

Conditions Proposed By Hertfordshire Constabulary

1. The Premises Licence Holder shall notify the responsible authorities of the exact dates of the event no less than 6 months prior to the start of the event.
2. An Event Management Plan (EMP) shall be made available to the responsible authorities no less than 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. The final version of the EMP must be supplied to all responsible authorities 28 days before the event takes place. Following this any changes must be circulated immediately to all responsible authorities.
3. In the event of any responsible authorities advising the licencing authority that the final version of the EMP does not fully satisfy their reasonable requirements, the event will not proceed until such time as the reasonable requirements are met and approval of the final EMP is confirmed in writing by the licencing authority.
4. The event management plan shall contain a summary document covering an overview in the following areas -
 - Event overview
 - Audience profile
 - The site – summary description
 - General site safety policy
 - Management structure, responsibilities and roles - names of specific personnel, key roles and responsibilities and how the structure of these roles is planned.
 - Vehicle access
 - Ticket holder access
 - Local access
 - Campervan access
 - Accreditation
 - Artist Liaison
 - Bars
 - Camping
 - Capacity calculations for demountable structures and open areas
 - Car Parking
 - Communications and IT
 - Concessions
 - Catering
 - CCTV
 - Crime and Disorder
 - Electrical Systems

- Event timings
- Fencing
- Insurance
- Licensing
- Lighting plan
- Local Community
- Lost property policy
- Medical Cover
- Build and breakdown period
- Plant
- Public information
- Site signage
- Showers
- Sound
- Temporary Structures
- Sanitary provisions, including toilets, washing facilities, washing-up facilities, waste water disposal, and on-site management arrangements.
- Smoking policy within licenced area
- Waste Management
- Water Provisions
- Event control
- Emergency Protocols and Contingency Procedures

5. The EMP shall contain Appendices detailing fully the following areas –

- **A scaled site plan** which shows the location and size of all areas of the event and the site infrastructure as well as showing the immediate surrounding area including ingress and egress for pedestrians, vehicles and crew. As well as emergency evacuation routes, zones or relative safety, and access / egress routes for emergency services. All areas of the event mentioned in the EMP must be detailed on the map.
- **Event risk assessment** covering all areas of risk and management of risks to ensure the health and safety of all those on site
- **A crowd management plan** including Capacities and Evacuation times from each area of the site to allow for safe and quick evacuation in the event of an emergency
- **A stewarding plan** including details of staff deployments and confirmation of qualification of role carried out
- **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. To also

cover 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.

- **Extreme weather procedure and action plan** covering all adverse weather conditions, detailing the impact and actions to be taken in each possibility.
- **Fire safety plan** – in line with conditions set by Herts Fire and Rescue
- **Traffic management plan** covering the management of the traffic on the roads surrounding the event. Management of those attending and leaving the event as well as local residential traffic. Internal site signage for traffic. Car park management and lighting. Expected traffic levels throughout the event. Control measures to be used. Taxis and drop off facilities and operation of this facility. Pedestrian routes and lighting of routes. Management of pedestrian and vehicle crossing points.
- **Noise management plan** - in line with conditions set by Environmental Health
- **Waste management plan** - in line with conditions set by Environmental Health
- **Medical provisions plan** covering details of medical / first aid posts, location and description of facility available. Staffing levels of the facility and process to be used when treating patients. Medical emergency procedure.
- **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 policies upon entry and on the site, bar security, camping / tent security, car parking security and security incident log
- **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, 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 where possible and documented accordingly. Quantities which constitute a police response to be confirmed with Hertfordshire Constabulary no less than 28 days prior to the event.
- **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 3 inches in length (excluding un-lockable pocket knives).

- **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 allowed allowance of 8 cans of beer or 2 litres of cider, or 2.2 litres (one box) of wine per person with camping tick entry. On re-admittance of a person no alcohol to be brought onto the site by that person.
- **Eviction policy and procedure**, including eviction notice. Detailing circumstances under which a person will be evicted, the eviction process and onward travel from the festival of the evicted person.
- **Bar management and Alcohol policy** including staff management structure and responsibilities, bar staff briefings for the event. The use of challenge 25 protocol, refusals registers and incident logs.
- **Safeguarding policy and plan** to cover both children and vulnerable adults, but especially those under 18's and those who lack capacity through intoxication. To include a lost child procedure
- **Communication strategy** covering local community engagement, transport options, complaints, arrival and dispersal from site

6. 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.
7. All areas of the event and all documents referred to in the Event Management Plan shall be available for inspection during the event by officers of responsible authorities should they request access or ask to view the documents.
8. A competent (suitably experienced and qualified) safety officer be appointed for assisting in the planning, build, and oversight during the event
9. CCTV will be monitored and controlled on-site by a licenced and authorised person at all times during hours of licensable activity. Any CCTV feed will have the facility to stream live to the operator on-site as be recorded and stored locally. Any recording will be made available to police upon request as soon as practicable, and within four hours while the event is active (i.e. while members of public are on site) and three working days after the event has concluded.
10. The premises License holder shall have procedures in place to;

- Manage the occupancy levels within areas to enable a safe and quick evacuation in the event of an emergency; and
 - Allow the swift access for emergency vehicles.
11. The maximum capacity for each event at any one time is 4500, this includes all staff on site.
- Entry numbers will be monitored and recorded at all times through the use of attendance clickers
 - Entry numbers to be supplied immediately on request by any police officer
 - Entry onto the site will not be allowed between 2300 hours and 0600 hours.
 - The licenced area will be shut down no more than one hour after the licensable activities have ceased.

11b. Operating Hours Saturday

- 23:00hrs - Open air music to cease (outdoor stages)
- 00:30hrs - Alcohol sale and supply to cease ** except for one arena / tent, which from hereon in will be referred to as the "Late Night Tent" **
- 01:00hrs - All music to cease other than within the "Late Night Tent" **
- 01:30hrs - Alcohol sale and supply ceases in the "Late Night Tent" **
- 0200hrs - Music within the "Late Night Tent" ends
- 0200hrs - Late night refreshment ends
- 0230hrs - Site closed to public

****Late Night Tent**

- (a) Recorded music between the hours of 0100 and 0200 hours are restricted to within the "Late Night Tent".
- (b) The Late Night Tent will be restricted to a maximum number of 500 people at any time.
- (c) Late night tickets will be limited to 500 adult tickets
- (d) The "Late Night Tent" will be emptied at 0000 and re-opened at 0030
- (e) Access to the "Late Night Tent" will be restricted to camping ticket holders or those with VIP late night tickets from 00:30 hours onwards
- (f) Access to the Late Night Tent will not be permitted after 01:00, other than by those already within the tent immediately prior to using the designated smoking area for the tent.

12. All public address systems shall be under the control of the premises license 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.

13. The Premise License Holder shall publish a message on the event website at least 3 months prior to the event containing the following information;

- Terms and Conditions of entry, to include searching on entry and list of prohibited items

- Under 18's will need to be accompanied by an adult 21 years old or over
- Challenge 25 Policy
- Quantity of alcohol permitted
- No glass vessels and bottles allowed on site
- Disabled access and facilities information
- Medical facilities
- Local weather updates (required only in the 7 days prior to the event)
- Travel Information
- Maps of the site and surrounding area
- Post code for Satellite Navigation Systems.

14. The Premise License 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.

15. 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.

16. All stewards and Security Industry Authority staff shall wear high visibility jackets so that they are easily identifiable.

17. The Premises 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.

18. 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.

19. An event log shall be maintained which includes any actions or decisions taken by the manager of the medical provisions and the reasons for those actions, and a record of all people seeking treatment. The record shall detail the name, address, gender, age, presenting complaint, diagnosis, treatment given, onward destination and signature of person treating

20. The Designated Premises Supervisor 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 Designated Premises Supervisor 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.

21. Each bar will be clearly identifiable by number or name. Only 100% polycarbonate to be used by the public on site, no glass to be permitted in

areas open to the public. Each bar will have visible signage (challenge 25/ free water/ weights and measures act/ drinks and price list including abv's). Tap water will be made freely available in the main bar.

22. The premises license holder will notify Hertfordshire Constabulary of all the artists performing at the event 28 days before the event takes place. The license holder will notify Hertfordshire Constabulary immediately of any artists booked in the 28 days leading up to the event.
23. The license holder will notify Hertfordshire Constabulary of all contractors and volunteers employed at the event 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.
24. The license holder will notify Hertfordshire Constabulary of all SIA registered staff employed at the event 14 days before the event takes place.
25. 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.
26. 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 14 days prior to the start of the event
27. 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.
28. Under 18's must be accompanied by an adult 21 years old or over in order to gain entry.

