

Representations received against the review of Meram Kitchen/XO Lounge, Brewery Square

1

Good Evening,

I understand a noise complaint has been received regarding XO in Dorchester.

We have attended this venue on several occasions and on all times upon approaching the venue we couldn't hear the music at all.

Being registered blind it's an honour to attend this venue, the staff are extremely helpful, help was offered from the second I arrived to the second I left. There was staff available at the top and bottom of the stairs, even someone on the door.

At no point while we approaching or leaving the venue could we hear any noise.

Dorchester lacks venues with this experience and in my opinion we very much look forward to attending again to support them. It was fantastic to attend a venue that had music and cocktails keeping our evening going into the early hours!

We really do hope that this lovely venue is given the chance to continue to operate.

Thank you

██████████

2

Good evening.

I have become aware that the new bar/club in Brewery square, XO lounge, is currently undergoing a licensing review due to a complaint of noise.

I am very sorry and surprised to hear this.

When I was there, a month or so ago, our group of friends even commented on what a perfect venue it was. Not just because the staff are friendly and the owners seem like decent, hard working people. And not because the food in the restaurant above is so delicious and reasonably priced. But because it is **underground!**

This underground bar gives off a cosy vibe and being underground means music can be played without it being too much in the restaurant above. In fact we all commented that we couldn't even hear the music while we were eating and we were surprised at how loud it actually was when entering the XO lounge. It was perfect. The music created a wonderful club like ambience.

We couldn't hear the music while eating, and we definitely couldn't hear it outside as we left, we even all commented on it, "finally a bar/club in town for grown ups that won't get denied a late night license or get closed down due to petty noise complaints" we said. We were wrong clearly and this can only suggest that the complaint was made because people are being noisy as they leave the club.

This is by no means the clubs fault. There isn't even anywhere where you can just "hang around" outside so they must be moving on quite quickly as they leave. And frankly people can make drunken noise anywhere at anytime in Dorchester, especially as all our decent pubs are so spread out.

To lose the only decent late night opening bar/club in Dorchester would be an absolute disaster. It's been needed for so long. Especially a higher class type of venue. And it's great to support a small family run bar. My Son's all prefer The Weatherspoon's, which really is a noisy, dirty venue where people hang around outside for hours on end shouting and fighting.

I don't see the XO causing anywhere near as much noise as any of the other bars/clubs in town.

I urge you please, do not let us lose this small, decent, respectable and fun family run bar due to petty complaints.

Yours sincerely

[REDACTED]

3

Dear Sir/Madam,

I am writing to provide my feedback in support of Bar XO and its role within the Dorchester and Weymouth community.

From my personal experience, Bar XO is a well-managed and responsible venue that offers a safe, welcoming and respectful environment for people to spend their leisure time. It is a pleasant and culturally appropriate place for socialising within the local area.

The atmosphere inside the venue is consistently friendly and well supervised. The staff are attentive, professional and clearly committed to ensuring that guests feel safe and comfortable. I have never witnessed conflicts or inappropriate behaviour between customers during my visits.

The management maintains a high standard of cleanliness, organisation and security. The venue is carefully managed, and there is always a clear sense that the environment is being monitored to ensure that everything runs smoothly and respectfully.

Importantly, I have not experienced any excessive noise or disturbance associated with the venue. From what I have personally observed, customers leave the premises calmly and respectfully after closing time. People do not remain outside the venue late at night creating noise, and the surrounding area remains quiet and orderly.

I would also like to highlight that Bar XO contributes positively to the local economy by providing employment opportunities in the area. In addition, it is clear that the management treats its staff with respect and professionalism, creating a supportive and well-run working environment.

In my opinion, Bar XO represents a positive, well-managed and responsible venue for the Dorchester and Weymouth area, where people can spend time socially in a safe and respectful setting without causing disruption to the neighbourhood.

Thank you for taking the time to consider my feedback.

Yours faithfully



I am writing in response to the post that I saw regarding a complaint regarding the noise at XO, I was surprised to hear that there has been a complaint given there are other restaurants/ drinking venues in the area which don't appear to have experienced the same issues?

I have visited XO premises on 3 occasions and each time it has been a positive experience, the venue is very inclusive and as a 50 year old female I don't feel judged by the younger customers. I have never noticed any significant noise levels and feel that the establishment is well managed.

I hope that the venue continues to operate as Dorchester very much needs somewhere like this. The only other option is to travel to Weymouth which takes away the business and community from Dorchester Town.

Kind regards,

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6

Good evening

I've had a fantastic experience at XO Lounge. The staff are absolutely amazing—friendly, professional, and they really make you feel welcome from the moment you arrive. It's clear they take a lot of pride in what they do, and the service is always top quality.

The drinks are excellent as well—great selection and always made perfectly. It's honestly refreshing to have somewhere in Dorchester where you can enjoy high-quality drinks in a really nice environment.

The atmosphere is brilliant. It feels safe, well-run, and has a great vibe without ever feeling rowdy or uncomfortable. It's a huge positive for Dorchester's nightlife to have a place like XO Lounge that offers a more stylish and enjoyable option for a night out rather than the usual dive-type venues.

I've personally never experienced any noise issues, and everything always feels well managed. Overall, it's a fantastic addition to Dorchester and somewhere I'm always happy to recommend.

Kind regards

[REDACTED]

7

Dear Sir/ Madam

I am writing to add my support to the restaurant/ Bar in Brewery square, Dorchester called

XO which is currently having its licence renewed.
It is exactly what the area needs, giving a fantastic, safe area for people of all ages in
Dorchester.
I implore you to renew this licence in a positive way.

Regards

██████████

Dorchester resident.

8

I am writing in support of XO bar in Brewery Square, run by a dedicated team to bring joy
and social connection to the people of Dorchester.

Never has this been more important.

It would be a huge shame if, once again, the joy of many was trumped by the unhappiness of
a few.

Yours sincerely

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9

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Yours faithfully

[REDACTED]

10

Dear Licensing,

I am emailing to show support for the XO Bar at Brewery Square.

It is a welcome addition to the non-existent nightlife of Dorchester. I have enjoyed a couple of nights here after a meal at Brewery Square. It is well needed in Dorchester as there is no-where nice for people to go to enjoy themselves after 11pm. It is friendly welcoming and an enjoyable experience, as it is in the basement I assumed there would be less noise.

There is nothing to do for people in Dorchester in the evening aged over 18, this will also bring more money to the area, instead of everyone going to Weymouth or even Bournemouth to eat and have a night out.

The staff speak to you when you arrive and as you leave and are very helpful.

It has also created much needed jobs for the area.

If you need anything further please let me know.

Many Thanks

[REDACTED]

11

Dear Sir/Madam,

I am writing in response to the current review of the licence for XO Lounge. I was very disappointed to hear that complaints have led to this situation.

I have visited XO Lounge on several occasions and have always found it to be an enjoyable and well-run venue. As someone in my fifties, I have appreciated having somewhere locally where I can meet friends for drinks, as well as a place that appeals across generations, including my three sons.

What makes XO Lounge particularly valuable is its wide appeal. I have seen a real mix of ages there, from younger people to older residents like myself, all enjoying the same space. It provides a safe and social environment for young people in Dorchester, which is especially important. My son has recently turned 18 and is really pleased to have somewhere local to go, rather than needing to travel further afield.

It would be a great shame if the enjoyment of the majority were affected by a small number of complaints. Venues like XO Lounge play an important role in bringing the community together and supporting the local night-time economy.

While I understand that concerns should always be taken seriously, it is also important to recognise that living in a central location such as Brewery Square naturally comes with some level of noise and activity. I would respectfully ask that you take into account the positive contribution XO Lounge makes to the community and allow them to retain their licence.

Yours faithfully,



12

Dear Sir/Madam,

I am writing to express my strong disappointment that a complaint has led to the reconsideration of XO Lounge's licence.

As a lifelong resident of Dorchester, I have seen far too many venues forced to close over the years, often as a result of complaints from a small number of residents. It is extremely frustrating to see this pattern repeating itself yet again.

Brewery Square is the heart of the town's social scene. It is not, and has never been, a quiet residential area. Anyone choosing to live in the

centre of Dorchester must reasonably expect a level of noise and activity—this is simply part of living in a vibrant town centre.

It is neither fair nor reasonable that a popular and well-supported venue should be put at risk due to the objections of a handful of individuals. XO Lounge provides an important social space for a wide range of people and contributes positively to the town's atmosphere and economy.

Decisions like this should reflect the interests of the wider community, not just the loudest voices. To allow yet another venue to be restricted or lost under these circumstances would be a significant mistake.

I urge you to take a balanced and realistic view and allow XO Lounge to retain its licence.

Yours faithfully,

[REDACTED]

13

Hi,

I noticed the poster on the door at Meram Kitchen, which acts as the door to the XO Lounge too, on 18th March.

Since then I have been observing the situation there.

I live [REDACTED] properties, in [REDACTED], [REDACTED] outdoor seating area.

Since the 18th and all the time before, I have only noticed one occasion when there was any noise. Then it was only people leaving and it was quite short, not enough to bother me.

The actual XO Lounge is in the basement so is of very little problem.

So, personally, I don't have a problem with their license.

I see them as a benefit to Brewery Square and the prosperity of Dorchester.

Regards,

[REDACTED]

[REDACTED]

[REDACTED]