

LOST, 14A COMMERCIAL ROAD, BOURNEMOUTH, BH2 5LP

FULL VARIATION APPLICATION

REPRESENTATIONS

	NAME AND ADDRESS	REPRESENTATION
#1	[REDACTED]	Dear Licensing Team, I am writing to make a formal representation objecting to the application by VIP Events Ltd to extend the licensed hours at LOST, 14a Commercial Road, Bournemouth, until 5:00 a.m. on Fridays, Saturdays and Sundays preceding a Bank Holiday Monday. My wife and I live [REDACTED] with our three-year-old daughter. The premises already causes significant late-night noise and disturbance, regularly affecting our family's sleep and quality of life. As a working household, we often need to be up early, including at weekends, and the noise generated by patrons leaving the venue in the early hours frequently disrupts our rest. The impact is particularly concerning given that we have a young child whose sleep is often disturbed by the noise and activity associated with the premises. Sundays are also an important opportunity for family time and rest before the working week begins. Extending the operating hours until 5:00 a.m. would only increase the existing problems and further affect nearby residents. Given the level of disturbance already experienced, I do not believe that extending the licence would be consistent with the licensing objective of preventing public nuisance. I therefore respectfully request that this variation application be refused. Please acknowledge receipt of this representation and confirm that it will be taken into account when the application is determined. Yours faithfully, [REDACTED]

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#2		Dear Licensing Team, I am writing to make a formal representation objecting to the application by VIP Events Ltd to extend the licensed hours at LOST, 14a Commercial Road, Bournemouth, until 5:00 a.m. on Fridays, Saturdays and Sundays preceding a Bank Holiday Monday. The premises already causes significant late-night noise and disturbance, regularly affecting the sleep and wellbeing of my family. We are a working household, including at weekends, and need to be able to sleep and rise early. We also have a teenager studying for important examinations who has repeatedly been kept awake by noise associated with the venue. Sundays are often our only opportunity for rest and respite. Allowing the premises to continue operating until 5:00 am on a Sunday morning, particularly over Bank Holiday weekends, would be wholly unreasonable and would substantially worsen an existing disturbance. Given the problems already being experienced, I have no confidence that extending the hours would be compatible with the prevention of public nuisance or the protection of nearby residents. I therefore strongly request that this variation be refused. Please acknowledge receipt of this representation and confirm that it will be taken into account when the application is determined. Yours faithfully, 
#3		<u>Email 1</u> Dear Sir or Madam,

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		I am writing to make a formal representation objecting to the application by VIP Events Ltd to extend the licensed hours at LOST, 14a Commercial Road, Bournemouth, until 5:00 a.m. on Fridays, Saturdays and Sundays preceding a Bank Holiday Monday. I strongly object to this application and believe it should be refused. The venue already has a serious negative impact on residents living opposite, and extending its hours would only make an already unacceptable situation worse. If anything, the existing 3:00 a.m. licence should be reviewed, and consideration should be given to revoking it rather than extending it. The noise and disruption caused by intoxicated guests leaving the venue late at night has had a significant effect on my family's quality of life. We are regularly subjected to shouting, disturbance, and antisocial behaviour during the early hours of the morning. This causes ongoing stress and sleep disruption, especially for my one year old child. Residents are entitled to the quiet enjoyment of their homes, and permitting this venue to operate until 5:00 a.m. would clearly undermine that. I urge you to give proper weight to the impact on local families and to reject this application. Yours faithfully,  <u>Email 2</u> Dear Ellie, Thank you for your email and for providing the application documents and details of the existing premises licence. Further to my original representation, I would like to raise an additional concern regarding the use of the
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		public pavement outside LOST, at 14a Commercial Road, as a smoking area or smoking shelter. Please could you clarify what authorisation the premises has to use the public highway/pavement for this purpose, including whether it holds a pavement licence, highway permit, or any other permission from BCP Council? When responding to this point could you take into consideration that Dorset Council's current licensing policy expressly says that patrons using external smoking areas are regarded as being a direct result of the licensed premises and within the control of the license holder. A significant amount of the noise and nuisance affecting local residents appears to arise from customers standing outside the premises to smoke, often late at night and into the early hours. This includes loud talking, shouting, intoxicated behaviour and groups congregating directly opposite nearby homes. This external activity is particularly concerning because it can continue to disturb residents even where music inside the premises is controlled. It has an ongoing impact on our sleep and family life, including the sleep of my one-year-old child. I would be grateful if this issue could be considered as part of my representation under the prevention of public nuisance licensing objective. If the pavement is being used without the required permission, or if the current arrangements are contributing to nuisance, I would ask that this be investigated and taken into account when considering the application. I remain opposed to the proposed extension of hours to 5:00 a.m., as this would inevitably extend the period during which customers use the area outside the venue and increase the disturbance to nearby residents.
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	Yours sincerely,  <u>Email 3</u> Dear Ellie, Thank you for your detailed response and for clarifying the position regarding the highways authorisation and pavement licence requirements. While I note that no separate highways or pavement licence is required for the barriers or for patrons using the area for smoking, I do not believe this resolves the substance of my concern. My objection is not about whether the premises has the correct highways permissions, but about the ongoing noise and nuisance being caused to residents by the use of that area as a smoking shelter, particularly late at night and in the early hours. I have now reviewed BCP Council's Statement of Licensing Policy, and in particular paragraphs 12.1 to 12.10, which I believe strongly support my representation: Paragraph 12.1 recognises that licensed premises operating after 23:00 and into the early morning can adversely affect nearby residents, and requires the operating schedule to contain practical steps to prevent such disturbance. Paragraph 12.9 states that where a premises permits the use of outdoor areas as smoking areas, the applicant must demonstrate suitable and sufficient measures to prevent the escape of noise and nuisance, along with effective management controls such as staff presence and CCTV. Paragraph 12.10 is particularly significant: it states that after 23:00, the Licensing Authority will normally expect public use of external areas under the licensee's control
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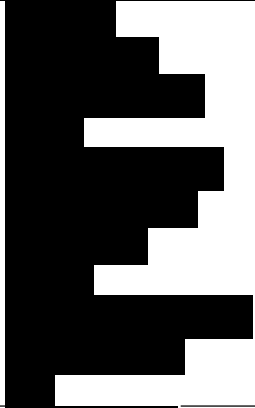
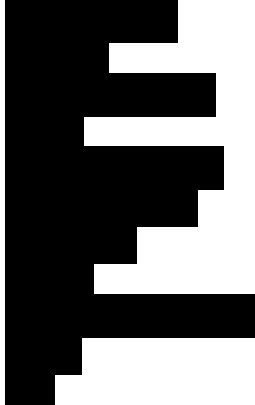
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	to cease, and that where such areas remain in use, additional management controls (limiting patron numbers, deploying security staff) must be considered. Given this policy position, I would ask the Licensing Sub-Committee to consider: The smoking area outside LOST is being used well beyond 23:00, apparently without the enhanced controls envisaged by paragraph 12.10. Extending licensed hours to 5:00 a.m. would directly conflict with the policy expectation that external use cease by 23:00, worsening rather than mitigating the existing nuisance. Existing conditions 2.12, 2.13, 2.17 and 2.2 (SIA supervisors) do not appear to have been effective in preventing the disturbance my family experiences, indicating current controls are insufficient. If any extension is granted, I would ask for additional specific management controls on the external smoking area — capped numbers, dedicated staff supervision, noise monitoring, and a defined cut-off time — in line with paragraph 12.10. I remain firmly opposed to the extension to 5:00 a.m., and ask the Committee to treat the current use of the external smoking area, and its cumulative impact on nearby residents including my one-year-old child, as material to the prevention of public nuisance licensing objective. I would be grateful if you could confirm this will be placed before the Sub-Committee alongside my earlier representations. Yours sincerely, 
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#4		I live in Hampshire court and I oppose later hours as 1 already high noise level 2 disturb sleep as well have to work on Mondays 3 creates more undesirable people in the square 4 consider residents living here and bring the square back to being a nice place to visit and relax. 
#5		Dear Sir or Madam, I am writing to make a formal representation objecting to the application by VIP Events Ltd to extend the licensed hours at LOST until 5:00 a.m. on Fridays, Saturdays and Sundays preceding Bank Holiday Mondays. I strongly object to this application and respectfully ask that it be refused. In my opinion, rather than extending the current licence, the existing licence permitting the venue to operate until 3:00 a.m. should itself be reviewed and reduced due to the significant impact it is already having on residents living opposite. The venue has already caused considerable disruption to those living nearby. The noise from intoxicated customers leaving the venue, shouting, arguing and lingering outside during the early hours of the morning has had a significant impact on our quality of life. I am particularly concerned that customers are allowed to use the public pavement directly outside the venue as a smoking area, opposite residential flats. This means groups of intoxicated people gather outside residents' homes late into the night, talking loudly, shouting and causing ongoing disturbance. In my opinion, a smoking area on a public pavement in such close proximity to residential buildings should never have been permitted.

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	The town centre is already under immense pressure. We regularly have intoxicated people in the streets during the evenings and throughout the night, burglar alarms sounding for hours, pushers operating in the gardens opposite our building, people ignoring the Council's rules relating to buskers and frequent antisocial behaviour. Extending the operating hours of the venue will only add further strain to an area that is already struggling. In addition, the rear of our building has become a place where people regularly urinate, defecate and openly take drugs. This is unacceptable for residents who simply want to live peacefully in their homes. As residents, we have contacted the Council's out-of-hours service on several occasions regarding late-night disturbances. Years ago, action would usually be taken. More recently, however, we are told to contact the police. When we contact the police, we are often unable to report the matter because we are informed that night-time noise complaints are the Council's responsibility. Residents are therefore left in an unacceptable situation where each authority directs us to the other and no effective action is taken. I also suffer from chronic migraines and adequate rest and uninterrupted sleep are essential in managing my condition. The constant disturbance has a direct impact on my health and wellbeing. Furthermore, I no longer feel safe walking home at night due to the level of intoxication and antisocial behaviour in the area. The mere thought that this venue's licence could be extended until 5:00 a.m. is appalling. Residents are entitled to the peaceful enjoyment of their homes. Granting permission for this venue to operate until 5:00 a.m. would clearly undermine that right and would further increase public nuisance and disorder in an area that is already experiencing significant problems.
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		For these reasons, I respectfully urge the Licensing Authority to refuse this application. I also ask the Authority to consider whether the current licensed hours remain appropriate and whether they should instead be reduced in the interests of local residents. Yours faithfully, [REDACTED]
#6	[REDACTED]	<u>Email 1</u> Sirs, I am writing to strongly object to the confirmation of any extension to this licence. The Bourne Court Residents Association, of which I am a resident, has already submitted a formal objection to <u>Katherine Fowler at BCP Environmental Health</u> regarding the excessive noise and nuisance caused during Lost's evening operations. In addition, we provided a detailed diary of incidents documenting the disturbances when they were at their worst. I continue to keep a diary because the problems persist and continue to affect my quality of life, particularly my sleep. The level of noise is such that we are forced to keep our windows closed to reduce its impact, even during warm weather, causing considerable discomfort. My family are no longer able to visit me at weekends because the noise also affects them and their young children. At my age, ongoing sleep deprivation causes significant stress and has a detrimental effect on my health and wellbeing. The disturbance is primarily caused by Lost's patrons congregating outside the premises for extended periods to smoke, talk loudly and socialise. Cars sound their horns, while screaming, shouting and the use of foul

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	language have become commonplace during the early hours. I spoke directly with the owners in early June, and they assured me that their security staff would manage patrons more effectively and minimise the disturbance. Unfortunately, this has not happened. The noise and anti-social behaviour have continued unabated. I attach the diary of incidents up to early July, which was previously submitted to Katherine Fowler. I have continued to record further incidents since then, demonstrating that the problems remain ongoing. In addition I attach a letter from [REDACTED], who stayed with me at Bourne Court and experienced the disturbance firsthand. Also a video taken from INSIDE my bedroom - you will see my reflection in the glass. Bourne Court is home to many elderly residents as well as families with young children. Residents are entitled to enjoy peace and quiet in their own homes without being subjected to repeated late-night and early-morning noise, disturbance and anti-social behaviour. In my view, the operator has failed to address these issues despite being made aware of them, and I therefore strongly urge the Licensing Authority to refuse any extension or continuation of this licence. [REDACTED] LOST CLUB – (+ video evidence) outside the club on leaving or club designated smoking area. April 1st – 1st May 3 nights noise by guests 12 midnight to 6am June 5th - 2 nights - noise outside by guests 12 am to 6am
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	June 13th - 1 night Saturday (Friday raining) - 12 midnight up until 5am June 21st - 2 nights 11.30 - 3.30am June 28th 1 night - 12 - 03.30am July 5th 1 night – 12.15 to 3.45am Links to Videos <u>Email 2</u> Forwarding videos from August and taken from our bedroom window. <u>Email 3</u> Dear Ms King Attached are screenshot of the videos I have taken. Dates and times are shown clearly. Some have been taken by me when I have left my bed to go over and speak to their security. However the patrons appeared somewhat drunk and therefore I did not feel safe to go any closer. 
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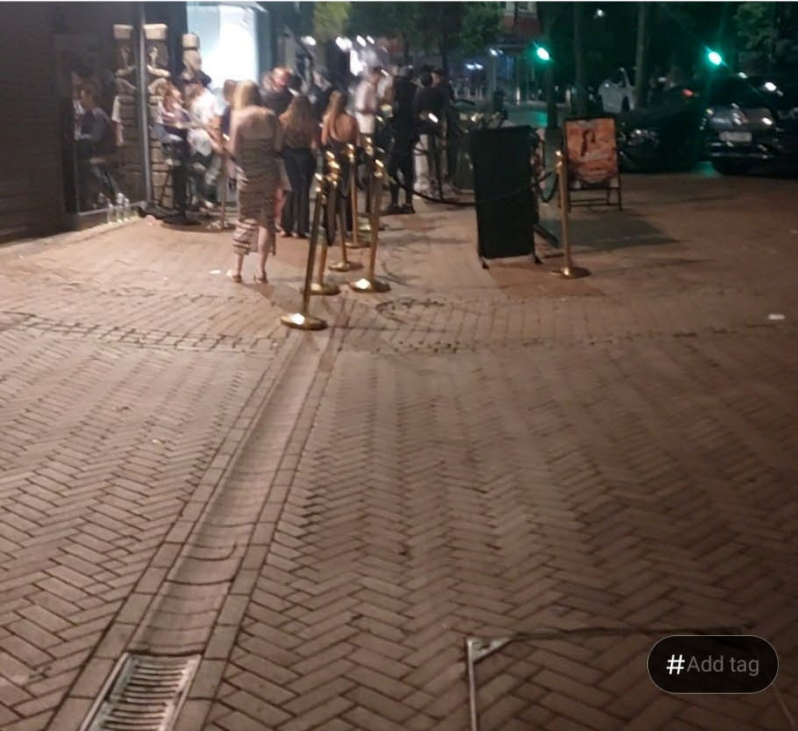
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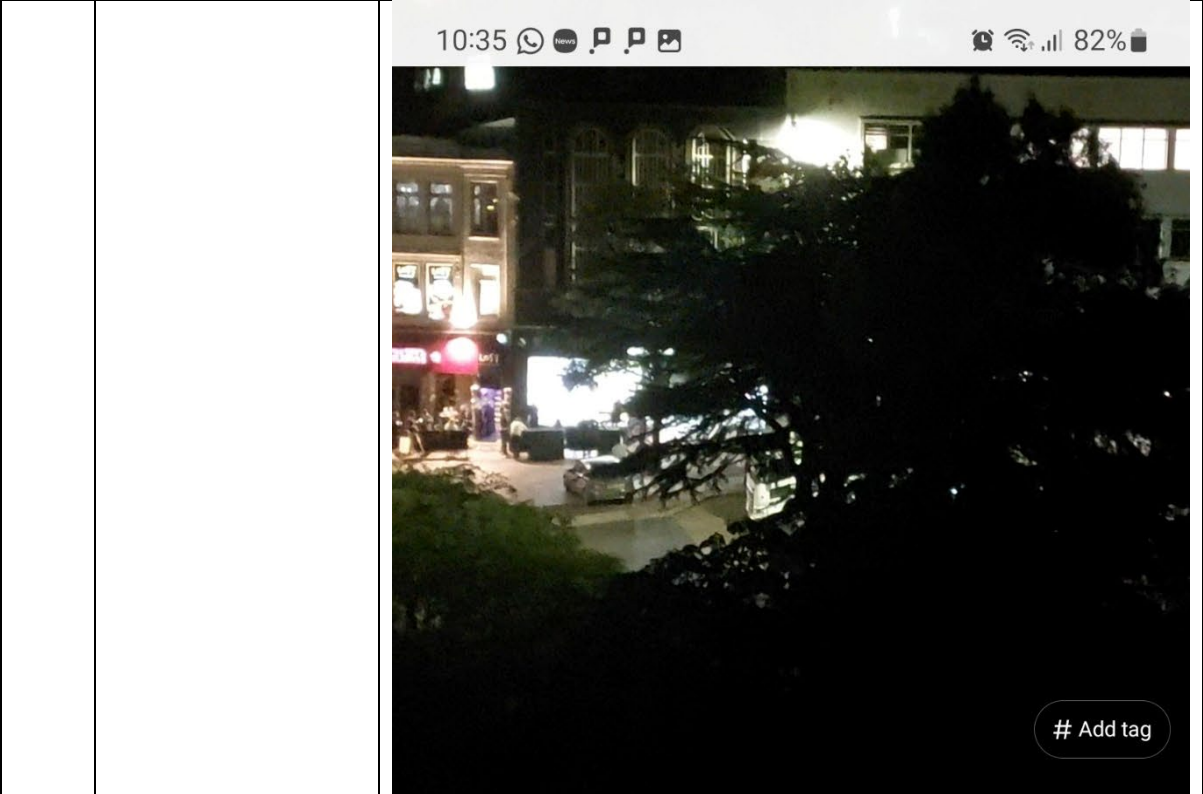
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8 August 2026 00:57

[Edit](#)

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/Internal storage/DCIM/Bcp issues

Samsung SM-M526BR

15.61 MB | 1920x1080 | FHD

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		<u>Email 4</u> Further to previous correspondence and to the recent video and photos I have submitted to you, you will notice that Lost have clearly delegated themselves an area on the public pavement for their use. I therefore ask BCP to respond to the following; - Please confirm the legal authority under which Lost is encouraging their patrons to congregate on the public pavement outside the club premises as 'their delegated smoking area'. - Any relevant pavement licence plan - Any conditions covering the use of that external area - What current restrictions or authorisations the Club have been given for the control of their patrons when outside the premises relating to their current licence. Further, your comments to the following would be appreciated... Dorset Council's current licensing policy expressly says that patrons using external smoking areas are regarded as being a direct result of the licensed premises and within the control of the license holder. In addition, late-evening and early morning noise affecting residents trying to sleep as a 'Public Nuisance' consideration.  <u>Email 5</u> Dear Ms King Again, your response which was most interacting, is appreciated.
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	Can you also confirm that you will impose the relevant conditions that also concern us considerably which relate to Clauses;12.1 to 12.10 .Licensing Objective: Public Nuisance ..to which it would appear that none of the following have been to date, imposed nor adhered to? 12.1 Licensed premises, particularly those operating after 23:00 hours and into the early morning, can adversely affect people living or working in the vicinity of the premises. The applicant's operating schedule must therefore contain practical steps to prevent disturbance to local residents. The issues will concern nuisance from noise, light, odour and litter. 12.2 Conditions relating to noise nuisance will usually concern steps appropriate to control the levels of noise emanating from premises. This might be achieved by a simple measure such as ensuring that doors and windows are kept closed after a particular time or persons are not permitted in garden areas of the premises after a certain time. More sophisticated design measures to mitigate sound escape from the premises may be appropriate where individual circumstances dictate. Any conditions appropriate to promote the prevention of public nuisance will be tailored to the type, nature and characteristics of the specific premises and its licensable activities. 12.3 Where applications have given rise to representations, any appropriate conditions shall normally focus on the most sensitive periods. For example, the most sensitive period for people being disturbed by unreasonably loud music is at night and into the early morning when residents in adjacent properties may be attempting to go to sleep or are sleeping. This is why there is still a licensing requirement for performances of live music between 11 pm and 8am. In certain circumstances, conditions relating to noise emanating from the premises may also be appropriate to address any disturbance anticipated as customers enter and leave.
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	12.4 The Licensing Authority is mindful of the potential for noise nuisance from amplified sound and live music. Where there are relevant representations on this issue, the Licensing Authority will normally impose appropriate conditions on variations or new licences or refuse consent if necessary for the promotion of the licensing objective. A condition to prevent noise nuisance could be imposed in such circumstances. 12.5 Applicants must demonstrate that they have considered those factors that cause or add to public nuisance. It is good practice to consult with a noise expert to ensure the effectiveness of measures undertaken. The Council's Pollution Control Team can also be consulted to assist in developing a Noise Management Plan. 12.6 Factors to consider include; • Location of the premises and use of associated outside areas, for example, particularly for smoking • Hours of operation • Customer profile • Nature of activities to be provided - temporary or permanent • Location of activities - inside or outside • Design and layout of the premises • Use of noise limiting devices • Number of people attending the premises • Availability of public transport and parking provision • Winding down period between the end of the licensable activities and closure of the premises • Last admission time • Fliers and other advertising material (The Council operates a licensing scheme to regulate this , further details can be obtained here) 12.7 Measures to control light nuisance will also be given careful consideration. Bright lighting outside premises, which is considered appropriate to prevent crime and disorder may itself give rise to light nuisance for some neighbours. Applicants, the Licensing Authority and responsible authorities will need to balance these issues. 12.8 Beyond the immediate area surrounding the premises, these are matters for the personal responsibility of individuals under the law. An individual who engages in anti-social behaviour are accountable
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	for their own actions. However, it is considered perfectly reasonable for the Licensing Committee to impose a condition, that requires the licence holder or club to place signs at the exits from the building encouraging patrons to be quiet until they leave the area, or that, if they wish to smoke, to do so at designated places on the premises instead of other external areas, and to respect the rights of people living nearby to a peaceful night. 12.9 Where applicants propose to provide seating, tables or other facilities in any outdoor area, whether covered or not, or to permit the use of outdoor areas as smoking areas, applicants will be expected to demonstrate in their operating schedule that; • Suitable and sufficient measures will be in place to prevent the escape of noise and other public nuisance from that outdoor area, from the licensed premises or from any of the licensable activities • Effective management controls and other measures are put in place this will include removal of seating/tables, presence of staff and installation of CCTV to ensure that licensable activities and the use of such areas by customers or other persons is controlled so as not to adversely impact on nearby residents 12.10 After 23:00 hours consideration should be given to the impact of patrons using outside smoking areas. The Licensing Authority will normally expect the public use of external areas in the licensee's control to cease at 23:00 hours. Where outside areas will be in use after 2300 additional management controls will need to be considered which may including limiting the number of patrons permitted in the area and the presence of security staff. Thank you for your time in this matter, and just to remind you that this noise nuisance is affecting a good number of our residents at Bourne Court, where there are 20 apartments consisting of elderly, infants and students studying. kind regards, [REDACTED]
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20th July, 2026

Dear

I have stayed at your accommodation from 17th July until the 20th July.

The accommodation you provided was lovely but unfortunately I wasn't able to sleep for two nights Friday and Saturday.

I am all in favour of the young having some opportunity

I hope you manage to find
a middle of the road
answer to this problem

Yours sincerely

Past Manager of

Tiverton.

to enjoy themselves but for them to not care about all those around I find somewhat sad in our society.

I am not a person who normally complains but as someone who ran a pub for twelve years I like to think that we made sure the locals were not overwhelmed by our presence.

I was unable to sleep and have gone home early because of this. Unfortunately I am not too well so this does affect me for the duration of the evening.

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