



Noise and Public Nuisance Policy

Expected Standards

There are 4 licensing objectives of equal importance:

- The prevention of crime and disorder
- Public safety
- The prevention of public nuisance
- The protection of children from harm

Noise and nuisance sit under the prevention of public nuisance, we have a legal obligation to keep noise levels at a minimum both whilst we have customers on-site and during our normal operational hours.

Our aim is to operate as good neighbours; therefore, it is important to build and maintain close relationships with local residents, businesses and the statutory authorities such as the Police, Principle Authority and Fire Service.

What to look out for

Internal noise: Internal noise is noise seeping from inside our premises to the outside, this can come from a variety of sources such as:

- **People:** When a large number of people gather together, particularly when drinking or having a good time they can make a lot of noise intentionally and unintentionally. It is our job to make sure that it can't seep out of the premises and disrupt our neighbours.
- **Speakers, Playlists, or sound-making equipment:** If not managed and controlled can cause noise to seep out of the premises.

External noise: Noise outside our premises caused by us or our customers can come from a variety of sources such as:

- People
 - Queuing to get in
 - Leaving
 - Outdoor smoking area
- Machinery (air conditioning, or refrigeration units)
- Deliveries
- Vehicles (taxies)
- Glass bin emptying

Our specific standards for internal and external noise

Internal noise: Internal noise is noise seeping from inside our premises to outside.

People: It is our job to make sure that internal people noise can't seep out of our premises and disrupt our neighbours, we can do this through:

- Keeping external windows and door closed.
- Using air conditioning to control internal temperatures.
- Approaching loud groups and asking them to reduce their tempo.

Speakers, Playlists or Sound Making Equipment:

- We must limit our internal noise to 91 DB. Staff will regularly monitor inside the event and at the boundary of the event and will ensure the 91 DB level is adhered to.
- The provision of background music is permitted at any time the premises are open, to create an atmosphere suitable to a specific occasion.
- Music will not be permitted outside the building.

Building work

- Building or repair work can take place on the premises between the hours of 8am-6 pm.

External noise: Noise outside our premises can come from a variety of sources such as:

People

- Queuing to get in is not normally a problem at events, however this will be managed by security and signage.
- Leaving, security and managers will actively encourage gradual dispersal from the centre following events.
- Outdoor smoking area, customers will only be allowed to smoke in a designated smoking area.
- Controlling areas where taxi drop off and pick, taxis and their customers will be directed to be picked up and dropped off at the furthest area of the car park away from the venue.

Machinery (air conditioning, or refrigeration units)

- These will be serviced annually.

Deliveries

Deliveries will take place between the hours of 8.00am – 6pm.

Glass bin emptying

The external glass bins will not be used after the hours of 9.00pm.

Customers

We encourage all of our customers to respect the fact that we have neighbours, and do everything we can to make sure that, when our customers leave or are enjoying themselves in our external or internal areas, they understand that any excessive noise or unruly behaviour can have an impact on the local neighbourhood.

By having this approach, it helps us to be seen as a good neighbour within the local area and promotes a positive image of the venue.