



## Hertsmere Borough Council Licensing Act 2003 Premises Licence

Premises Licence No.

LIQ/700

**Part 1 - Premises details****Postal address of premises, or if none, ordnance survey map reference or description**

McDonalds  
213 Shenley Road  
Borehamwood  
Hertfordshire  
WD6 1TE

**Telephone number****Date of Commencement of licence**

30 June 2024

**Licensable activities authorised by the licence**

Late Night Refreshment

**The times the licence authorises the carrying out of licensable activities**

Late Night Refreshment	Monday to Sunday	23:00	05:00
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**Non Standard timings and Seasonal Variations.**

None.

**The opening hours of the premises**

Monday to Sunday                      00:00 to 23:59

**Where the licence authorises supplies of alcohol whether these are on and/ or off supplies**

N.A

**Part 2****Name, (registered) address, telephone number and email (where relevant) of holder of premises licence**

Lansia Limited, First Floor, Saggarr House, Princes Drive, Worcester, WR1 2PG

**Registered number of holder, for example company number, charity number (where applicable)**

13197145

**Name, address and telephone number of designated premises supervisor where the premises licence authorises the supply of alcohol****Personal licence number and issuing authority of personal licence held by designated premises supervisor where the premises licence authorises for the supply of alcohol**

The grant of this licence is authorised by:

Paul Sawyer  
Head of Environmental Health, Licensing and Resilience.  
Date of Grant: 25 July 2024

**Annex 1 – Mandatory Conditions**

Mandatory conditions applied by Section 19 and Section 19A of the Licensing Act 2003.

None.

**Annex 2 - Conditions consistent with the operating schedule.**

1. This premises licence authorises the provision of hot food and drink ordered, served and provided either to members of the public via the drive through or to a McDelivery courier driver attending the premises to fulfil a McDelivery order.
2. The Premises Licence Holder shall deploy a fully trained member of staff as a Courier Partnership Lead (CPL who oversees McDelivery courier drivers). The CPL shall be trained in conflict management to an industry recognised training qualification. The role of a CPL shall be to allow for delivery courier staff to be effectively managed inside the premises and immediately outside the front of the premises (i.e to prevent loitering and noise nuisance).
3. After closing time of the restaurant all doors shall be locked and McDelivery drivers shall only be able to access the premises by display of an order code to the CPL or other McDonalds member of staff.
4. A manager and or fully trained member of staff shall complete a walkabout of the drive thru and car park to ensure customers are not loitering in the car park and or committing acts of anti-social behaviour.
5. The car park shall be monitored by an ANPR (automatic number plate recognition) system that shall restrict the amount of time a customer can remain in the car park. Clear signage shall be displayed to advertise ANPR.
6. The premises Licence Holder shall operate a robust CCTV Policy to ensure compliance with Data Protection Legislation and assist the Police with the prevention and detection of crime.
7. CCTV shall be installed and maintained at the premises and shall cover the external area of the front entrance where collection drivers arrive to enable frontal identification of every Mc Delivery driver entering in any light condition and shall continuously record whilst Mc Delivery drivers remain on the premises.
8. CCTV equipment shall meet the industry standard suitable to record images of a proper quality.
9. The CCTV system shall be fitted with a digital alarm that shall sound if the equipment is faulty or not recording.
10. The CCTV system shall be regularly serviced by qualified maintenance technicians.
11. All shift managers shall have safety and security training, including accredited Conflict Management Training.
12. When the premises are closed to walk in customers the main Mc Donald's signage and internal dining area lights shall be turned off. In addition clear signage shall be displayed on the front entrance that the store is closed to all walk in customers.
13. These measures shall be implemented between the terminal hours for in store dining until 05:00 on any day to deter any assumption from members of the general public that the premises are open.
14. Collection drivers shall be instructed (by text message from the ordering platform) not to loiter, huddle outside the premises so as to prevent public nuisance in the immediate area.
15. A dedicated driver waiting area within the store shall be provided for delivery drivers to wait in to collect their order.
16. A contact telephone number of the on-duty manager shall be prominently displayed at the premises.
17. A incident log or EIRF shall be available to log any issues of crime and disorder, public nuisance or public safety matters that may occur between 23:00 – 05:00 on any day of the week and any remedial or other action taken.
18. All shift managers shall have safety and security training.

19. A duty manager shall be deployed to provide support for the CPL and McDonalds staff.
20. A Staffsafe™ system (for the protection of McDonalds staff, McDelivery couriers) with both audio and visual monitoring capability to monitor the collection area shall be in operation.
21. The drive thru and car park shall be suitably illuminated during hours of operation.
22. Prominent and clear signage shall be displayed throughout the drive thru to warn customers to keep noise to a minimum, respect the needs of local residents, leave the Premises and the area quietly and not to:
- (i) Use their vehicle horns;
  - (ii) Play loud music;
  - (iii) Rev engines or act in anti-social manner
23. Signage shall also warn customers that these types of antisocial behaviour shall not only result in them being refused service but will also be recorded on CCTV and reported to Hertsmere Council and/or Hertfordshire Police.
24. The premises licence holder shall ensure that daily litter patrols to collect both McDonalds packaging and any other litter are undertaken in the early morning each day and all litter bins in the demise of the premises emptied.
25. A contact telephone number of the on-duty manager shall be prominently displayed at the premises on the external entrance door in case of a complaint.

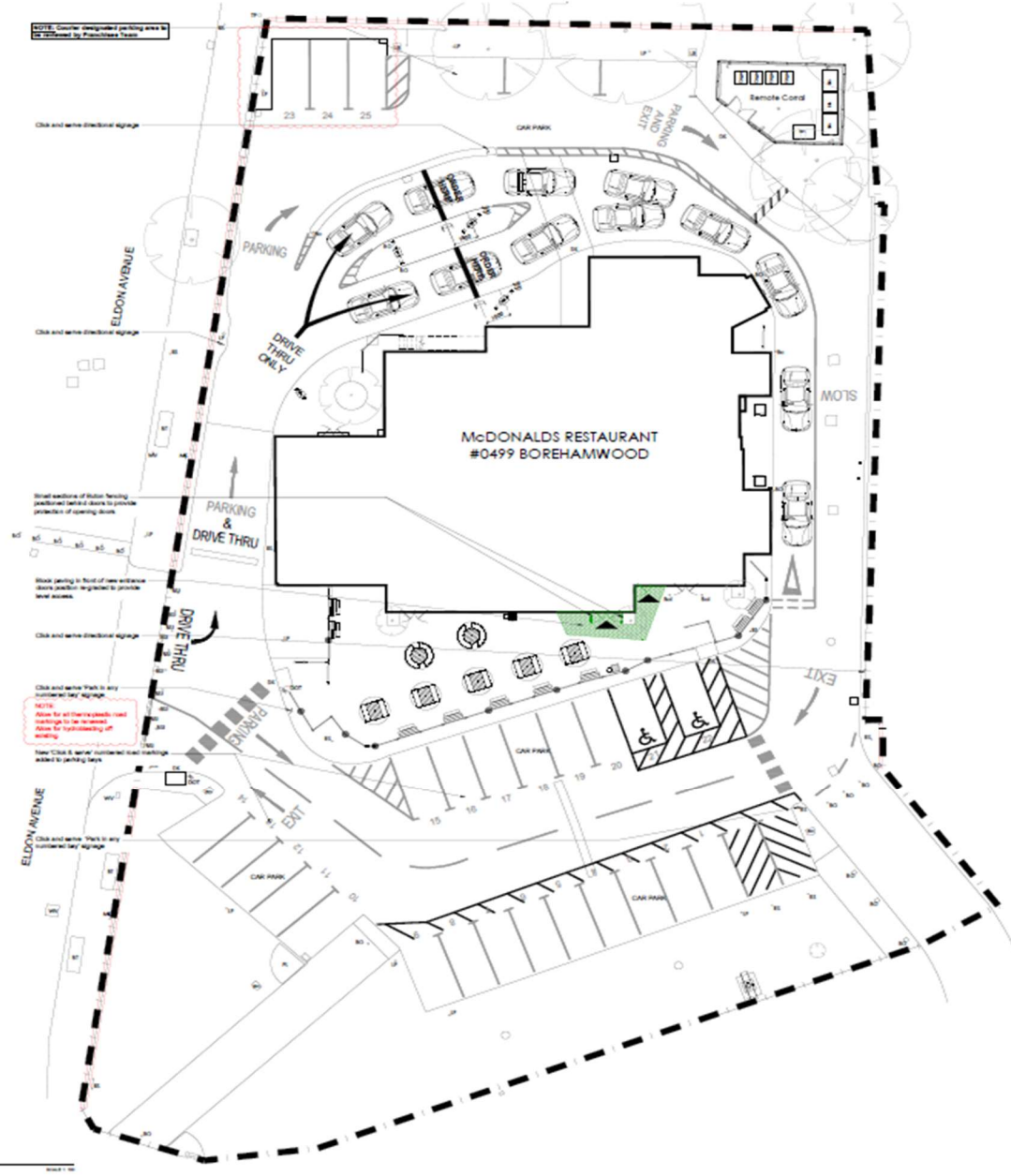
**Annex 3 - Conditions attached after hearing by the licensing authority.**

None.

**Annex 4 – Plan of Premises**

Site Plan Job Ref: 21600 Store No. 499. Dwg No. 300. Rev. E - January 2023 (amended 8 May 2024).  
Ground Floor Plan 1600 Store No. 499. Dwg No. 50. Rev H - February 2023 (amended 14 May 2025).

Reproductions attached not to scale.



**LEGEND**

NO.	DESCRIPTION	DATE
1	Issue for tender	21/02/2024
2	Issue for construction	22/03/2024
3	Final design	22/03/2024
4	Final design	22/03/2024
5	Final design	22/03/2024
6	Final design	22/03/2024
7	Final design	22/03/2024
8	Final design	22/03/2024
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28	Final design	22/03/2024
29	Final design	22/03/2024
30	Final design	22/03/2024

**DESIGN WORKING GROUP APPROVAL**

**CLIENT**

McDonald's Restaurants UK Limited  
 170 Watlington Road, Borehamwood, Hertfordshire, HX6 2PS

**PROJECT**

McDonald's Restaurants UK Limited  
 170 Watlington Road, Borehamwood, Hertfordshire, HX6 2PS

**DATE**

22/03/2024

**SCALE**

1:200

**NOTES**

1. All dimensions are to the center of walls unless otherwise stated.

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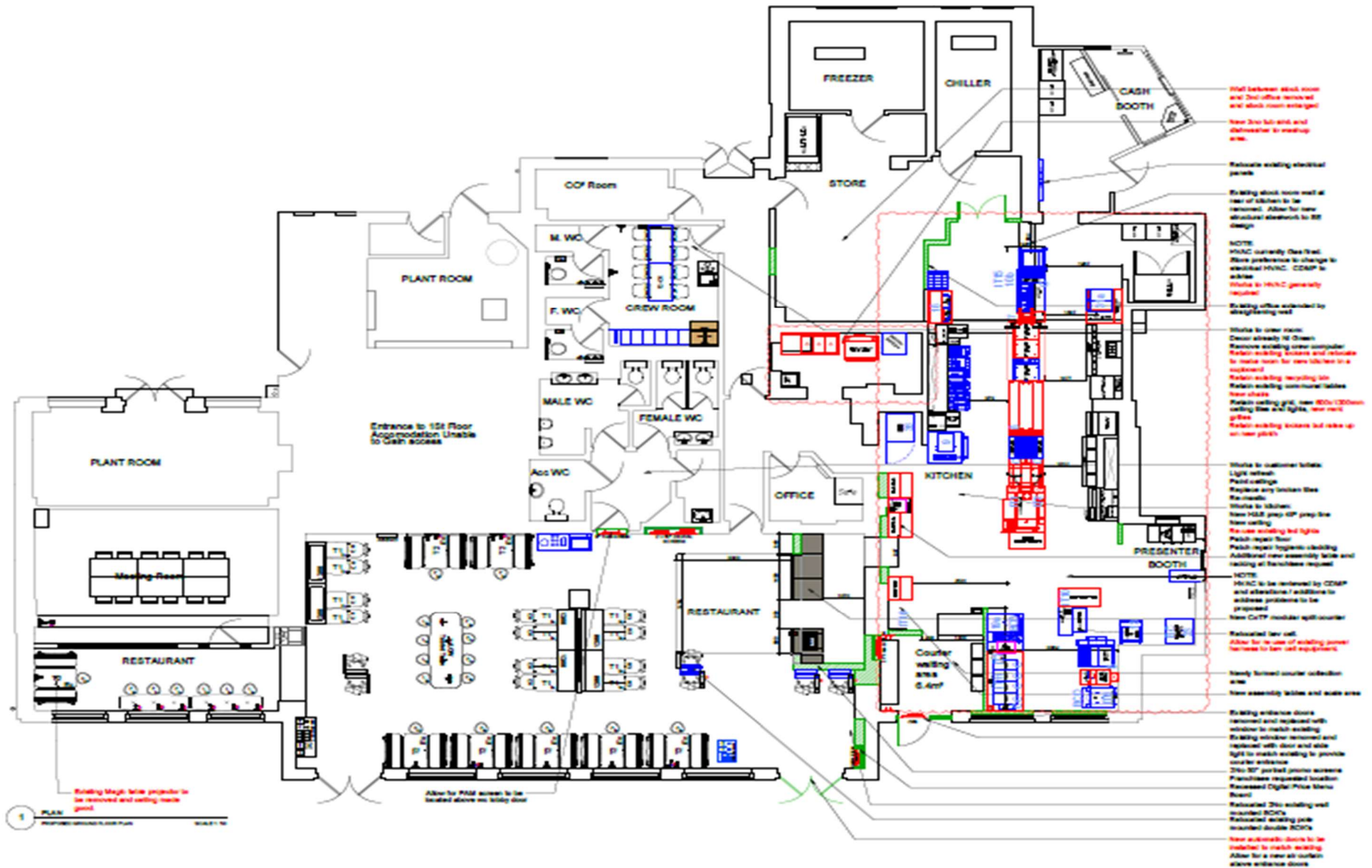
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**Registered number of holder, for example company number, charity number (where applicable)**

13197145

**Name, address and telephone number of designated premises supervisor where the premises licence authorises the supply of alcohol**

N/A

**State whether access to the premises by children is restricted or prohibited**

N/A