

Noise Management Plan – Let's Party, 26 Bucklersbury, Hitchin SG5 1BG

Introduction

The venue is committed to develop and maintain good relations with local residents, neighbours and the Local Authority. The objective of this policy is to minimise disturbance to local residents and to ensure that any licensing objectives or other controls at the venue are being upheld. This policy sets out the measures which have been considered and upheld.

General

The venue will be open to the public as per the hours contained in the premises licence.

No refreshments of any description shall be permitted to be taken outside the premises at any time, with the exception of drinks in sealed containers and sold as an 'off sale'.

The premises licence holder shall make available and regularly promote a contact number for local residents to contact the premises to discuss any specific incidents or concerns either during or after events. The number will be manned at all times and any action taken as a result of the complaint should be recorded in the incident log maintained at the premises.

Provision of Live and Amplified Music

The provision of background music shall be permitted at any time the premises is open to the public. By definition this is music or other audio played whose main function is to create an atmosphere suitable to a specific occasion rather than to be listened to and is incidental to speech, conversation and the other main activities performed at the premises.

Where amplified music is planned to form part of regulated entertainment, it will be demonstrated either subjectively or otherwise, that noise levels will be reasonable at the boundary of the event, or be barely audible at the nearest residential receptors.

During the provision of regulated entertainment, all windows and doors shall remain closed other than for provision of ingress and egress to the premises.

During the provision of regulated entertainment, acoustic pads will be located just outside the entrance to the premises to assist in reducing the noise levels when persons enter and egress from the premises.

During the provision of regulated entertainment, a member of staff will be situated at the entrance / exit to the premises. The member of staff shall advise customers entering and leaving the premises to be quiet and to move away from the premises quickly.

During the last 15 minutes when regulated entertainment is taking place, the music tempo shall be restricted to quieter, slower tracks in order to moderate the mood of customers for when they leave the premises.

During the last 15 minutes when regulated entertainment is taking place, the lighting in the premises shall be increased gradually, as a means of letting customers know that the evening is coming to an end.

No music shall be relayed outside of the building at any time.

Dispersal of Customers

The management of the premises will actively encourage the gradual dispersal of customers to minimise nuisance.

A member of staff shall be positioned close to the exit to oversee the end of the night departure period. Customers will be encouraged to be considerate upon leaving the premises and notices will be displayed to this effect.

Staff will ask customers not to stand around in the street outside the premises.

Communication will be made with taxi companies regarding the use of horns and slamming of doors.

Monitoring

Routine monitoring will be regularly conducted outside of the premises when regulated entertainment is taking place. Details of checks, observations and any actions taken as a result of such shall be recorded in the premises incident log maintained at the premises.

Training

Staff at the premises shall be trained in respect of the premises licence and all conditions contained therein. This will include training in respect of this noise management policy and procedures.

Training will be conducted at regular intervals and during induction training for new staff.

Provision of Information

Notices will inform customers of our commitment to local concerns.

Prominent, clear and legible notices will be displayed at the exit, requesting customers to respect residents, to use the areas quietly and to leave the premises and area quietly. These notices shall be reinforced verbally by staff

Waste Management

The removal of bottles to external areas shall not be permitted between 20.00hrs and 08.00hrs on any given day.

Deliveries and waste collections relating to the premises shall only take place between 08.00hrs and 20.00hrs Monday to Saturday and from 10.00hrs to 20.00hrs on Sundays.

Procedural

The noise management plan will be reviewed regularly (at least every three months) or as agreed, to ensure that it is streamlined and effective, and that it achieves its aim of ensuring there is no noise nuisance as a result of the entertainment taking place.

New and innovative approaches to problem solving or incidents and any lessons learned will be incorporated accordingly.