

# Ciros Nightclub and VIP Rooms

79 Market Street, Ashby-de-la-Zouch, Leicestershire, LE65 1AH

## Noise & Dispersal Management Policy

It is acknowledged by Ashley Rayner (proprietor) and the club management that there may be a conflict between the legitimate right of Ciros Nightclub/VIP rooms to provide sale by retail of alcohol and other licensable activities and the equally legitimate right of neighbours to enjoy their homes and businesses without disturbance.

To efficiently manage the impact of both noise pollution and the customer dispersal we have created this document of commitments made by the club management. This document will be updated once annually as a minimum, with copies sent to North West Leicestershire District Council and North West Leicestershire Police if any amendments are made following annual review.

We are committed to pro-active measures before, during and after trading to ensure the operation of the premises has a minimum impact on local residents and businesses.

### Noise Pollution

**We take a pro-active approach to noise management. This includes:**

#### *Decibel Readings*

We take a pro-active approach to noise management. As part of this, we record noise levels in decibels at identified locations prior to trading to get an ambient noise level, then to ensure we are operating within the conditions of our premises licence we perform follow-up during trading in the same locations. These noise levels are recorded and monitored, with logs to be kept for 3 months. The specified locations have been chosen, two at the front of the premises and two at the rear, as follows:

- Outside the Co-Operative Shop at 73 Market Street
- Outside the Chip Shop at 83 Market Street
- Outside Ashby Day Nursery on North Street
- Outside Dr Jin Acupuncture on North Street

If at any time we are exceeding decibel levels detailed on our premises licence action will be taken immediately to reduce volume.

### *Use of Premises*

Our aim is to use the rooms on the first floor of the venue as little as possible, with a preference for using the rooms located on the ground floor. This will assist with managing sound levels.

Studio79, on the first floor of the VIP Rooms with fire exit doors leading out onto a smoking shelter. This room is solely used for private hire purposes and on a standard week is no longer used, thus eliminating the issue where noise pollution emanating from the smoking shelter fire exit doors being open could affect local residents. On the occasion this room is privately hired the smoking shelter fire exit doors will remain closed after midnight.

The Loft, on the first floor of The Queen's Head Hotel premises is to be closed from 1.30am at the latest. We operate a policy where at midnight customers are stamped for free entry to the nightclub located on the ground floor, thereby encouraging customers to proceed downstairs from midnight onwards. Where it is appropriate due to level of trade action will be taken to close this room earlier than 1.30am.

### *Other Controls*

The Loft Bar, on the first floor of The Queen's Head Hotel premises facing out onto Market Street has a 'limiter' placed on its equipment, this is password protected with only club management being able to adjust the settings and ensures decibel readings stay within accepted limits.

### **Dispersal Process**

In addition to managing noise pollution during the operating hours, we take extra care to ensure we take a pro-active approach to ensuring the dispersal of customers at the end of trading is as seamless as possible with minimum impact on the local community. This includes:

#### *Door Supervisors*

We use a reputable external security company to provide SIA licenced Door Supervisors. In addition to this, Ashley Rayner (Proprietor) and Michael Maughan/Kerry Johnson (Club Management) are also SIA licenced as Door Supervisors, ensuring extra support is available to our Door Supervisors if necessary to carry out their duties.

During the period around the bar closing and the premises closing, Door Supervisors and Club Management will take extra care to:

- Ensure customers are encouraged to finish their drinks and vacate the premises quietly
- Direct customers to the nearest public transport
- Ask customers not to congregate at the front of the premises
- Ensure customers dispose of any drinks they have before exiting the premises

#### *Cloakroom*

During the period of the bar closing leading up to the premises closing staffing levels will be increased in the cloakroom to ensure customers can get their belongings as quickly as possible and vacate the premises.

### Music & Lighting Levels

*During the period of the bar closing leading up to the premises closing music levels and lighting will be changed to indicate to customers that the operating hours are coming to an end.*

### *Customer Communication*

Signage is displayed at the exit asking customers to leave quietly.

Announcements are to be made via microphone reminding customers of the same.

Lollipops are given out by staff as customers are leaving the premises, encouraging them to leave the premises quietly.

### *Litter Patrol*

After the premises have closed members of staff will be deployed to patrol the area at the front of the premises, from the Co-Operative Shop on 73 Market Street to the Chip Shop on 83 Market Street, removing any litter or debris we believe to have been caused by our customers. In the event of discovering any vomit or urination this will also be cleared up using the appropriate equipment.

### **Summary**

We believe the above measures and controls will enable us to effectively manage noise and customer dispersal, and that this should be a living document that is updated as appropriate. All team members are to be trained in this policy upon the commencement of their employment, with a refresher every 12 months or if any updates are made (whichever occurs first).

In the event of the licence extension being granted communication will be sent to all residents living in the immediate vicinity of the premises, with a summary version of our commitments listed above and a single point of contact for customers with any immediate or future concerns.