

Operational Management Policy

Admission, Breaks, Dispersal

TOP SECRET
comedy club

THE TOP SECRET COMEDY CLUB
67 Kingsway,
LONDON
WC2B 6TD

1. Purpose of the Policy

- 1.1. The management of **THE TOP SECRET COMEDY CLUB** recognises the need for a comprehensive and considered Operational Management Plan to avert potential nuisance and disorder in the vicinity of the premises before, during and after its performance. The following policy outlines the steps necessary to minimise the risk of this occurring.
- 1.2. The management of **THE TOP SECRET COMEDY CLUB** recognises that it has neither authority nor responsibility beyond the immediate vicinity of the licensed premises but also understands the importance of managing the customers of the premises when they are in the vicinity.
- 1.3. The Management of **THE TOP SECRET COMEDY CLUB** understands the importance of maintaining good relations with those who live and work in the area and are also aware that policies can be written but only by way of full Implementation, regular Training, and monitoring can the correct balance be achieved.

2. Responsibilities.

- 2.1. Ensuring that this policy is adhered to is the responsibility of the Duty Manager/ DPS/ PLH
- 2.2. The management will constantly monitor the implementation of this Operational Management Policy. A log will be kept to record any reports of issues associated with the processes covered by this Policy and this will be used to identify any weaknesses and recommendations with regard to changes to the Policy, future training or implementation requirements.
- 2.3. Any person identified as not conforming to the reasonable request of staff members to comply with the Policy will not be allowed entry to the venue in future and this will be entered in the incident log.

3. Admission - Customer Entrance management.

- 3.1. It is the responsibility of Top Secret Comedy Club use its best endeavours to prevent queueing outside the venue, to do this we have an extremely efficient ticket scanning system and door management process as follows:
 - 3.1.1. One security person at the door; instructs people to get their tickets (on their phone) ready and directs them to one of the two staff who is scanning tickets and stamping hands, or to the 3rd member of staff who is finding tickets by ticket reference or credit/debit card swipe.
 - 3.1.2. Two staff members scan and stamp hands (one security and one venue manager, with a 3rd staff member, providing entry for people who do not have QR codes on their phones.

- 3.1.3. One more member of staff checks the stamps of the people and lets them into the venue.
- 3.2. If a person does not have a ticket for the show, staff inform them of the Walk-up digital queuing system and that there is a QR code that they need to scan and input their details so that they may purchase tickets. Walk-up Digital is a virtual queuing system that allows customers to leave and be contacted remotely. This alleviates the need for potential customers to wait outside the venue.
- 3.3. Customers who have registered with Walk-up are encouraged to leave the vicinity of the venue or are requested to wait in a way that does not give rise to a nuisance or obstruction of the pavement.
- 3.4. 10-15 minutes after the start of the show Walk-up customers are contacted via the applications messages to let them know if there are tickets available or not, they can then return to the venue to take any available seats.
- 3.5. Once customers have returned, staff need to ensure that the correct party has returned, execute sales, stamp hands and ensure that they enter the correct stage room (upstairs or downstairs).
- 3.6. Customers with tickets who arrive late are issued refunds if there are no longer seats available.
- 3.7. A Maximum of 320 customers will be admitted to the venue for each show.

4. Breaks Policy

- 4.1. During breaks, a smoking area is set up outside the front of the venue, This area is 1.6m from the outside edge of the building pillars to the Top Secret Comedy Club Branded Cordon, Leaving a 4.4m wide footpath for pedestrians.
- 4.2. The smoking area will be on the right side of the entrance.
- 4.3. During the breaks in the show, customers wanting to go outside the venue with drinks will be directed to the cordoned-off area included in our license as part of our designated smoking area. Prominent signage asking customers to keep noise to a minimum when using the outdoor area will be displayed.
- 4.4. The designated area will be monitored at all times by at least one security staff at all times to ensure that any customers in this area are not creating excessive noise or disturbance and if they are consuming drinks, are doing so responsibly and safely.
- 4.5. The barriers to the cordoned-off area will be set up so there is one entrance and exit to this area, this entrance will be monitored by a security staff member to ensure people don't leave the designated area with drinks, and take empty containers from the customers when they leave.

- 4.6. At the end of each break, the security staff will check the designated area for any Cups or bottles and bring them into the venue.
- 4.7. Door staff will ensure that any customers who leave the premises during breaks do not behave in a way that gives rise to a nuisance or obstruction and keep them off the pedestrian part of the pavement.
- 4.8. Security staff will use arm/hand gestures as well as voice to communicate with audience members outside the premises during breaks.

5. Customer dispersal policy

- 5.1. At the end of the show, while the venue is being cleaned, which takes 10 to 30 mins, we allow customers to finish their drinks inside the venue.
- 5.2. Once the venue is clear for us to allow customers in for the next show, we then ask any previous show customers remaining with drinks (this is usually between 5-20 people) to vacate the venue.
- 5.3. If any customers still have drinks, staff will direct them to the cordoned-off area with barriers to the right-hand side of the venue entrance which is included in our license as part of our designated smoking area.
- 5.4. The barriers are set up so there is one entrance and exit to this area, this entrance/exit will be monitored at all times by a Security Guard at all times to ensure no drinks or glassware are taken by customers when leaving the premises.
- 5.5. Another security staff member will be at the exit of the building preventing people from leaving with any drinks or glassware and directing them to finish in the designated zone outside
- 5.6. Signs will be displayed at the exit to remind patrons to use the bathroom facilities before they leave the venue.
- 5.7. Notices will be displayed within the immediate area asking customers to respect neighbours and to disperse quietly from the area.
- 5.8. Customers will be asked to leave the venue and its vicinity in a quiet and responsible fashion. This will be indicated by both clear signage near relevant exits and staff announcements.
- 5.9. Customers will be encouraged to wait inside the venue for taxis/PHVs and offered soft drinks or water while waiting.
- 5.10. Customers will be encouraged to leave gradually over the course of the 30-minute period after the end of licensable activities and will not be herded out when licensable activity ceases.

- 5.11. Staff will use their best endeavours to prevent customers from dispersing East along Wild Court. They will encourage customers to disperse North or South along Kingsway and if they need to go east, then to disperse North on Kingsway and left on Great Queen Street.
- 5.12. The Duty Manager will be on duty at the front of the venue to supervise the dispersal at the end of the night.
- 5.13. During the period of dispersal of customers from the vicinity, wardens in high visibility jackets, supported by SIA registered door supervisors, will patrol the immediate areas of the premises. This will be done to ensure a swift and efficient dispersal of the area to ensure that local residents are not disturbed. The number of staff and SIA Registered Door supervisors will be at least 4.
- 5.14. Customers will not be allowed to re-enter the Venue after the venue has closed, except if they are vulnerable and need a safe haven or need to check for lost property.
- 5.15. After customers have left the venue, the outside area is swept by security staff.

6. Safety.

6.1 There will be no more than 330 people, including Staff and Audience members, inside the venue at any one time. This will be composed of 320 audience members and 10 members of staff.

6.2 Glassware is not used in the venue to decant drinks. All Drinking receptacles are polycarbonate. No glass bottles will be allowed into the outside area.

6.3 Staff will be made aware of the risk of theft and will be trained in the prevention of theft from Commercial premises.

6.4 Signage will be displayed to alert customers to the risk of theft.

6.5 After 10 p.m. on Sunday – Thursday and 11 p.m. on Friday and Saturday, no drinks will be allowed in the outside area and signage will be displayed in relation to this.

6.6 Customers will be advised not to give money to beggars. Beggars who loiter outside the front of the venue or around our outside area will be asked politely to leave by Security staff.

7. General

- 7.1. A dedicated phone number and email address will be made available to Local residents so that they can contact the venue to report issues. The phone

number will be monitored at all times when the venue is open and the email address checked on the same day or the next day that the venue is open.

- 7.2. The phone number and email address will be published at the front of the venue and will be made available to the local Amenity Society.
- 7.3. An incident book shall be kept and maintained at the premises and shall be made available to a Police Officer or an Authorised Officer of any Responsible Authority upon request.
- 7.4. The Incident book shall be used to record the date and time of any Incident, the name of the staff member and a brief description of the customer concerned.
- 7.5. All incidents of the following must be recorded in the incident book within 24 hours and retained for a minimum of 12 months.
 - Attempted underage purchases
 - Attempted alcohol purchases by a person who is (or appears to be drunk)
 - Any theft or attempted theft of an alcoholic drink.
 - Seizures of drugs or offensive weapons.
 - Incidents of violence by any person against another.
 - Any other criminal incidents.
 - Any complaints received and actions taken to address them
- 7.6. Any customer not adhering to the instructions of staff will be refused entry to the venue.
- 7.7. All wardens/staff will have contact with the Door Supervisors of the Venue Via Radio.
- 7.8. All Staff will receive training with regard to this policy, which will be fully documented.
- 7.9. There is a reception desk just inside the front entrance where a power supply is available for door staff to ensure ticket scanning machines are fully charged.

The Management of *THE TOP SECRET COMEDY CLUB*.

Signed
DESIGNATED PREMISES SUPERVISOR
Print name.....

PREMISES LICENCE HOLDER
Print name

Dated

TOP SECRET

comedy club