there has a great night. I can honestly say from the door staff making sure all ID was checked and no one came in that shouldn't I entered feeling safe, the lady at the counter was friendly and directed me to the cloakroom where I felt happy leaving my coat, the bar staff are really friendly even joked when I couldn't decide what drink to start with! The club was very well staffed and plenty of space to

accommodate the people in there, I suffer if somewhere is too busy but was absolutely fine here, my partner made sure I was ok throughout the evening but honestly I would definitely return on my own with girlfriends.

My Eldest daughter is only 12, but if she was 18 I'd also feel comfortable letting her attend with a group of friends.

When we left, sadly there was a girl on the outside pavement who appeared to have lost all her friends and was upset but staff were helping her and making sure she had transportation home and stayed with her whilst she used her phone to call someone letting them know what had happened I felt this was above and beyond caring and would appreciate this if she was my daughter.

Over all staff at casino are lovely and the atmosphere inside is great lots of people drinking but no sign of anything out of control or staff unable to cope etc A great night out!

Lisa
Sent from my iPhone

16

Sent: 13 April 2022 12:36
To: Licensing <licensing@gravesham.gov.uk>
Subject: Casino rooms nightclub

To whom it may concern,

I have been working at casino rooms now for 4 years. Before I started working there I frequently visited the venue and when I have nights off I still go in as I know I will have a great night. Infact, I only applied to work there because of how much fun I had visiting the venue.

I have always felt safe and looked after when I do attend and also as a member of staff.

Even after working there for 4 years I still get asked for ID to enter, which I think is great. Means the no ID no entry policy is for everyone, staff or not.

I have witnessed staff and security go above and beyond to ensure the safety of customers. Myself and the first aider came across a young lady that needed help getting home and we both contacted the ladies dad and waited with her and kept her warm until her dad arrived. He was very grateful and thanked us both for looking out for his daughter.

I feel like the club gets alot of unjustified scrutiny and biased complaints from people that haven't even visited the venue and from the media.

There is a small amount of customers that will always try and ruin the fun for everyone but a vast majority of the customers are amazing. Would be a Shame for the behaviour of some to destroy a venue that is loved by so many.

Yours sincerely,

Laura

17

Sent: 13 April 2022 01:09
To: Licensing <licensing@gravesham.gov.uk>
Subject: Casino Rooms

Good evening,

I have worked at Casino Rooms as a Freelance DJ a few times since September 2021. I would like to say my honest opinion is fair and impartial.

Firstly as you enter the nightclub there is always IDs being check from what I see.

During the night there are always plenty of bar staff, cleaners and bouncers around. Whenever there is a glass smashed, this is cleared within minutes.

I've also seen at the end of the night the staff are always helping customers and going that extra mile, far more than I've seen at other clubs I've worked at. I have always felt safe whilst working here and never had any issues.

I've seen the difference over the past few years but this is with the police presents, a few years ago there used to be a good police presents outside when the club is closing, more recently this seems to be lacking.

In my option, this is due to all the police and council cuts rather the nightclubs fault. It is like the police are trying to add their duties and make the club responsible to save money but this does not make sense as the club already pays enough to tax and business rates which contributes towards the police.

I hope this has been helpful either way.

Thanks
Luke

18

Sent: 12 April 2022 20:02
To: Licensing <licensing@gravesham.gov.uk>
Subject: Casino Rooms Nightclub

After reading all of the bad press that the Casino Rooms is receiving lately I felt I should write to re-address some balance.

I have attended Casino Rooms for about 15 years now and have never once felt unsafe or experienced any problems within the club.

The management and door staff have always been extremely professional and I have personally witnessed a number of times that they have assisted members of the public outside of the club when they have needed help.

I am also aware of the effort that they make in ensuring that the club is kept as safe as possible.

Matt

19

Sent: 12 April 2022 19:27
To: Licensing <licensing@gravesham.gov.uk>
Subject: Casino Rooms licence review

Good evening,

I've heard that the licence for casino rooms in Rochester is being reviewed and I wanted to give my experience of the club. I've visited Casino Rooms on multiple occasions from when I was a lot younger to much more recently – I have only ever felt safe there, with lots of security around keeping their eyes peeled constantly. I've never witnessed any trouble there at all, never seen a fight – only ever had a good time! We don't go out a lot now we're that much older but when we do, its always to Casino Rooms so I really hope the review goes well.

Please do not hesitate to get in touch if you need any further details, I'd be more than happy to act as a representative.

Many thanks

Nicky

20

Sent: 14 April 2022 22:16

To: Licensing <licensing@gravesham.gov.uk>

Subject: Casino rooms representation

Hi. Just saw this article about Casinos in Rochester being under licensing review. Not sure what there is to review. From my experience, those guys bend over backwards to comply with every law and rule. Went there a few times and always got asked for ID (I'm 39!). Getting in in December/January was a pain - queue with staff insisting on Covid passes, queue with doorstaff demanding for the stamp from the Covid passes IDs, queue for the search, queue to pay. I mean, it was annoying but I get that this had to be done so that we'd feel safe inside which my friends and I did. Every time I came, I saw the staff (bar, managers and security) being switched on and approaching customers to check if everything was Ok if they see something happen. I asked for a tissue once as had an existing wound open up and got asked if I needed first aid attention, I said no so they gave me tissue and a plaster. My female friends always ask for the stickers for glasses or the little plastic inserts for bottles and they're readily available. The bar staff are always friendly, despite the pressure of the job (I know I used to do it when I was younger) Door staff are alright, not as cheery but I've never had issues with them, even have a bit of a chat. I'm sure they go beyond what they're meant to and go out to high street and carpark to prevent chaos when they see an issue. For what it is, Casinos is one of the best places to party really with the staff doing their due diligence in their jobs.

Cheers

Sent from my iPhone

21

Sent: 13 April 2022 16:51

To: Licensing <licensing@gravesham.gov.uk>

Subject: Casino Rooms

To whom it concerns

I have seen a bit of negative press in relation to The Casino Rooms Nightclub in Rochester and I just wanted to give my opinion as a frequent customer.

Firstly casinos is my first go to when planning a night out with friends, as a frequent customer the staff recognise me when I'm there and know my orders, I'd go so far to say we're on friendly terms.

The staff helped me and a female friend out on one occasion where she felt her drinks might have tasted "funny" and had concerns which we quickly raised to the bar staff who quickly changed the drink for a fresh one and alerted door staff and the management team about the issue just in case.

I have witnessed the occasional show of male egos, often times this is just two lads who have had one too many beers and the issue was quickly dealt with by security on all occasions. It is a small minority in comparison to everyone else who is there to dance the night away.

Personally I feel safe visiting Casino Rooms and will confidently and happily still frequent the venue

Kind regards

Ryan

22

Sent: 14 April 2022 15:42

To: Licensing <licensing@gravesham.gov.uk>

Subject: The Casino Rooms Night Club

Dear whom this may concern,

I have visited the Casino Rooms Night Club many times over the past few years, and I have never once had an issue with the venue. The bar Staff are more than accommodating at making customers feel welcome and safe inside the building, they are always friendly and willing to help no matter the issue, The door staff at the venue are always visible and willing to help no matter the issue. I have never felt unsafe in the venue, even when very drunk. I have always felt well looked after and safe.

Many Thanks,

Ryon

Sent from my iPhone

23

Sent: 13 April 2022 15:59

To: Licensing <licensing@gravesham.gov.uk>

Subject: Casino Rooms nightclub - Rochester

Importance: High

Sensitivity: Personal

To whom it may concern

I wished to write to you on a personal basis (and not in my professional capacity) to make representations on behalf of Casino Rooms nightclub in Rochester town centre in Medway and the conditions which are being proposed to be added to their license which have come to my attention.

As a resident of Medway for many years, I have frequented Casino Rooms nightclub on many occasions and have had nothing but positive experiences. I am a bit older now (43) but still feel safe and comfortable visiting. In fact I visited recently with a group of friends for a 40th birthday (with guests ranging in age from 18 to 70+) and received the very best service. The security staff are polite and knowledgeable – every member of our party was required to show ID and be subject to a search upon entering; one of the younger members had too much to drink and was refused service at the bar. In fact next weekend my wife and I will be taking our nephew and his girlfriend there to celebrate his 20th birthday. I am at an age where my friends children now go to the nightclub and without exception the feedback is positive.

During regular visits over the last 10-15 years, I have not witnessed any trouble and have always felt safe and secure within the venue. The club seems incredibly well run and as someone who has worked in the hospitality industry for 25 years (restaurants and nightclubs in Central London in my younger days, now hotels) they clearly make every effort to comply with all statutory and reasonable requirements to operate a safe and enjoyable venue. Yes of course from time to time I have witnessed patrons who have had too much to drink (rest assured this happens across the country at all venues that sell alcohol, even 5* hotels!) but my view is that such people are well treated and looked after by the venue and service is stopped when it is clear an individual has had too much.

It seems unnecessary to me to target a venue which has such rich history in the area and has been operating well and safely for decades – unlike so many others I have visited in the area who appear to take little responsibility for themselves and their licence conditions. The panel should take into account recent global events as well – the whole country was in a state of lockdown limbo for almost 2 years and it is only natural that certain individuals are going to extremes to release 24 months of frustration at not being able to socialise. Pre-Covid my understanding is that the venue operated extremely well and in close partnership with the council and the police, so it now seems heavy-handed and unfair not to take that historic positive relationship into account and to punish them for the antisocial behaviour of a very small minority of patrons. In my view every reasonable effort is made daily to ensure a safe and secure environment for people to meet their friends but no hospitality venue can legislate fully for every eventuality – and this should be the key factor in any decision, that all possible measures are in place and regularly reviewed and updated, which seems to be the case.

Simply put my own experience is that it is a very well run venue that operates in a very challenging space; I do not see what more could be reasonably expected of them (from what I have seen myself). People who intend to cause trouble and/or drink too much will find a way to do so regardless of where, and the police's time and the council's time would be better spent working with (rather than against) late night venues to create positive experiences for patrons and build lasting relationships to protect the vast majority who simply want to have a good time, in a secure environment and get home safely; and to work *with* venues to lawfully deal with those few who do not, rather than shift the blame. The alternative of course is for people to spill into the streets after locals pubs and bars shut and create havoc in public areas, in my view the nightclub fulfils a public service in many ways and keeps people from drinking in the streets.

Please do not punish honest professionals who do their best and abide by the law because of a handful of troublemakers, especially when the hospitality industry in this country has been decimated by months of Covid related restrictions. As an industry we have borne the brunt of Covid and now it is a time for the authorities to work alongside the industry to safely remain open – my experience is that Casino Rooms is a safe venue, more so than many around it.

Please note again that this is a personal representation but feel free to contact me if further information is required. I trust that, as a loyal patron and admirer of Casino Rooms and what they do, that reason will prevail in this instance and not a kneejerk reaction to a very few unfortunate (and potentially unavoidable) incidents which the venue has taken all reasonable steps to mitigate against.

Yours faithfully

Simon

24

Sent: 14 April 2022 13:39
To: Licensing <licensing@gravesham.gov.uk>
Subject: Casino Rooms

Good afternoon

I wish to express my feelings towards The Casino Rooms in Rochester. I am a lady of a certain age and used to frequent this establishment many years ago. There were many other alternatives on offer, however, I always felt welcome and safe at this venue. I was always made to feel welcome and never saw anything that alarmed me. Being teetotal I was always fully aware of my surroundings and the events that occurred. I have visited the club recently (don't tell anyone) and found it still to be a pleasant experience. I did reside in the VIP area as my age may have caused a few head turns. My son, girlfriend and other friends are regulars and I tagged along one Saturday evening. Whilst I was there I did not witness anything that would have alarmed me. In fact I was treated with the utmost respect.

I hope this club can continue to flourish as I feel it offers great entertainment for our young people.

Kind regards

Susan

25

Sent: 13 April 2022 23:09
To: Licensing <licensing@gravesham.gov.uk>
Subject: Casino

To whom it may concern

I am writing in support of the above nightclub, I have been here on many occasions with friends and member to my family and we have all had an amazing time, I have not witnessed any altercation that would concern me or stop me from going back there. The management and staff were very friendly and helpful, I felt very safe within the club and surrounding vicinity. I would love to continue going as it helps with my mental wellbeing, socializing and meeting new people.

Thank you

Miriam

26

Sent: 14 April 2022 15:54
To: Licensing <licensing@gravesham.gov.uk>
Subject: Casinos Nightclub

My personal opinion on the closing of the nightclub is that it shouldn't be shut. It's understandable to why it should be but that's not because of the club itself, it's because of the disrespectful staff members and the lack of care some of the bouncers have, some of them really don't care about what happens and are there for money and not to help, I think it's also a good thing for Uni students and young members of the public, it's an easy place to get to and 9/10 it's a good night out for everyone, but with the lack of care in the security and staff it can turn rough, I personally don't think it should close down but change there policy and teach the staff and security to learn to help and respect the individuals that are giving them business.

Ryan

27

Sent: 14 April 2022 20:32

To: Licensing <licensing@gravesham.gov.uk>

Subject: Casino rooms rochester

I have been a customer in casino for almost 15 years (since I was 18) I have always had a great experience there whether its been a planned night for a birthday or a spontaneous night out. I was very surprised to see that the Nightclub is undergoing a license review, I have only ever been made to feel welcomed and safe by door staff and bar staff alike. Numerous times myself and friends have lost something on a night out bag/wallet phone etc and have always ended up having the item returned by staff.

Alot of their bar staff and security have been there for a long number of years which is always nice seeing a familiar face and can it really be such an awful place if the staff stay to be part of it?

Considering they also received an award at the end of last year I find it shocking that a few months later the license is being reviewed. I don't see how this is possible, I have seen hearsay of alleged spikings on social media but like i say 'alleged' did any of these people seek immediate medical attention? Is there proof of said allegations.

Also there have been allegations of underage people getting in, I can say that I'm even shocked I STILL at 32 get asked for I.D

Rebecca

28

Sent: 13 April 2022 07:05

To: Licensing <licensing@gravesham.gov.uk>

Subject: Licence Review - Casino Rooms Rochester

To whom it may concern.

I understand there is a potential licence review in progress relating to the Casino Rooms in Rochester, Kent.

I would like to share my experiences and thoughts on this.

I have visited the club many times over my lifetime, from young adult to middle age and I have personally never experienced any trouble or had a bad experience there. Only once have I seen an incident where a guy was acting aggressively and very quickly there were two security staff calming the gentleman down and warning him about his behaviour, which resolved the situation.

My son has also been to the club many times with friends and has always had a fun and enjoyable experience.

Pubs and clubs in Rochester (and anywhere) can attract the wrong sort of people by nature - however the Casino Rooms (in my experience) handles incidents quickly and professionally.

I believe they have a good relationship with the Police and Medway Council and the other local businesses in the area, and share real-time intel and knowledge of any characters who may be intent on causing trouble, to their neighbouring licensees.

I also believe that the Casino Rooms makes a huge contribution to the night time economy in Rochester - providing employment for young people and bringing customers into the high street who use the pubs, restaurants and taxi services in great numbers.

The Casino Rooms is an iconic venue in the Medway area, providing a good night out for thousands of people every week, and whilst there will always be the potential for incidents to happen, the staff are very good at de-escalation, prevention and creating a safe and fun environment.

Best wishes

Deryck