

Appendix

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**OPERATING SCHEDULE CONDITIONS VOLUNTARILY ADDED TO THE APPLICATION
FOLLOWING NEGOTIATIONS WITH THE RESPONSIBLE AUTHORITIES**

- P1. The premises licence is limited to one (1) event per calendar year, consisting of a maximum of two (2) consecutive days which is held over a weekend in June
- P2. The premises licence holder shall notify the responsible authorities of the exact dates of the event no less than six (6) months prior to the start of the event.
- P3. a) An event management plan (EMP) shall be submitted to the responsible authorities no less than three (3) months prior to the start of the event. The EMP must demonstrate that resourcing and infrastructure is based on threat and risk to the event.
- b) The final EMP must be supplied to all responsible authorities no later than twenty-eight (28) days before the event takes place. Following this any changes must be circulated immediately to all responsible authorities.
- c) The final EMP, including any amendments, will constitute operating schedule conditions on the premises licence.
- d) The event can not proceed unless the EMP is agreed by Hertfordshire Constabulary.
- P4. The EMP shall contain a summary document covering an overview in the following areas:
- i) Event overview
 - ii) Audience profile
 - ii) General site overview plan
 - iv) Summary description of all areas including temporary structures
 - v) General site safety policy
 - vi) Management structure, responsibilities and roles, names of specific personnel, key roles and responsibilities and how the structure of these roles is planned
 - vii) Overview of the operation of Event Control
 - viii) Event Capacities including for temporary structures
 - ix) Event timings
 - x) Insurance
 - xi) Local Community Considerations
 - xii) Build and breakdown plan
 - xiii) References to appendices detailed below
- P5. The EMP shall contain Appendices detailing fully the following areas:
- a) A scaled site plan which shows:
- i) the location and size of all areas of the event and the site infrastructure
 - ii) the immediate surrounding area including ingress and egress for pedestrians, vehicles and crew.
 - iii) emergency evacuation routes and access / egress routes for emergency services
- All areas of the event mentioned in the EMP must be detailed on the map.
- b) Event risk assessment covering all areas of risk and management of risks to ensure the health and safety of all those on site

- c) Traffic management plan covering:
- i) the management of the traffic on the roads surrounding the event
 - ii) management of those attending and leaving the event both on foot and in vehicles
 - iii) internal site signage for traffic
 - iv) car park management and lighting
 - v) expected traffic levels throughout the event
 - vi) control measures to be used to reduce impact on local traffic not attending the event
 - vii) taxis and drop off facilities and operation of this facility
 - viii) pedestrian routes and lighting of routes
 - ix) management of pedestrian and vehicle crossing points
- The final Traffic management plan must be supplied to all responsible authorities no later than twenty-eight (28) days before the event takes place. The traffic management plan must be agreed as acceptable by Hertfordshire County Council (Highways) and Hertfordshire Constabulary before the event can take place.

d) Security and Safety

- i) Security operations and deployment plan covering:
 - security management structure, roles and responsibilities
 - security staff briefings
 - security control area operations
 - communication with the ELT
 - expectations of SIA staff and non SIA staff
 - perimeter integrity
 - searching of people within the site
 - bar security
 - camping / tent security
 - car parking security
 - security incident log
- ii) Full details of closed circuit television (CCTV) provisions and management, including a map detailing camera locations. All CCTV recordings must be stored for a minimum of twenty-one (21) days. CCTV recordings must be supplied to police on request and without delay.
- iii) Entry policy and procedure including:
 - publicised conditions of entry
 - prohibited items
 - search policy on entry
 - entry refusal process

Prohibited items to include:

 - glass of any kind
 - weapons
 - illegal drugs (including psychoactive substances)
 - fireworks
 - sky lanterns or kites
 - CO₂ canisters
 - flares
 - laser pens
 - open or unsealed vessels of any description
 - alcohol over the set limit of either four (4) cans per person or 50cl of spirits (decanted into a plastic bottle) per person or 75cl of wine (decanted into a plastic bottle) per person.
- iv) Drugs policy including psychoactive substances

- zero tolerance policy to be adopted in relation to any quantity of drugs
 - any items found to result in ejection or refusal of entry
 - surrender bins to be provided at all entrances and must be clearly marked
 - possession of a small quantity results in confiscation and incident documentation to be supplied to the police at the conclusion of the festival
 - possession of larger quantities results in confiscation, person being detained and police being immediately informed
 - all confiscated drugs are to be stored securely and safely, sealed and documented accordingly.
- v) Weapons policy
- zero tolerance policy to be adopted in relation to any weapons found that are made, used or adapted to cause injury
 - any such items found to result in ejection or refusal of entry
 - such items are to include knives where the blade is more than three (3) inches in length (excluding un-lockable pocket knives).
- vi) Eviction policy and procedure, including:
- eviction notice
 - circumstances under which a person will be evicted
 - the eviction process
 - onward travel from the festival of the evicted person.
- vi) A crowd management plan including capacities and evacuation times from each area of the site and structure on the site to allow for safe and quick evacuation in the event of an emergency
- viii) Emergency protocols and Major Incident Plan covering the following types of emergencies:
- fire
 - bomb threat
 - suspect packages
 - public disorder / disturbance
 - structural failure
 - hazardous substances
 - person in water
 - detained person
 - injury to a person
 - crime in progress
 - the role of the Event Liaison Team (ELT)
 - coded messages alert levels and procedures for each
 - partial evacuation procedure
 - full evacuation procedure
 - rendezvous points (RVP's)
 - emergency announcements
 - event stop procedures
 - crime scene management
- ix) Extreme weather procedure and action plan covering all adverse weather conditions, detailing the impact and actions to be taken in each possibility.
- x) Fire Safety Plan, in line with conditions set by Hertfordshire Fire and Rescue
- e) Bar Management and Alcohol Policy including:
- i) staff management structure and responsibilities

- ii) bar staff briefings for the event
 - iii) the use of Challenge 25 protocol
 - iv) refusals registers and incident logs
- f) Medical Provision Plan covering:
- i) details of medical / first aid posts
 - ii) location and description of facility available
 - iii) staffing levels of the facility
 - iv) process to be used when treating patients
 - v) medical emergency procedure
- g) A Safeguarding Policy and Plan to cover:
- i) children under the age of eighteen (18) years
 - ii) vulnerable adults
 - iii) those who lack capacity through intoxication
 - iv) a lost child procedure
- h) A communication strategy covering local community engagement, transport options, complaints, arrival and dispersal from site
- P6. The event will be managed in accordance with the EMP. During the operational phase any deviation from the EMP must be fully documented and rationale recorded at the time.
- P7. All areas of the event and all documents referred to in the EMP shall be available for inspection during the event by officers of responsible authorities should they request access or ask to view the documents.
- P8. The premises licence holder shall have procedures in place to:
- i) manage the occupancy levels within site areas and temporary structures to enable a safe and quick evacuation in the event of an emergency
 - ii) allow the swift access for emergency vehicles onto the site
- P9. a) The maximum capacity for the total area of the event at any one time is two thousand nine hundred and ninety-nine (2999) people; this includes all staff on site.
- b) No more than two thousand (2000) day tickets to be sold for either event day.
- c) Entry numbers onto the site will be monitored and recorded at all times through the use of attendance clickers
- d) Entry numbers to be supplied immediately on request by any police officer
- e) Entry onto the site will not be allowed between 23:00hrs and 06:00hrs
- f) All stage areas to have identified maximum capacities and a robust system in place during the event to monitor these capacities as the event progresses.
- P10. All public address systems shall be under the control of the premises licence holder or their nominated representatives so that emergency broadcast message can override the musical entertainment and can be delivered clearly audibly to all parts of the site.
- P11. Persons under eighteen (18) years if age must be accompanied by an adult aged twenty-one (21) years old or over in order to gain entry; no more the three (3) under 18's per one (1) adult.

- P12. The premise licence holder shall publish a message on the event website at least three (3) months prior to the event containing the following information:
- i) Terms and Conditions of entry, to include searching on entry and list of prohibited items as detailed above under entry policy and procedure
 - ii) persons under eighteen (18) years of age will need to be accompanied by an adult
 - iii) Challenge 25 Policy
 - iv) alcohol limit of either:
 - four (4) cans per person, or
 - 50cl of spirits (decanted into a plastic bottle) per person, or
 - 75cl of wine (decanted into a plastic bottle) per person
 - v) no glass vessels or bottles allowed on site
 - vi) disabled access and facilities information
 - vii) medical facilities.
- P13. The premise licence holder shall ensure that all stewards and Security Industry Authority personnel have received training commensurate to their role and have been fully briefed prior to the start of the event on the information contained within the EMP documents relevant to their role.
- P14. There shall be an established chain of command for all stewards and Security Industry Authority personnel who shall report directly upwards to their supervisor who in turn will report directly to the Security Manager.
- P15. All stewards and Security Industry Authority staff shall wear high visibility jackets so that they are easily identifiable, other than those working covertly (where approved by the licensing authority).
- P16. The premise licence holder shall ensure that all Security Industry Authority staff employed at the premises wear and clearly display their Security Industry Authority registration badge at all times whilst on duty, other than those working covertly (where approved by the licensing authority).
- P17. No staff member while on duty and / or in uniform will consume alcohol or drugs on site or be under the influence of alcohol or drugs at any time whilst working.
- P18. The designated premises supervisor (DPS) must be actively involved in the running of the event or clearly nominate someone to act on their behalf in the case of illness or injury. The DPS must be on site when alcohol is permitted to be sold or supplied or clearly nominate someone to act on their behalf in the case of illness, injury or required rest time.
- P19. The premises licence holder will ensure that:
- i) each bar will be clearly identifiable by number or name
 - ii) only 100% polycarbonate drinking vessels to be used by the public on site
 - iii) no glass to be permitted in areas open to the public
 - iv) each bar will have visible signage (Challenge 25/ free water/ weights and measures act/ drinks and price list including abv's).
- P20. The premises license holder will notify Hertfordshire Constabulary of all the artists performing at the event no later than twenty-eight (28) days before the event takes place. The premises licence holder will notify Hertfordshire Constabulary immediately of any artists booked in the twenty-eight (28) days leading up to the event.

- P21. The premises licence holder will notify Hertfordshire Constabulary of all contractors and volunteers employed at the event no later than twenty-eight (28) days before the event takes place. This will include registered company name and where possible name, address and date of birth of individual staff.
- P22. The premises licence holder will notify Hertfordshire Constabulary of all Security Industry Authority (SIA) registered staff to be employed at the event no later than fourteen (14) days before the event takes place.
- P23. Accurate and up to date details of ticket sales to be supplied immediately on request from any of the responsible authorities to allow for event planning.
- P24. The premises licence holder shall take out Public Liability and Third Party insurance to cover at least £5,000,000.00 (five million pounds) for any one occurrence. The premises licence holder shall provide the licensing authority with certified copies of the Policy and Certificates of Insurance, or other acceptable proof of cover, not later than fourteen (14) days prior to the start of the event
- P25. An on-site suitable control hub (ELT) will be accessible to police and responsible authorities if at any time it is deemed necessary by the responsible authorities.
- P26. There will security (HERAS fencing or equivalent) along the boundary of the immediate neighbour to the east (parallel to the artists and staff car parks) as shown on site map by the applicant and at least five (5) metres of fenced off 'buffer zone' from the neighbours to the west were the "Family / Kids Zone" is situated. Site map of fencing to be made available to all interested parties on request
- P27. Camping areas will not encroach or directly border any residential or commercial properties.
- P28. Site perimeter fence to be checked and maintained throughout the period of the event to ensure no access can be gained unlawfully. Records of these checks to be kept and made available to responsible authorities on request.
- N1. The premises licence holder shall appoint a suitably qualified and experienced noise consultant who is a member of the Institute of Acoustics and/or the Association of Noise Consultants to produce and fully implement a noise management plan for the event. The Licensing Authority and Council's Noise Control Officer shall be advised of the name and contact details of this person/company no later than three (3) months prior to the commencement of the event. This timescale shall remain in place unless otherwise agreed in writing by the Council's Noise Control Officer.
- N2. (a) A noise management plan shall be submitted to and approved in writing by the Council's Noise Control Officer no later than six (6) weeks prior to the commencement of the event. The plan shall include, but not be limited to, the following unless otherwise agreed in writing by the Council's Noise Control Officer:
- (i) details of all music sources and other significant noise sources within the licensed area including a site plan of their location and orientation;
 - (ii) a background noise survey, if requested by the Council's Noise Control Officer;
 - (iii) comprehensive sound level predictions at noise sensitive locations based on the type of event proposed within the licensed area;
 - (iv) a scheme designed to minimise the impact of noise from the event to noise sensitive premises;

- (v) specification of appropriate noise criteria that shall be achieved during the event;
- (vi) details of the how noise levels will be monitored, communicated and managed at the event and by whom, including on-site and off-site noise monitoring schedules and locations and the procedure for reducing noise levels if the noise criteria are exceeded;
- (vii) details of proposed sound tests, rehearsals and noise propagation tests, the dates and timings of which are to be agreed in writing by the Council's Noise Control Officer;
- (viii) details of a dedicated twenty-four (24) hour telephone complaint line and the procedure for dealing with noise complaints received about the event;
- (ix) a scheme designed to notify occupiers of nearby noise sensitive premises, including information on the nature, date and timings of the event (including sound testing) and the dedicated telephone complaint line number.

Only in exceptional circumstances will the premises licence holder request a reduction in the timescale for compliance with this condition and it shall only be granted if the Council's Noise Control Officer confirms the revised timescale in writing.

- (b) Where the requirements of condition N2 (a) have been met, if there are any subsequent proposed changes to the event which may impact on noise following the approval of the noise management plan, the premises licence holder shall ensure their noise consultant liaises with the Council's Noise Control Officer to ascertain if any additional measures, noise predictions or noise criteria are required. If the Council's Noise Control Officer or the premises licence holder's noise consultant determines that additional measures are required they will form part of the revised noise management plan.
- (c) In addition, no changes to the noise management plan will be permitted in the period commencing seven (7) days prior to the commencement of the event.
- (d) If the noise management plan is not approved in writing by the Council's Noise Control Officer, their requirements will form part of the noise management plan.

- N3. The premises licence holder shall ensure the Licensing Authority and the Council's Noise Control Officer shall have access to the results of any noise monitoring at all times.
- N4. The premises licence holder shall ensure that a post event report is provided to the Licensing Authority and the Council's Noise Control Officer no later than thirty-one (31) days after the event. This timescale shall remain in place unless otherwise agreed in writing by the Council's Noise Control Officer. The report shall include the results of all noise monitoring carried out during the event indicating whether or not compliance to all the noise criteria was achieved, details of all noise complaints received and any remedial action taken to minimise noise disturbance off site.
- N5. A waste management plan designed to minimise the impact of litter associated with the event must be submitted to and approved by the Council's Environmental Protection Team no later than six (6) weeks prior to the commencement of the event. The premises licence holder shall ensure that the measures agreed in the plan are fully implemented.
- F1. The premises licence holder will notify the Fire Authority of the dates of each year's event no later than (4) calendar months prior to the commencement of the event.

- F2. The premises licence holder will provide draft copies of the Event Management Plan and Risk Assessments to the Fire Authority no later than (3) calendar months prior to the commencement of each year's event.
- F3. The premises licence holder will provide a final copy of the Event Management Plan to the Fire Authority no later than six (6) weeks prior to the commencement of the event build-up on site of each year's event. The final Event Management Plan will form part of the premises licence operating schedule conditions for each year's event.
- F4. The premises licence holder will ensure that the Event Management Plan covers the following areas to the complete satisfaction of Fire Authority:
- (i) a scaled electronic site plan showing how each part of the area will be used, identification of all structures, access routes and ingress/egress points;
 - (ii) Capacities and evacuation plans for all areas of the event;
 - (iii) Roles and responsibilities of all key personnel responsible for managing the event, including names, contact telephone numbers and back-up contact details in the event of non-availability;
 - (iv) Risk assessments for all activities relating to public safety, including fire;
 - (v) Full details of security and stewarding arrangements.
 - (vi) Details of any proposed special effects and the proposed safety arrangements associated with their use;
 - (vii) Details for managing all traffic and vehicle movements on site, including within parking areas, during the event build-up phase, during the event and during the site breakdown phase;
 - (viii) Management arrangements for site access and egress, including specific arrangements for emergency services;
 - (ix) Details of any camping and provided sleeping accommodation, in respect of event attendees, staff and volunteers;
 - (x) Details of power supplies, including all generators; Provision of artificial lighting, including emergency escape lighting;
 - (xi) Provision of adequate fire-fighting cover, including facilities, personnel and water supplies;
 - (xii) Technical details for all proposed temporary demountable structures;
 - (xiii) Details of all proposed safety barriers and fencing to be erected on site, including the positioning;
 - (xiv) Relevant independent certification or manufacturers' details to demonstrate that any fabric, or other material, used in the construction of, or in conjunction with, tents, marquees and similar structures, roof coverings, weather protection covers, curtains, drapes, backdrops, scrims and other materials used in, or upon, structures shall be rendered flame resistant to the current applicable British Standard;
 - (xv) Identification of competent persons, including proof of competence, in relation to the construction of structures and the continual monitoring of them during the event;
 - (xvi) Details of the proposed maximum occupancy of each area, the method of controlling numbers therein;
 - (xvii) An event running order should be made available including times for when artists appear on stage and expected time of completion of set;
 - (xviii) Details of a suitable communication network;
 - (xix) Means for giving warning of an emergency, including the initiating and effecting of any evacuation, including from structures;
 - (xx) Provision of adequate emergency exit routes and emergency exits, both within structures and externally, and suitable provision of emergency signage;

- (xxi) The profiles of the performers and the anticipated attendees;
- (xxii) Contingencies for degraded systems.
- (xxiii) Contingencies in respect of points (a) to (v) inclusive above regarding the effects of adverse weather conditions including, but not limited to, wind, rain and heat.

F5. In the event that the premises licence holder requires the attendance of a representative from the Fire Authority within the Emergency Liaison Team, other than in the event of an emergency response, the cost of the attendee will be paid by the premises licence holder.

F6. The premises licence holder will ensure that:

- (i) an additional 'blue route' will be kept open to the left of the main drive up to the event field
- (ii) the route from the entrance all the way to the event field is permanently manned and capable of being kept clear to allow access for fire appliances
- (iii) groundworks and alterations to achieve full emergency access to the event field are in place no later than four (4) weeks prior to the event
- (iv) track matting is in place for access to the car parking areas

F7. If the premises licence holder, due to exceptional or unforeseen circumstances, wishes to make any amendment to the final Event Management Plan (that being the version that forms part of the premises licence operating schedule conditions) that would impact upon any public safety issue covered by conditions F1 to F6 inclusive above, he may only do so with written consent from the Fire Authority.

S1. The premises licence holder shall submit a draft Event Management Plan to the Council's Environmental Health Officer no later than three (3) calendar months prior to the commencement of the event and a final management plan no later than twenty-eight (28) days prior to the commencement of the event build-up on site.

S2. The Event Management Plan shall cover the following areas to the complete satisfaction of the Council's Environmental Health Officer:

- i) a scaled site plan, showing how each part of the licensed area will be used, identification of all structures, access routes and ingress/egress points;
- ii) a table listing all areas and the spaces allocated to each;
- iii) roles and responsibilities of all key personnel responsible for managing the event, including names and contact numbers plus back-up contacts in the event of their non-availability;
- iv) risk assessments for all activities relating to the event;
- v) full details of security and stewarding arrangements (including public address system) and the use of barriers;
- vi) details of proposed special effects (including fireworks, lasers, dry ice, special lighting effects) and proposed safety arrangements associated with their use;
- vii) layout and facilities in any campsites and management arrangements for camping areas (including policies on camp-fires and barbecues);
- viii) smoking policy in the licensed area;
- ix) medical and first aid provision;
- x) plan for controlling and managing vehicle movements on the site on event days, during site build-up and site breakdown;
- xi) management arrangements for site access and egress;
- xii) details of electrical installations for the event, including generators. This should include how cable hazards will be avoided and measures to prevent

- members of the public from interfering with any parts of the electrical installations;
- xiii) provision of artificial lighting to all parts of the licensed area, including emergency lighting;
 - xiv) arrangements for the provision of sanitary accommodation (including toilets, washing facilities and washing-up facilities) plus methods for the disposal of waste water;
 - xv) arrangements for the management of sanitary accommodation during the event;
 - xvi) details of the provision of drinking water in the licensed area during the event.
- S3. The premises licence holder shall submit a scaled plan showing the location of all proposed temporary demountable structures within the licensed area no later than twenty-eight (28) days prior to the commencement of the event build-up on site. Details of these structures will include:
- i) a plan to a suitable scale indicating the location of all such structures;
 - ii) a description and type of each structure, for non-standard structures a detailed design statement should accompany the description;
 - iii) the person(s) responsible is/are identified and their competency proven for the:
 - construction of each structure;
 - 'sign-off' of each structure, including the format of the certificate (the term sign off refers to written documentation that states that the structure is safe and fit for the proposed purpose and identifies any limitations);
 - for non-standard structures or designs those responsible for third party accreditation with regard design and sign-off;
 - for monitoring the structure during the licensed period
 - iv) location and availability of the 'sign-off for use' completion certificates;
 - v) monitoring of structures in line with the risk assessment
 - vi) details of the limitations placed upon the structure other than wind speed;
 - vii) details of limiting wind speeds for each structure, the method of assessing the wind speed during the event and what action is to be taken at relevant speeds.
- S4. The premises licence holder will ensure that a schedule of multi-agency meetings are held on site before and during the event, and that a full multi-agency debrief is held as soon as possible, but no later than three (3) months after the event taking place each year
- S5. A competent (suitably experienced and qualified) safety officer be appointed for assisting in the planning, build and during the event.