

HELLON, Richard

From: [REDACTED]
Sent: 28-Sep-2020 14:04
To: LICENSING (Cheshire East)
Cc: [REDACTED]
Subject: Licensing Support

Follow Up Flag: Follow up
Flag Status: Completed

To whom it may concern,

As a loyal customer of the Bridge for many years we see the venue not only as a positive addition to the village economy and community but also a contributor to the other local shops and businesses in Prestbury.

We live very close to the village centre and see the huge positives that the family oriented focused venue attracts. The live and DJ set music brings atmosphere to a quality venue in a non-intrusive manner and also supports local artists.

As customers we love the fact that the music is played at respectful times as well as at a volume that is non-intrusive to conversation which definitely adds to the experience as a whole. With this in mind music doesn't impact on local residents and I have never heard music upon walking past. A venue such as the Bridge brings a high-end dining experience that helps keep patrons in the village as well as bringing in guests from far and wide. The Bridge has been a solid and respected institution for many years and is seen as a place to visit and represents Prestbury as a flagship venue.

We must support such venues who have invested heavily in their own refurbishment and safety of guests and clients during such uncertain times. It would be a sad shame if music wasn't a central feature to an already customer and community focused establishment. We frequent the Bridge several times a week with family and friends due to its excellent food and service and have invited many friends and family to experience this superb venue.

Safety is paramount at the bridge and they are only one of the only places we would frequent during the pandemic because of their high levels and safety focused attitude to their clients. Nothing is ever too much trouble and I would go as far as to say the Bridge is the hub of our village setting the standards for others to follow. From security to safety measures upon arrival through to leaving there is an attention to detail that many establishments would do well to follow.

We look forward to continued success and support the Bridge in Cheshire 100% as an asset to our village that could never be replaced.

Kindest Regards,

[REDACTED]

[REDACTED]

[REDACTED]

HELLON, Richard

From: [REDACTED]
Sent: 28-Sep-2020 14:04
To: LICENSING (Cheshire East)
Cc: [REDACTED]
Subject: Licensing The Bridge in Prestbury

Follow Up Flag: Follow up
Flag Status: Completed

I am writing to support a licence in a beautiful, family, friendly place call The Bridge in Prestbury. Being single mum with 2 children and no support around is a struggle. Current child care is not available due to Covid19. I could not go out and have life till I discover this place. My social and family life turn completely. The Bridge offers great price menu for dinning. They are promoting different discounts through the week. The Bridge allows me to bring my children with me to dine in quality establishment where beautiful life music can be listening to. There are no drunken unpleasant people to be seen. Security looks after everyone on a doorstep. The Bridge is lovely and quiet place which allows me to have conversation with my family and friends. I go there every week and I bring my children with me Beautiful jazz or other Type of music developed my children cultural life. They can play games as there are choice of board games available. Current Covid19 situation does not help with a safe outing. I feel in The Bridge my children are safe and well looked after. Hands sanitiser, Temperature checks are on arrival In two entrances. This place give me comfort that I am in a safe place with my family. I have not seen this in any other places in the area. The Bridge Also offers me safe return home. They have own taxi which takes me back and my children home safely. In my opinion this is amazing. The Bridge brings a popular social space that was not previously available in the area. I am all about safety for me and my family. I am a social worker and understand how important is safety and well-being. The Bridge provides superb event spaces for me and my family. Garden space to sit down and read the book. Outdoor place for children to play. I hope you find this information useful. Please do not hesitate to contact me with any other enquiries. Thank you. [REDACTED]



29th September 2020

To whom it may concern: Re The Bridge Hotel – Letter of support

Dear Sir,

I write regarding the above business that operates in the village where I have lived for over 23 years. We have supported the business consistently during this time and even more so since its recent revamp.

It goes without saying that the revamp has added terrific value to the village as a destination hot spot, as myself and many other residents (who are our friends) have begun to use it far more frequently as a place to eat, meet and drink.

The inclusion of its live music events has added enormous value and ambience to the facility and I for sure feel that this has had an extremely positive affect on the village, as not only are residents clearly enjoying it, it's driving in new people from outside the village too, which in turn is having a positive impact on neighbouring traders.

The varied scope of activities one can enjoy provides something for everyone throughout the whole day and into the evening, from dog walkers and families, to couples and professionals, this is evidenced by the variety of tailored activities and facilities throughout the week, and of course the way the interior has been designed to accommodate people's individual needs.

Not only do I live within walking distance to The Bridge Hotel, but I also own a retail business in the village that is some 30 yards away across the street. My business is Dress Cheshire and I send an awful lot of people to The Bridge for lunch and drinks after they have shopped in my store; as invariably they ask me where they can go next and where do I recommend.

My own business drives footfall into the village too, as I have a national social media presence, so The Bridge and its facilities are important to me and my customers' who often travel some distance to get to us – indeed, some have travelled so far they have used the overnight accommodation at The Bridge too as a place to stay.

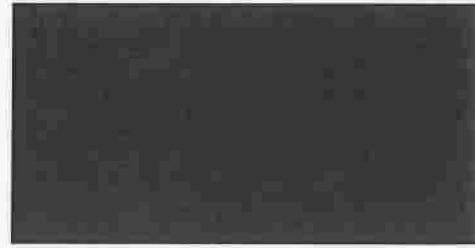
Overall the quality and variety of services available at The Bridge means that it is now a real destination venue for Prestbury village, for both the local people and others coming in from afar. It is a wonderful wedding venue for the nearby Church and a superb function room for corporate or domestic events, and it boasts one of the best gardens in the village for social gatherings.

I hope to see the revamped venue thrive and continue to add value to our community.

If you require any further information please do not hesitate to contact me.

Best

A black rectangular redaction box covering the signature area.



22nd September 2020

FAO: licensing@cheshireeast.gov.uk



Subject: Letter of Support for The Bridge (Flat Cap Hotels)

Dear Sir/Madam

We are writing to you in support of the establishment known as The Bridge, Prestbury. As local residents of whom reside within very close proximity to the property (less than a mile away). The Bridge is a quality establishment and we do use the property on a regular basis as part of our social life. We whole-heartedly support this business and it's prosperous future.

Having a family, we really like it's family safe, friendly atmosphere, great service and excellent food – which are such positive USPs for the Prestbury area to boast. A Quality establishment, such as The Bridge surely must bring much welcome trade and custom to the area and certainly to the other local shops and businesses. Definitely adding much needed value to the Prestbury community as a whole.

We hope that you will consider our positive letter of support for The Bridge as an establishment which is an asset to Prestbury.

Yours faithfully



HELLON, Richard

From: [REDACTED]
Sent: 29-Sep-2020 20:52
To: LICENSING (Cheshire East)
Cc: [REDACTED]
Subject: License application

Follow Up Flag: Follow up
Flag Status: Completed

To whom it may concern.

Being aware that the Management at The Bridge Hotel, Prestbury are applying to update their license, my husband and I would like to offer our very positive support.

It is great to see the massive improvements that they have instigated during lockdown have been completed.

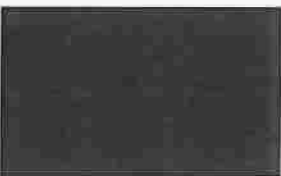
The hotel/restaurant is now a welcoming venue, buzzing with life and has become the 'go to' place for village residents. They have well and truly brought the establishment into the 21st century.

Friendly, welcoming environment. Great food. Courteous, caring staff, ensuring safe social distancing and equally friendly and welcoming to 2 year olds or 92 year olds.

The function facility looks great, when it can eventually be used and the provision of music, be it live or background is delightful.

We are probably one of the hotels closest neighbours, being diagonally opposite. We have no problem with noise from the hotel, just very occasionally from guests leaving (who have obviously enjoyed themselves), or the taxi companies picking them up. Not really the hotel's fault, but thankfully people not drink and driving.

Anyway, I hope that you view their application sympathetically and they continue to bring business to the whole of the village through their professional and friendly approach.



Sent from my iPhone

HELLON, Richard

From: [REDACTED]
Sent: 30-Sep-2020 17:17
To: LICENSING (Cheshire East); [REDACTED]
Subject: Support for The Bridge in Prestbury License amendment

Follow Up Flag: Follow up
Flag Status: Completed

Dear Sir/Madam

We are writing a letter of support in relation to The Bridge in Prestbury looking to amend its current license.

Over the past 11 years we have lived in Presbury and in that time have frequented the Bridge for many social events. They have ranged from Sunday lunches, birthday parties, to simple drinks with friends. Over the last 12 months we have seen very positive changes within The Bridge which have included live music, attentive & friendly staff, improved menu and of course a new fabulous interior design. We feel its friendly and safe family atmosphere has been enhanced with the new refurbishment and brings The Bridge totally up to date.

The standard of food has also improved beyond recognition, my husband and I are both 'foodies' and feel The Bridge is well on the way to putting Prestbury on the Cheshire gastronomic map.

During the lockdown, we wanted to support local businesses and the village as much as possible. We ordered from the Sunday lunch Take Out service and was impressed with the quality and professionalism. Due to this we helped promote The Bridge amongst friends and they too, ordered from the Take Out menu and were impressed with the quality of service.

Since The Bridge has opened during the current Covid 19 pandemic, as a family we have felt safe coming into the restaurant and impressed with the safety precautions. Our temperatures have been taken upon entry and the current rules/guidelines have been communicated. In addition to this, we have totally loved the ambience of the outside music at the weekends! We have sat outside, dined and enjoyed the relaxed feeling The Bridge is creating. We feel The Bridge has become a positive anchor to the village and the local residents.

We are totally supportive of [REDACTED] and his team and recognise a lot of hard work has gone into the enhancement of The Bridge which will then be enjoyed by ourselves and the Prestbury community.

We are looking forward to dining at The Bridge this evening and again tomorrow evening and therefore support the Bridge with any amendments they wish to achieve with their licencing requirements.

Regards,

[REDACTED]

HELLON, Richard

From: [REDACTED]
Sent: 01-Oct-2020 20:34
To: LICENSING (Cheshire East); [REDACTED]
Subject: The Bridge Prestbury

Follow Up Flag: Follow up
Flag Status: Completed

To whom it may concern

I am a Buisness owner in Prestbury and am writing to support the application of the new licence for the Bridge Hotel Prestbury.

I feel the Bridge is an exciting asset to our village, it has created a new uplifting atmosphere and a friendly environment with exceptional food and hospitality. It is a hub of life, love and excellence. Just what both locals and visitors needed. The standards are exceptional and it has really put Prestbury back on the map.

Many of my Friends, colleagues and clients who live outside of the village are now travelling to visit the Bridge...this is something the village really needs. We need people to visit the village and boost our economy, we need a lively friendly pub to cheer our souls and warm our hearts. This is just what the Bridge offers.

Since the Bridge re opened there has been a buzz in the village again

I would like to add I am super impressed by the lengths at which the Bridge have gone to to maintain Covid compliance. Whenever we visit we feel safe and secure with the care taken to social distance, temperature checks, track and trace and overall hygiene.

The refurbishment is super smart and impressive and has created a superb event venue, again something the village really was crying our for.

My husband and I who normally consider ourselves home birds, have visited the Bridge at least three times a week since it opened, it has lifted our spirits and given us a new renewed motivation for our weekends.

We look forward to spending many more special occasions with our friends and families and even considering renewing our vows again, with the after party there!

I think the Bridge is one of Prestbury's special treasures .

Warmest regards

[REDACTED]

Sent from my iPad

HELLON, Richard

From: LICENSING (Cheshire East)
Sent: 12-Oct-2020 08:23
To: [REDACTED] HELLON, Richard
Subject: [OFFICIAL] FW: The Bridge, Prestbury

From: [REDACTED]
Sent: 10 October 2020 12:38
To: LICENSING (Cheshire East)
Subject: The Bridge, Prestbury

Dear Sirs,

My Husband & I would like to express our concerns over activity we have experienced while walking through the village of Prestbury.

We understand from friends & neighbours there has been some sort of application made by The Bridge Hotel to extend their licencing hours.

My husband & I are in our early 70's and we do not frequent The Bridge or any other establishment for that matter in the village of Prestbury, with the exception of [REDACTED] for special occasions, we are very limited due to my husband's mobility issues.

We have no issue with The Bridge & are not emotive in either way of what they do with the hotel, from what we can see and hear from our friends and neighbours it has been vastly improved. It has always been known locally as a very worn out business so it is quite refreshing to see some life injected into the beautiful building.

I am however, rather alarmed and extremely concerned by the bullish behaviour of a local resident who approached us in the Village early this week asking us to object against The Bridge's application.

As we politely explained to the gentleman that we had no issue either way and we had not been affected by The Bridge at all and in fact had only heard positive things about it. We did explain we don't go to The Bridge and wish not to get involved in any debate between The Bridge and any locals petitioning.

Where I became rather annoyed was when he asked us to effectively lie and gave us details of what to put in our letter to include issues on noise, crowds of people on the roads and disruptive behaviour.

I explained to the gentleman we had not experienced any of this. We only live 2 minutes walk away from The Bridge, probably one of the closest residents in fact. He responded, 'It does not matter, just note it down, so we can close them down''

I find this behaviour despicable, if this is the actions of our village residents when we have seen business struggle to survive here and even more so during these extremely challenging trading times.

As I have stated I am not emotive what the outcome for this is, however where I do have an issue, is where residents are being vindictive about our local business and going to lengths to lie to succeed in their mission.

I have lived in the village of prestbury now for over 50 years and have seen many businesses' fail, business' need support and if we as local prestbury residents cannot do that, there is not much hope.

I will be making the management at The Bridge aware of this situation.

Yours

[REDACTED]

HELLON, Richard

From: LICENSING (Cheshire East)
Sent: 12-Oct-2020 08:58
To: [REDACTED] HELLON, Richard
Subject: [OFFICIAL] FW: Serious

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

From: [REDACTED]
Sent: 10-Oct-2020 14:33
To: [REDACTED] LICENSING (Cheshire East)
Cc: [REDACTED]
Subject: FW: Serious

Dear All

Please see below email again received through reception this afternoon.

[REDACTED]
[REDACTED]
Flat Cap Hotels
<https://flatcaphotels.com/>
[REDACTED]

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

From: The Bridge [Flat Cap Hotels] <thebridge@flatcaphotels.com>
Sent: 10 October 2020 14:21
To: [REDACTED]
[REDACTED]
Subject: FW: Serious

Please find the message below for your attention.

Kind Regards,

[REDACTED]
The Bridge Reception
[REDACTED]
<https://flatcaphotels.com/>
[REDACTED]

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

From: [REDACTED]
Sent: 10 October 2020 14:18
To: [REDACTED]
Subject: Serious

To the Manager at The Bridge

PRIVATE & CONFIDENTIAL

I need to make yourselves aware of slanderous and false rumours that appear to be going around Prestbury caused by a small handful of people. I think it is in your interest to know this and manage it urgently.

On a couple of separate occasions I have been asked to write a letter to licensing board @ council to complain about the bridge in Prestbury. I'm a local Prestbury resident and a regular visitor to The Bridge.

The Bridge in my opinion creates a safe, enjoyable place to dine with my family especially at times like this. Very covid safe & one feels comfortable dining here when many others are not as covid competent!
Also it brings jobs and valued trade to the village and that is sorely needed.

I am not at all happy to then be asked to complain about issues that I have not experienced and feel pressurised to do so regardless!!

There is a man, who lives in a flat in one of the new apartments at The Bridge who bombards myself and I've seen him do the same to others. I cross the street now to avoid him, Which frankly is unacceptable. Accosting people in vain attempt to get myself & others to fabricate nonsense about The Bridge.

Yesterday was the final time and I told him not to speak to me again. The Bridge Hotel existed a long time before those apartments were built and they would have surely been aware of this when purchasing a property there!

He is also doing this to friends and associates I know. Frankly everyone is taken aback by it and only wishes the Bridge well.

But I just want to make you aware we are not supporting this. Nor will we.

Keep up the great work, you are a credit to Prestbury. After dire years where we feared the village would just wither away it is a joy to see footfall & people out again like it was years ago; even during these difficult times. God only knows the hospitality industry has enough to deal with during this year without this!

HELLON, Richard

From: LICENSING (Cheshire East)
Sent: 12-Oct-2020 08:59
To: [REDACTED] HELLON, Richard
Subject: [OFFICIAL] FW: Bridge hotel

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

From: [REDACTED]
Sent: 10-Oct-2020 21:02
To: LICENSING (Cheshire East)
Cc: [REDACTED]
Subject: Bridge hotel

Dear sir ,

We have lived in Prestbury village for most of our lives , for over 50 yrs .

I personally had my 21st birthday at the Bridge & also my wedding reception so as you can see it holds very special memories for my husband & myself .

We are delighted to say that we are once again enjoying the food, music & excellent service that the Bridge provides & walk down most mornings for a chat & cup of coffee with the rest of our family who all live locally.

It's lovely to see local faces working at the Bridge in these difficult times and we find the food excellent & the service warm & friendly .

We are particularly enjoying the beautiful gardens & the music weekends as they are outside & we feel very safe in the pandemic & very much enjoyed watching a wedding reception last week .

Kind Regards

[REDACTED]

Sent from my iPhone

HELLON, Richard

From: [REDACTED]
Sent: 14-Oct-2020 08:53
To: HELLON, Richard
Subject: [OFFICIAL] FW: The Bridge Hotel, Prestbury - Application for License Amend

From: LICENSING (Cheshire East)
Sent: 13-Oct-2020 16:38
To: [REDACTED]
Subject: [OFFICIAL] FW: The Bridge Hotel, Prestbury - Application for License Amend

From: [REDACTED]
Sent: 13-Oct-2020 16:36
To: LICENSING (Cheshire East)
Subject: The Bridge Hotel, Prestbury - Application for License Amend

Dear Sirs,

I understand The Bridge Hotel has applied for a License Amend and, whilst I am not aware of the details, as a Village resident and regular visitor to dine at the Restaurant, my Wife and I wish to support their application.

At the outset I would like to record our appreciation of their contribution to the amenity of the community made during the difficult Covid Pandemic. During the Lockdown period, when their normal operations had to be closed they continued to provide a desirable service to the Village by providing home delivery of meals to residents (my Wife and I had weekly deliveries to our door) which was uplifting and in addition I believe the Hotel was supportive of the NHS.

I believe the premises are well run and I am pleased to say to my knowledge they do not attract any anti social behaviour which is an asset to the Village in efforts to prevent crime and disorder and nuisance to the community, long may this continue. I am certainly not aware of any such undesirable issues whilst I have been resident a short distance from the premises.

I wish them every success in trying to develop their business.

Yours faithfully,

[REDACTED]