

## **NOISE PREVENTION AND EVENT DISPERSAL POLICY ROSE GARDEN BANQUETING HALL**

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The purpose of this Policy is to ensure, so far as it is possible, that minimum disturbance or nuisance is caused to our neighbours and to ensure that the operation of the premises makes the minimum impact upon the neighbourhood in relation to potential nuisance and anti-social behaviour. This will be achieved by exercising pro-active measures during and towards and at the end of the evening.

### **Events Dispersal Policy:**

By ensuring that this Dispersal Policy document is brought to the attention of Management and Staff we will seek to encourage the efficient, controlled, and safe dispersal of our patrons during our closing period.

This Policy will be part of the training delivered to all staff and security personal

1. For events held at The Rose Garden Banqueting Hall at the end of service each day management and staff will assist with the orderly and gradual dispersal of patrons; guests will be required to exit the Banqueting hall via the main door on the Parkfield road side of the premises
2. Staff Members, door personnel and security will advise patrons to leave the premises quickly and quietly out of respect for our neighbours.
3. Notices will be displayed requesting our customers to leave quietly and in an orderly manner out of consideration to neighbours and their attention will be drawn to these notices by members of staff, any guests not adhering to these measures will be promptly removed from the area.
4. We will ensure the removal of all bottles and drinking receptacles from any patron before exiting the premises.
5. We will actively discourage our customers from assembling outside the premises at the end of the evening.
6. If staff call taxis to the premises to collect patrons they will request that patrons are collected from the car park area. Patrons will be contacted prior to any event at the premises to inform them that this is where they should request any taxis to collect them from if they plan on calling a taxi themselves, patrons will also be made aware that if any taxi does not follow this request then the taxi will be asked to leave immediately. Security at the premises will further try to aid this by directing patrons and taxis away from Parkfield road, if not following requests accordingly.

7. Prior to the event at the premises, patrons will be advised that if they are to use taxis for travel to and from the premises, that they inform their taxis to refrain from sounding their horns on arrival/waiting, and security on the grounds will reinforce this when they can communicate with taxi drivers collecting patrons from our premises.
8. A copy of the dispersal policy will be kept on the premises and made available to police or other authorised officers upon request.

**Staff and Door Supervisors roles will include the following:-**

- To encourage patrons to leave the premises in a quiet and orderly manner
- Not to allow any drinks to be taken outside the premises
- Prevent groups of patrons from loitering near the premises, by politely requested that they move on as quickly as possible
- Prevent persons from taking any drinks or containers with them into the smoking area.
- The smoking area is to be monitored to ensure that there are no more than 6 persons in the smoking area at any one time. See attached plan for the location of the smoking area in the appendix.

It is ultimately the responsibility of the Event Manager on duty to ensure that:-

- Door supervisors and other staff act effectively and responsibility to comply with this policy and are aware of the importance of customers leaving as safely and quietly as possible.
- Customers do not cause any disturbance or nuisance to any local residents with the vicinity of the premises.
- To prioritise and assist wherever possible in ensuring that customers leave as safely, quietly and in an orderly manner as possible.

**Policies to Manage Noise Prevention (in particular for events with music):**

- All external doors shall be kept closed after 21:00, other than for access and egress. Door staff will enforce this policy.
- Windows have been bricked up as determined in the planning phase.
- The interior of the premises shall not be capable of being seen from the outside of the premises.
- All external emergency exit doors shall be fitted with sensor alarms and visible indicators to alert staff when the doors have been opened.
- Clear and prominent notices shall be displayed and maintained at all exits in a place where they can be seen and easily read by customers requiring customers to leave the premises and the area quietly and respectfully.
- Staff will monitor noise levels next to the nearest residential properties a few times throughout each event that will be held, if any noise can be heard at any of the nearest residential properties then the music will be reduced accordingly
- We will liaise with the Event's Organiser to ensure that sound levels are kept to a level to minimise noise outbreak from the venue
- All staff will receive regular training to ensure the noise prevention is adequate for each function

