

**Secret Group Limited  
180 Arlington Road, NW1 7HL**

# **Operational Management Plan**

## **One World Format**

**Draft**

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## S106 References

S106 Requirement	Document Section
(a) Details of opening and operating hours (ensuring they match the conditions attached to the Planning Permission);	See <a href="#">Opening Hours</a>
(b) Details of measures to manage expected occupancy levels;	See <a href="#">Occupancy Management</a>
(c) Details of measures to manage customer queuing and dispersal, in and out of the site;	See <a href="#">Queue Management</a> See <a href="#">Dispersal Management</a>
(d) Evidence of engagement and consultation with community groups;	See <a href="#">Local Consultation</a> See <a href="#">Complaints Protocol</a>
(e) Statement summarising representations from local community and local groups including actions that may have been taken in response to any representations;	See <a href="#">Local Consultation</a>
(f) Details of the code of conduct shared with all visitors to the development setting out expected standards of all visitors both within and in the immediate vicinity of the site;	See <a href="#">Ticket Terms &amp; Conditions</a>
(g) Information about the owner's representative (including name and contact details) that are to be made available to the Council and all local	See <a href="#">Complaints Protocol</a> See <a href="#">Contact information</a>

residents at all times to ensure any issues or concerns are dealt with in an efficient and effective manner;	
(h) Details of a formal complaints procedure to be adopted so that all complaints can be formally logged and dealt with within a set timeframe;	See <a href="#">Complaints Protocol</a>
(i) Details of the mechanism for dissemination of information relating to the on-going management of the development.	See <a href="#">Local Consultation</a>

Version Control

Version	Updates	Date	Owner
1.0	First draft	17.01.2024	RH
1.1	Draft for release	26.01.2024	RH

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## About Secret Cinema

Secret Group Ltd (SGL) is a pre-eminent and globally recognised cultural organisation, renowned for its theatrical, musical and cinematic productions. Commonly trading under the 'Secret Cinema' brand ([www.secretcinema.com](http://www.secretcinema.com)), it has become synonymous with high quality, immersive events which take place in unusual, highly themed or purpose built venues.

Secret Cinema acknowledges that the primary concern in the planning of any event is that of public safety and takes its responsibilities, with regard to the safety of staff, contractors and audience very seriously and will ensure, so far as reasonably practicable, that no one is put at unnecessary risk as a consequence of its actions.

Secret Cinema has a proven track record in the design, delivery and safe management of venue based entertainment. An experienced management team, well versed in the production of events, has been formed to ensure that every care will be taken in the selection process and the contractors/suppliers we will use are versed in the delivery of this type of project.

Secret Cinema is a trading name of Secret Group Limited (SGL).

## Introduction

This Operational Management Plan (OMP) has been prepared to outline the measures, policies and procedures being put into place to successfully manage the operational aspects of the Secret Cinema development at 180 Arlington Road, London, NW1 7HL, when operating under the 'One World' format.

The site, a former bingo hall, will be transformed into a multipurpose immersive events venue. The venue will host a single event or 'show', which will be installed into the venue over a number of weeks, and then the show would be open to the public for a number of months/ years.

This operational management plan covers the following phases:

- Works required to 'activate' the site, transforming into an events venue.
- Installation of a show
- Running of a show
- Removal of a show

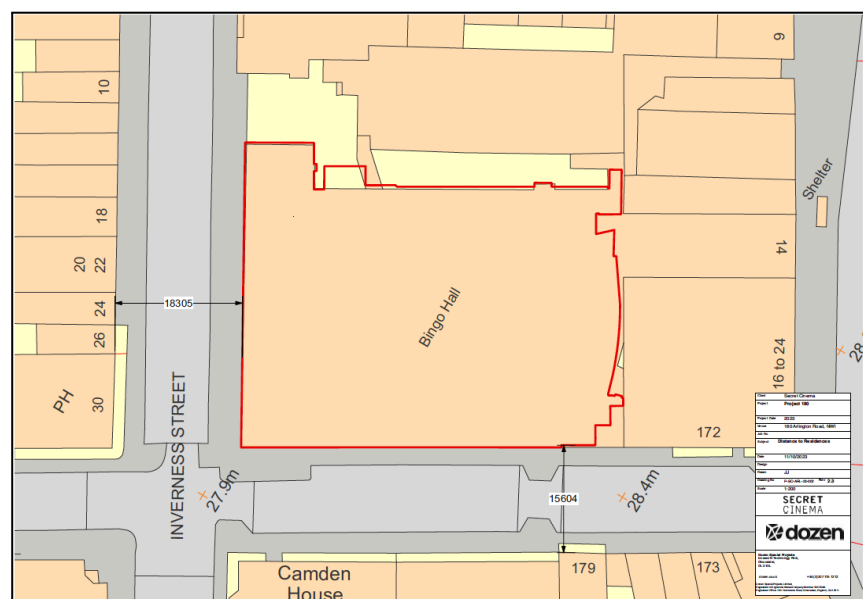
This is a living document, and will be updated on a regular basis as required.

## Location

The site is located at  
180 Arlington Road,  
London, NW1 7HL

[Google Maps Link](#)

[What 3 Words Link](#)





## **Licensing**

Secret Group Limited have been granted a Premises Licence for the use of the site - Premise Licence number PREM-LIC\116658.

## **Planning Permission**

Secret Group Limited have been granted Change of Use Planning Permission for the use of the site - Planning Application number 2023/4355/P.

## One World Format

Our One World Format events are theatre performances staged in a themed immersive environment. They are typically in the round, with audiences able to choose from standing/immersive tickets or traditional theatre style seated tickets. The seated tickets are usually in banked sections on three or four sides of the central standing and performance area; there will be up to 600 theatre style tickets available with the remaining allocated to standing/immersive ticket holders. Shows are conceived as around 75 - 120 minutes long, and may feature an extended pre or post show segment, where hospitality is open but on-stage action is limited. Audience arrival into the show is in batches, with an arrival story and instructions being worked into the arrivals process. The performance is a mixture of live action, music and screened sections of the source material. Ancillary food and beverage offering is available within the performance environment. Audience participation forms a limited part of the action and is entirely optional.

### One World Format Highlights

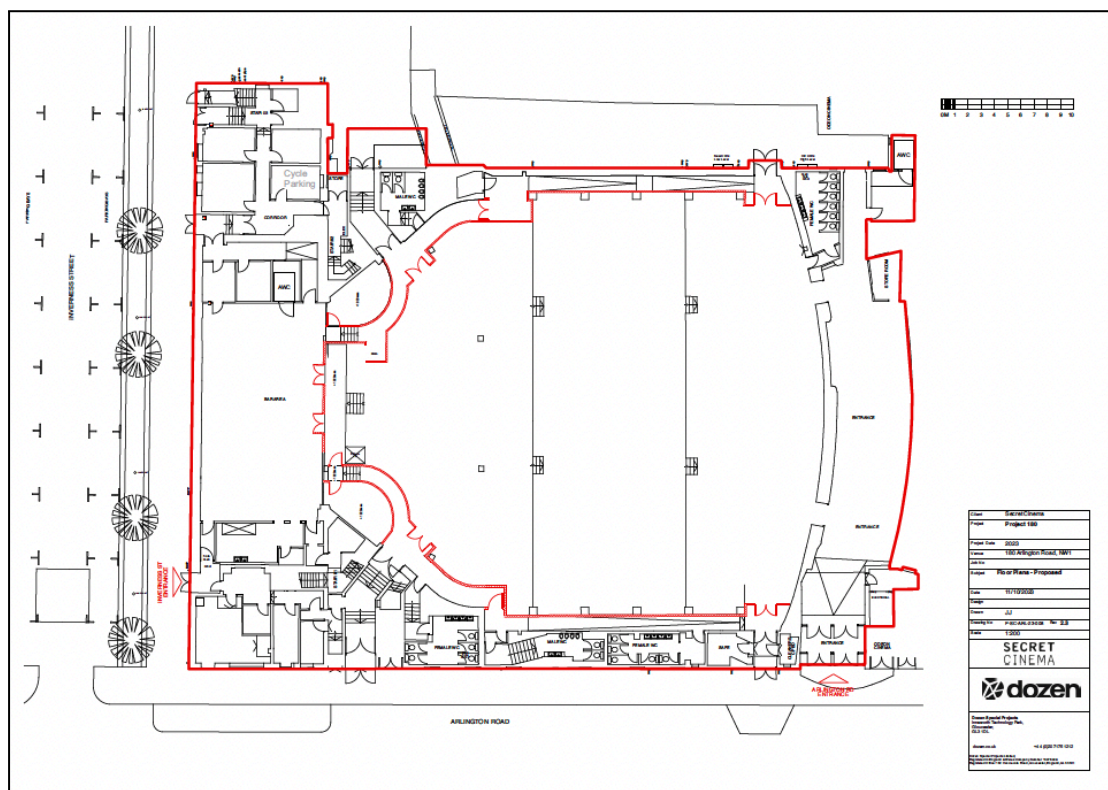
- This is an immersive event project based around a third party (i.e. film/ television/ music) or proprietary intellectual property.
- Guests may arrive dressed in line with the theme and are encouraged to participate as part of the narrative.
- There will be 6 to 8 shows per week, with some matinees scheduled on a Wednesday, Saturday or Sunday depending on demand
  - Matinee show: 14:00 - 16:00 (doors open 13:00)
  - Evening show: 19:00 - 22:30 (doors open 18:00)
- No fixed run length
- Performance days up to six days per week, with Mondays predominately dark.
- Each regular performance will have a maximum occupancy of 850 audience members, subject to final fire safety strategy information, plus 70 staff members including Security, FOH, Performers etc
- There will be provisions for ancillary food and beverage.
- The events may be restricted to people aged 18+.

- Non-age restricted projects will require those under 18 to be accompanied by an adult in line with the event ticketing policy.

## Site Layout Plan

### General Arrangement

A One World event will utilise the previously approved internal layout and infrastructure, which will be supplemented by show specific sets, seating, staging and audience arrangements (subject to Fire Strategy and (where applicable) Building Control approval). The main audience entrance will be via Arlington Road and will have sufficient space to allow for the staggered arrival of audience members. Ticketing / operational checks, will happen internally within the main foyer space.



## Noise Management

The management of sound is a critical part of the creation of immersive events spaces that are operated by SGL.

- Please refer to the [Local Consultation section](#)
- Please refer to the [Complaints Protocol section](#)
- Please refer to the [Contact Information section](#)

## Activation / Show Installation Phase

External 'noisy' works will be limited to 08:00 – 18:00 Monday to Friday and 08:00 – 13:00 on Saturdays. In this instance, noisy works are those which can be heard outside the boundary of the build site. It should be noted however that:

- No percussive works are to take place
- No heavy construction works are to be carried out

Internal and 'quiet' works may, at times, take place 24 hours a day. These activities will not result in noise being heard outside of the boundary of the build site, and staff, contractors and visitors will be advised not to make noise when leaving the building during unsocial hours (i.e. between 20:00 and 08:00). Quiet works may include:

- Installation of prefabricated exhibition displays and set/ prop pieces
- Electrical works
- Painting and decorating
- Cleaning and general maintenance

## Show Running Phase

During the show running phases, it is not anticipated there will be any noise break out sufficient so as to cause a nuisance.

The existing building is well insulated, with very little glazing. Fire exits will be kept closed at all times, and this will be monitored by venue staff.

Strict noise levels are in place to ensure that disturbance is limited to other businesses and residential properties, through both the Premises Licence, Planning Permission and building lease.

## Access / Egress

Primary staff/ contractor access and egress for all phases will be via the door located on the north eastern corner of the building, located on Inverness Street ([What 3 Words Link](#)). This is the former cast/ stage door entrance.

- Access control will be in place at all times throughout the working day.
- This access will be protected by 24hr monitoring and recording CCTV.
- Dual Tech Motion Sensors
- This access will be locked closed when the venue is not in operation (i.e. overnight)
- In-person guarding will be in place where necessary.

Primary audience access and egress for live phases will be via the door located on the south western corner of the building, located on Arlington Road ([What 3 Words Link](#)). This is the former audience access and egress point.

- The Primary Access and egress will be used for all standard or seated ticket holders
- This position will act as a security control point and will be in place at all times throughout the operating hours.
- This access will be protected by 24hr monitoring and recording CCTV.
- This access will be locked closed when the venue is not open (i.e. overnight and during setup periods)
- In-person guarding will be in place where necessary.

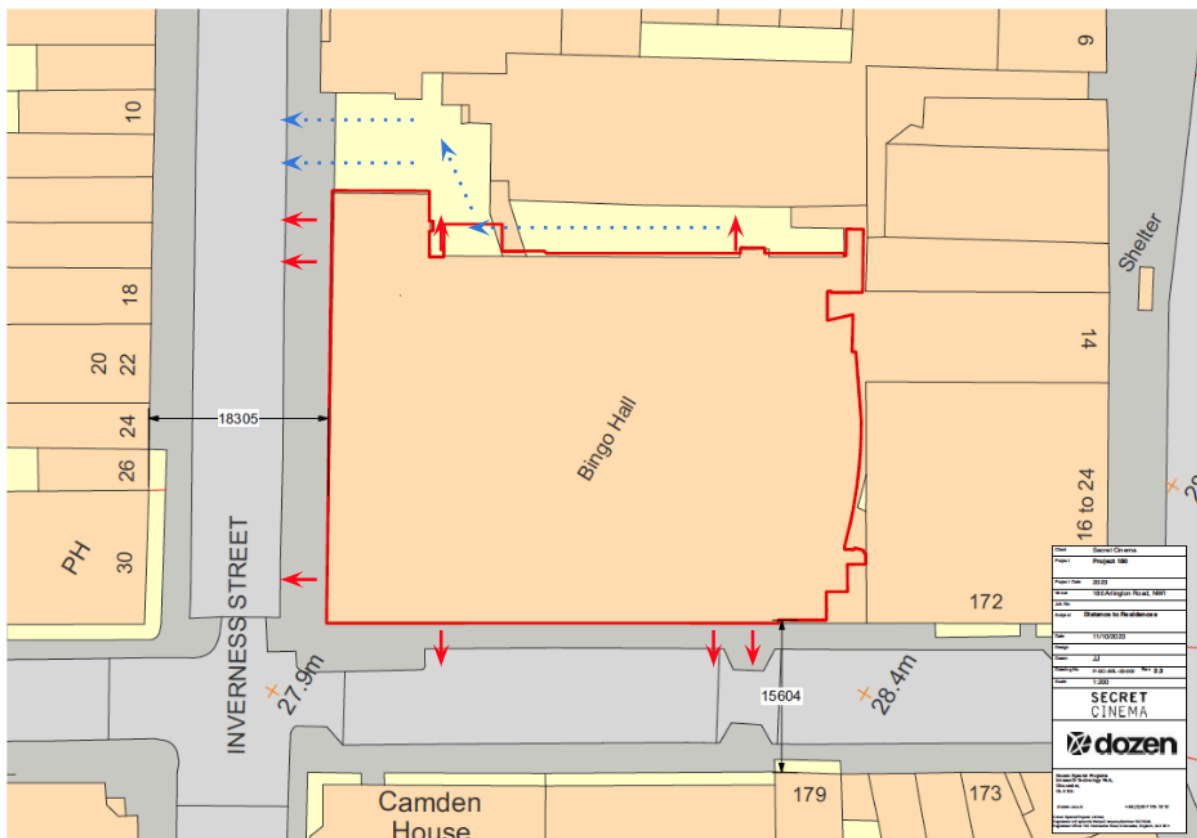
Secondary audience access and egress for live phases will be via the door located on the north western corner of the building, located on Inverness Street ([What 3 Words Link](#)).

- The Secondary Access and egress will be used for a limited allocation of ticket holders, eg. VIP or Immersive/Standing
- This position will act as a security control point and will be in place at all times throughout the operating hours.
- This access will be protected by 24hr monitoring and recording CCTV.
- Dual Tech Motion Sensors

- This access will be locked closed when the venue is not open (i.e. overnight and during setup periods)

In-person guarding will be in place where necessary. Emergency audience egress for live phases will be via doors located on the north, east and west elevations, located on Arlington Road and Inverness Street. These are the former emergency egress points.

- These positions will be securely locked when the venue is not in operation.
- These positions will be secured from the outside and will have emergency panic hardware installed inside (this will be checked by the Venue Operations Team prior to opening).
- These accesses will be protected by 24hr monitoring and recording CCTV.
- Dual Tech Motion Sensors



Red arrows show emergency egress points; Blue Arrows show external evacuation route

Outside of show running phases, the majority of work will be carried out during standard hours. Where late working is required, all staff will be reminded during their site inductions to leave the venue in a quiet manner.

Further details can be found in the [Audience Dispersal Plan](#) section.



## Opening Hours

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Venue Servicing	08.00 – 17.00	08.00 – 17.00	08.00 – 17.00	08.00 – 17.00	08.00 – 17.00	08.00 – 17.00	08.00 – 17.00
Venue Open to Public	10.00 - 00.00	10.00 - 00.00	10.00 - 00.00	10.00 - 00.00	10.00 - 00.00	10.00 - 00.00	12.00 - 23.00
Regulated Entertainment	10.00 - 23.30	10.00 - 23.30	10.00 - 23.30	10.00 - 23.30	10.00 - 23.30	10.00 - 23.30	12.00 - 23.00
Late Night Refreshments	23.00 - 23.30	23.00 - 23.30	23.00 - 23.30	23.00 - 23.30	23.00 - 23.30	23.00 - 23.30	-
Sale or supply of alcohol	10.00 - 23.30	10.00 - 23.30	10.00 - 23.30	10.00 - 23.30	10.00 - 23.30	10.00 - 23.30	12.00 - 22.30

## Operational Management

### Occupancy Management

The venue was previously designed to an overall capacity of 1,200. The 'One World' format seeks a capacity of 850 audience members, plus cast, crew and staff.

The venue is licensed to be solely ticketed, so capacity will primarily be managed through ticket sales. The vast majority of ticket sales will be online, via the production website or ticketing partners, however 'on the day' sales will also be permitted from the onsite box office. Any on the day sales will be processed through the same ticketing system, to ensure that overall numbers do not exceed the design capacity.

The management of the venue to allow for this capacity level and show format is reliant on a number of management disciplines as outlined below. These are broadly arranged as:

- Getting audience members to site
- Management of those audience members when onsite
- Getting audience members away from site

Key considerations for each of these factors is the safety and wellbeing of the audience members, minimising disturbance to local residences and businesses and ensuring good communication with our neighbours. The following sections outline how these elements will be delivered in line with these desires.

### Audience Flow

#### Description

The proposed site is well located; there is good access to existing public transport services, cycle provision and if required, road links. This section will investigate the impact of a 'One World' show type, with an audience of up to 850 patrons, arriving for and departing from performances (please see below for a show schedule).

The following steps have been taken to assist with the development of this section:

- Internal discussions with SGL management team.
- Discussions with the London Borough of Camden officers to identify potential issues that may arise.
- Previous knowledge of working across other London sites
- Site visits during the summer / winter of 2023/ 2024 to assess site activity and assess the viability of the site.
- Collation of bus, cycle, tube and other transport network data.

## Proposed Show Schedule

The operating hours of the venue at 180 Arlington Road are limited by both the Premises Licence (PREM-LIC\116658) and Planning Permission 2023/4355/P. Details of the operating hours can be found in the [Operating Hours section](#).

Both the impact of the venue, and the likely methods that attendees will use to attend the venue have been considered. There are good bus, train and tube links to the proposed site from Central London and it is anticipated most attendees will make use of public transport to attend the performance.

## Access Plan

It is likely that most of the audience members will attend the venue from London either because they are based in London, or are travelling to London as part of a longer trip.

Audience arrivals and departures will be staggered to mitigate against large groups of people utilising the local public transport infrastructure at the same time, to reduce the number of people walking from public transport connections to the venue and to assist with keeping arrival queuing times down, and therefore, queues short.

Staggered arrivals are managed through pre-event communication (show specific website, email communication and ticketing information).

Staggered departures are managed through the natural depletion of audience members throughout the performance, early leavers and on-site activities being extended past the culmination of the 'show' (i.e. 'drinking up time') but within the pre-agreed operational hours.

This staggered, timed arrival approach allows Secret Group to manage audience arrival over a period of time - meaning that across a 15 minute period around 150 audience members will arrive at any one time.



Audience Walking Route

Our audience members will generally be directed towards Camden Town tube station as the most appropriate transportation access hub for the venue. For operational reasons, through consultation (with, for example TfL) and in the event of an emergency, alternative arrangements will be communicated to attending customers (to the best of our ability) - including via email and text message, to within five minutes of their expected arrival time - meaning that dynamic changes to the audience arrival plan can be coordinated and delivered by the onsite Operations Team.

It will take approximately three minutes for our audience members to walk from the station to the event venue entrance (albeit in ideal conditions). This is a total of 0.1 miles. In reality we are expecting this to take approximately 5 minutes to take into account waiting for road crossings.

Secret Cinema has extensive experience in the delivery of public facing venues, which have played host to hundreds of thousands of event goers. Some previous examples of our event venues include:

	<b>Dagenham (Dagenham and Barking)</b>	<b>Canning Town (Newham)</b>	<b>Wembley Venue (Brent)</b>	<b>180 Arlington (Camden)</b>
Time of year	Summer	Various	Various	Various
Venue audience capacity	1500	1200	1500	850
Event location	Dagenham East, Dagenham and Barking	Manor Road Retail Park, Newham	Fulton Road, Brent	Arlington Road, Camden
Nearest Station	Dagenham East Station	Canning Town Station	Wembley Park Station	Camden Town
Walking distance (audience route)	0.1 miles	0.4 miles	0.3 miles	0.1 miles
Anticipated walking time	3 minutes	9 minutes	7 minutes	3 minutes

## **Staff travel arrangements**

Information will be sent to all staff and contractors regarding travel arrangements during the operational phase of the venue. We will ensure that:

- Staff are encouraged to use public transport and/or cycle - Secret Group Limited will provide secure cycle parking for staff / contractors
- Staff are informed that there is no car parking available at the venue, or on any of the streets around the venue in the immediate area
- Ensure that shift times and patterns allow for the use of public transport

## **Access to the venue (arrivals)**

Audience members will be directed to access the venue from Camden Town Station, or bus stops close to the venue. The arrival of the guests will be phased to minimise any external queuing outside of the venue perimeter. Each audience member will have an allocated arrival time on their ticket, and doors will open approximately one hour before the main show starts. An example of the allocated arrival time slots for an 19:00 performance are as follows:

Arrivals 1 – 18.00 – approx 150 pax

Arrivals 2 – 18.15 – maximum 150 pax

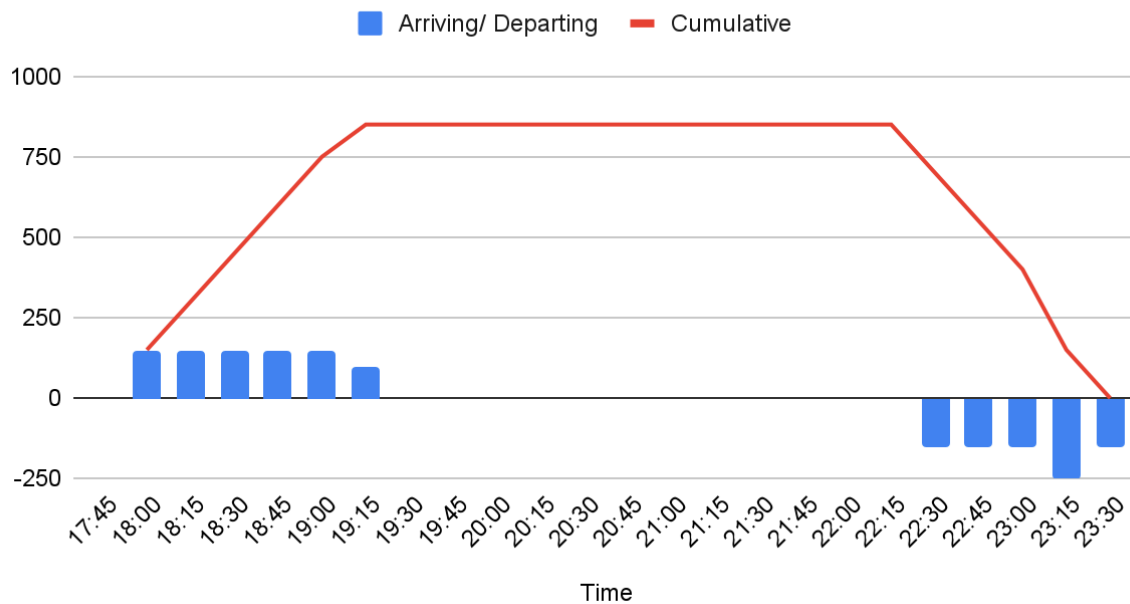
Arrivals 3 – 18.30 – maximum 150 pax

Arrivals 4 – 18.45 – maximum 150 pax

Arrivals 5 – 19.00 – maximum 150 pax

Arrivals 6 – 19.15 – maximum 100 pax

## Arriving/ Departing and Cumulative



The entrance to the venue will be clearly marked on Google Maps and links will be provided on the show website and in communications to audience members. The entrance will also be obvious to visitors so it can be easily found as the access to the venue.

The route and access to the venue will be suitable for wheelchair users, with accessible parking spaces located within close proximity to the venue - see this section relating to [Accessible Parking](#).

### Egress from the venue (departures)

All guests will exit the venue via the doors located on Arlington Road and Inverness Street. The route is a reverse of the access arrangements.

The departure of the guests will be phased and lightly controlled, to reduce the impact of our audience on the existing station users and other foot traffic. Departure times for a 23:30 performance close are as follows:

Departures 1 – 22:30 – approx 150 pax

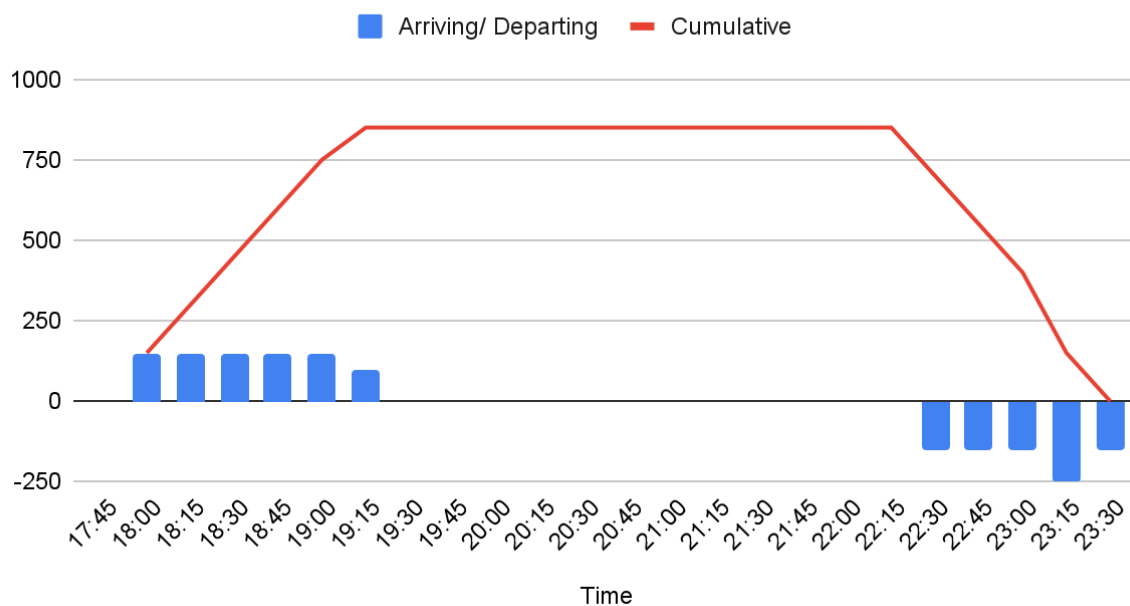
Departures 2 – 22:45 – approx 150 pax

Departures 3 – 23:00 – approx 150 pax

Departures 4 – 23:15 – approx 250 pax

Departures 5 – 23:30 – approx 150 pax

## Arriving/ Departing and Cumulative



### Audience members leaving for other transport links

A limited number of our guests may try to hail a taxi or call for a vehicle from a transportation networking company such as Uber. We do not want our audience to arrange for collection along Arlington Road as this may disturb local residents, and as such security and front of house staff will encourage audience members to arrange collection from other streets such as Parkway or Camden High Street. Some of our audience members may choose to leave our site by bus – please see the below.

### Cycle Parking

Cycle parking will be offered onsite for the use of our staff. Parking for 20 cycles will be provided in a secure area (Please see P-SC-ARL-23-012 from the drawing pack), away from the main guest spaces.



## Car Parking

No parking is available at the venue for staff or guests. All audience communications (website, emails, facebook, etc) will clearly outline that there is no parking available at, or around the event site. In the unlikely event that audience members choose to drive to the site, numerous (paid) parking opportunities will be available but will not be advertised.

- Camden Market
- Regents Park
- Sainsbury's Car Park
- Curnock Estate Car Park

Please see the section relating to [Accessible Parking](#)

## Public Transport

The proposed venue entrance has a PTAL score of 6b and is surrounded by PTAL scores of 6a (where 6b is the best score).

A PTAL score of 6b shows that this location is one of the best connected in London.

## Travel time

The proposed venue is well located for public transport times across London – virtually all of London can be achieved within 50 mins travel time of the venue entrance.

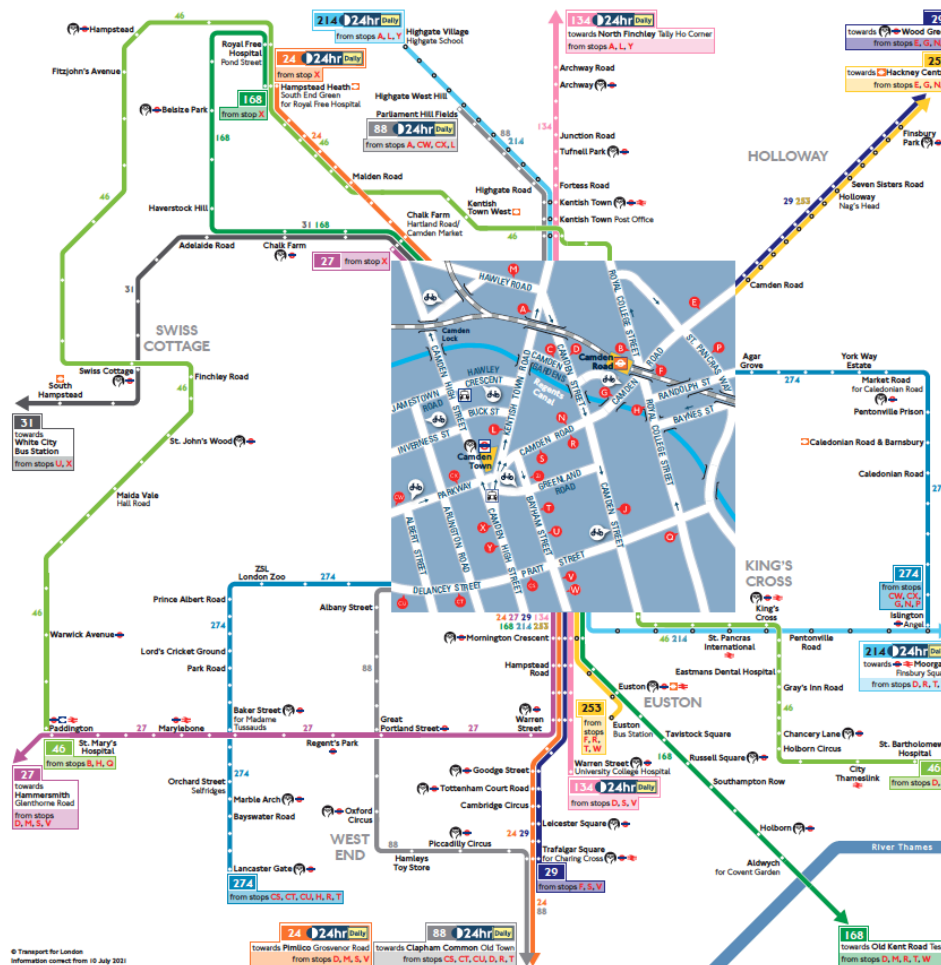
## Rail

The Arlington Road site is well connected to the rest of London by rail:

- Camden Town Station is located approximately 3 minutes walk away
  - o Northern
- Camden Road Station is located approximately 8 minutes walk away
  - o Overground
- London Euston Station is located approximately 20 minutes walk away
  - o National Rail Services
  - o Northern Line
  - o Victoria Line

- Kings Cross St Pancras is located approximately 24 minutes walk away
  - National Rail Services
  - InterNational Rail Services
  - Northern Line
  - Victoria Line
  - Circle Line
  - Metropolitan Line
  - Piccadilly Line
  - Hammersmith & City Line
- Baker Street Station is located approximately 32 minutes walk away
  - Bakerloo Line
  - Hammersmith & City Line
  - Metropolitan Line
  - Circle Line
  - Jubilee Line

## Bus



Mode	Stop	Route	Distance (metres)	Walk Time (mins)	First Bus	Last Bus
Bus	CX	274	98.14 m	1	M-F - 05:46 Saturday - 05:46 Sunday - 05:45	M-F - 00:43 Saturday - 00:44 Sunday - 00:42
Bus	CX	88	98.14 m	1	24hrs	24hrs
Bus	X	24	160.93 m	2	24hrs	24hrs
Bus	X	27	160.93 m	2	M-Thu - 06:05 Friday - 06:05 Saturday - 06:05 Sunday - 06:02	M-Thu - 01:03 Friday - 01:09 Saturday - 01:09 Sunday - 01:04
Bus	X	31	160.93 m	2	M-F - 05:01 Saturday - 05:01 Sunday - 05:01	M-F - 00:31 Saturday - 00:32 Sunday - 00:31
Bus	X	168	160.93 m	2	M-F - 05:11 Saturday - 05:11 Sunday - 05:11	M-F - 00:12 Saturday - 00:12 Sunday - 00:12
Bus	X	N5	160.93 m	2	Sun > Mon - 00:24 Fri > Sat - 01:07 Sat > Sun - 01:07 Mo/Th > Tu/Fr - 00:59	Sun > Mon - 06:11 Fri > Sat - 06:12 Sat > Sun - 06:13 Mo/Th > Tu/Fr - 06:11

Mode	Stop	Route	Distance (metres)	Walk Time (mins)	First Bus	Last Bus
Bus	X	N27	160.93 m	2	Sun > Mon - 01:13 Fri > Sat - 01:16 Sat > Sun - 01:16 Mo/Th > Tu/Fr - 01:13	Sun > Mon - 05:40 Fri > Sat - 05:40 Sat > Sun - 05:40 Mo/Th > Tu/Fr - 05:40
Bus	X	N28	160.93 m	2	Sun > Mon - 00:53 Fri > Sat - 00:59 Sat > Sun - 01:00 Mo/Th > Tu/Fr - 00:53	Sun > Mon - 04:22 Fri > Sat - 04:27 Sat > Sun - 04:28 Mo/Th > Tu/Fr - 04:22
Bus	X	N31	160.93 m	2	Sun > Mon - 01:08 Fri > Sat - 01:09 Sat > Sun - 01:09 Mo/Th > Tu/Fr - 01:08	Sun > Mon - 04:37 Fri > Sat - 04:38 Sat > Sun - 04:38 Mo/Th > Tu/Fr - 04:37
Bus	T	88	321.86 m	4	24hrs	24hrs
Bus	T	168	321.86 m	4	M-F - 05:11 Saturday - 05:11 Sunday - 05:11	M-F - 00:12 Saturday - 00:12 Sunday - 00:12

Mode	Stop	Route	Distance (metres)	Walk Time (mins)	First Bus	Last Bus
Bus	T	214	321.86 m	4	24hrs	24hrs
Bus	T	253	321.86 m	4	M-Thu - 05:52 Friday - 05:52 Saturday - 05:51 Sunday - 05:51	M-Thu - 00:45 Friday - 00:46 Saturday - 00:46 Sunday - 00:45

## Queue Management

The site has been designed so as to ensure audience members are able to enter the foyer area from Arlington Road directly into the event site prior to any processing steps, such as ticketing and security checks.

Audience members will arrive directly from local transportation hubs (tube and rail stations, bus stops etc) and be directed to the entrance on Arlington Road. For those buying tickets in advance, detailed guest instructions, directions, terms and conditions of entry and 'house' rules will be sent to ticket holders via email. This will minimise the likelihood of guests being unable to find the venue and reduce the amount of travel time spent not within the venue building. Audience members will be discouraged from waiting outside the venue to avoid excessive noise, pavements becoming crowded or risks associated with Counter Terrorism:

- Sufficient space will be allowed for within the venue to hold arrivals
- All queuing will take place within the building and there will be no queuing on the pavements, highways or near residential buildings
- The staggered arrival times, as detailed above, mitigates any external queuing, with up to 150 people arriving within each allocated time slot
- The pre-show segment will begin as doors open, to allow for the staggered arrival
- Ticket and bag check will take place within the venue
- Sufficient staff will be available to undertake a fully managed and rehearsed ticket and bag check process
- Staff members will be located at the entrance to encourage visitors inside the venue (and if they are waiting for further group members, they will be assured there is plenty of space to congregate and wait within the venue.
- We will reduce the potential for excessive (external) queue lines with a well-managed and efficient door team.
- Queues will be actively managed by door staff, especially later in the evening, to keep noise to a minimum.
- Rowdy behaviour from people queuing to get in is not expected, and will not be tolerated.

## Visitor Management

Secret Cinema have a long established relationship with their audiences, and are skilled in managing them in and around sites in which they operate. Secret Cinema have a proven track record of achieving this across sites in London, and have isolated instances of unacceptable behaviour.

The focus of the events planned is primarily that of immersive theatre, and while there is a bar available onsite, this is intended to be ancillary to the main use, helping eliminate any issues with problem drinking.

In line with our licensing condition, appropriate signage will be prominently displayed at the exit to the venue.

## Audience Management

### Audience Demographics

Secret Cinema is selling 850 tickets per event. A proportion of these are allocated to VIPs, however the vast majority will be available to standing/immersive tickets (standard) or traditional theatre style seated ticket holders.

The audience will be made up of the established Secret Cinema demographic. The event is promoted via social media, print and word of mouth. The anticipated demographic of the audience is 50/50 Male/Female 'culture seekers' with an age range of between 12 and 75. Historical data from over fifteen years of venue operations shows that the audience profile is one of theatre and filmgoers, seeking exploration and enjoyment, as opposed to the consumption of large quantities of alcohol and aggression.

Data from previous events shows that approximately 0.2% of attendees will have access requirements, therefore for every 1000 attendees this will be approx 2 persons requiring assistance. Wheelchair spaces will be allocated on booking for each show. The site has been designed with accessibility in mind, including (but not limited to):



- Accessible sanitary facilities
- Ramped accesses to public areas
- Ramped access and egress points
- Assistance for patrons with access issues
- Free carer ticket for any audience member with access needs

These overall numbers will be controlled via limiting the tickets sold per performance and security clickers at the door to record numbers. These records can be viewed on request.

## Audience Personal Safety

Secret Cinema will employ a number of policies for the safe management of the venue to promote audience personal safety.

### **Solo travelling information**

Access to the venue will be via busy public access routes. At times security and front of house will review the route to look for any ways to reduce the risk to audience members. A close working relationship will be developed with nearby businesses and law enforcement. At the end of the performance, the audience will be directed to where they can make arrangements for taxi collection, public transport or for onward travel.

### **"Ask Angela" initiative:**

Secret Cinema will adopt the "Ask Angela" policy. Audience members who feel threatened or vulnerable can discreetly make staff members aware that they require assistance. Staff will receive a briefing on this policy during their initial inductions, as well as regular reminders during daily staff briefings.

## Smoking areas

A small smoking area will be located within the footprint of the venue but outside the building:

- Located so that it cannot be viewed from public areas
- Limited numbers of people can use the space at any given time
- Users will not be permitted to take drinks with them

## Further Audience Considerations

### Climbable Objects

Final designs have not yet been confirmed for this 'One World' project, however should set and installation design result in Climbable Objects being present, the following will be true:

- Where it is not possible to create a physical barrier to these set elements, a suitable number of stewards in static positions will be placed in the area.
- These stewards will be briefed to prevent audience climbing or standing on these objects.
- Security will be briefed to ensure the audience does not access set elements.

### Out of Bounds Performance Spaces

Final designs have not yet been confirmed for this 'One World' project, however should set and installation design result in out of bounds performance spaces being present, the following will be true:

- To ensure Out of Bounds Performance Spaces remain sterile access will be controlled with physical barriers or access only from back of house areas.
- Access points located at front of house positions will be covered by stewarding or the security team.

### 'Escape' style Rooms

Final designs have not yet been confirmed for this 'One World' project, however should set and installation design result in Escape style rooms, the following will be true:

- Escape rooms will be developed by experienced game design consultants
- Escape rooms will have a defined capacity
- A dedicated Front of House steward will be located with the Escape rooms at all times
- Each Escape room has a clearly identifiable exit button which will open the doors
- The Front of House steward has access to an external button to override the locks of the doors
- The evacuation of the venue will be rehearsed, the specific role of the steward in the escape room area is briefed to all staff ahead of the show

## Dispersal Management

A customer dispersal policy should minimise the potential for noise disturbance from customers leaving the premises. The dispersal plan is designed to help mitigate the impact of audience members leaving the venue, and should not be confused with an evacuation plan.

Consideration will be given to:

- Reduction of 'mass exit'
- Staff
- Audience Profile
- Outside Areas
- Transport Methods
- Signage
- Queue Management
- Venue Operations

### Mass Exit

- A half hour period has been allowed for 'drinking up' time – this should reduce the mass exit of patrons at the end of an evening.
- We will ensure that the conditions of the Planning Permission and Premises License are strictly adhered to. This will be operated to encourage the dispersal of patrons gradually both in the last part of trading and following the end of bar service.
- Door staff and venue stewards will work as two teams – one team working the inside of the venue to ask people to make their way to the exits at the end of the site opening hours and another team working at the doors of the venue to ask audience members to leave quietly and quickly and to respect the neighbours.

### Staff

- Management of this policy will be overseen on an operational night by the Management Team on duty at the premises.
- Sufficient staff will be available at the end of the evening to manage a controlled shut down of the premises and maintain good order as customers leave.
- Staff will maintain positions at the exit doors and remind patrons to leave the venue quietly.

- Door staff will refuse entry to anyone behaving in an anti-social way.
- Staff who depart late at night or in the early hours of the morning when the business has ceased trading, will conduct themselves in such a manner as to avoid causing disturbance to nearby residents. This includes the loading and unloading of equipment.
- Staff will be placed at the exit point from the venue to remove glass and other drinks containers from the audience members to prevent them from being taken from the venue.
- Training will be undertaken with all relevant staff members to ensure that they know and understand the dispersal procedure.

## **Audience profile**

- The management team are well versed in the management of these audiences
- Our audiences are very well behaved, do not consume large quantities of alcohol and more often than not attend in small family groups.
- Evidence from previous events and shows confirms that the majority of audience members travel to and from our venues by public transport.
- It is unusual for large groups to attend Secret Cinema venues together (as they might for a night-club type event) meaning that large 'noisy' or 'animated' groups are unlikely.

## **Outside areas**

- There are no areas outside the building (for audience use) associated with this application. All activities take place within a designated area which is indoors, other than a single smoking shelter which is located within the venue site and away from neighbouring properties.
- Door supervisors or staff will regularly monitor and manage external areas to ensure that customers are not causing a disturbance to local residents.
- All customers will be contained within the perimeter of the site – there will be no need for customers of the venue to 'spill' onto pavements or road ways, outside the venue perimeter.
- Audience members will not be permitted to leave the site with food or drinks containers – these will be taken from them for recycling prior to them exiting the venue – this is to reduce the litter which might be dropped en-route.

Transport methods

- Taxi operators and private hire drivers will be informed to arrive and depart as quietly as possible and should not sound their horns or leave engines idling unnecessarily.
- Audience members will be encouraged to meet their driver on Parkway or Camden High Street.

Signage

- Notices will be displayed at the venue exit to remind patrons that they are in a residential area and to leave quickly and quietly

Venue Operations

- Commercial deliveries, collections and storage/ disposal of waste, including bar deliveries, refuse collections and storage / disposal of waste and recyclables in external areas should be restricted to normal working hours between 8am and 5pm seven days a week.
- Bottling will take place between the hours of 8am and 5pm seven days a week.

Accessible Mobility Arrangements

Overview

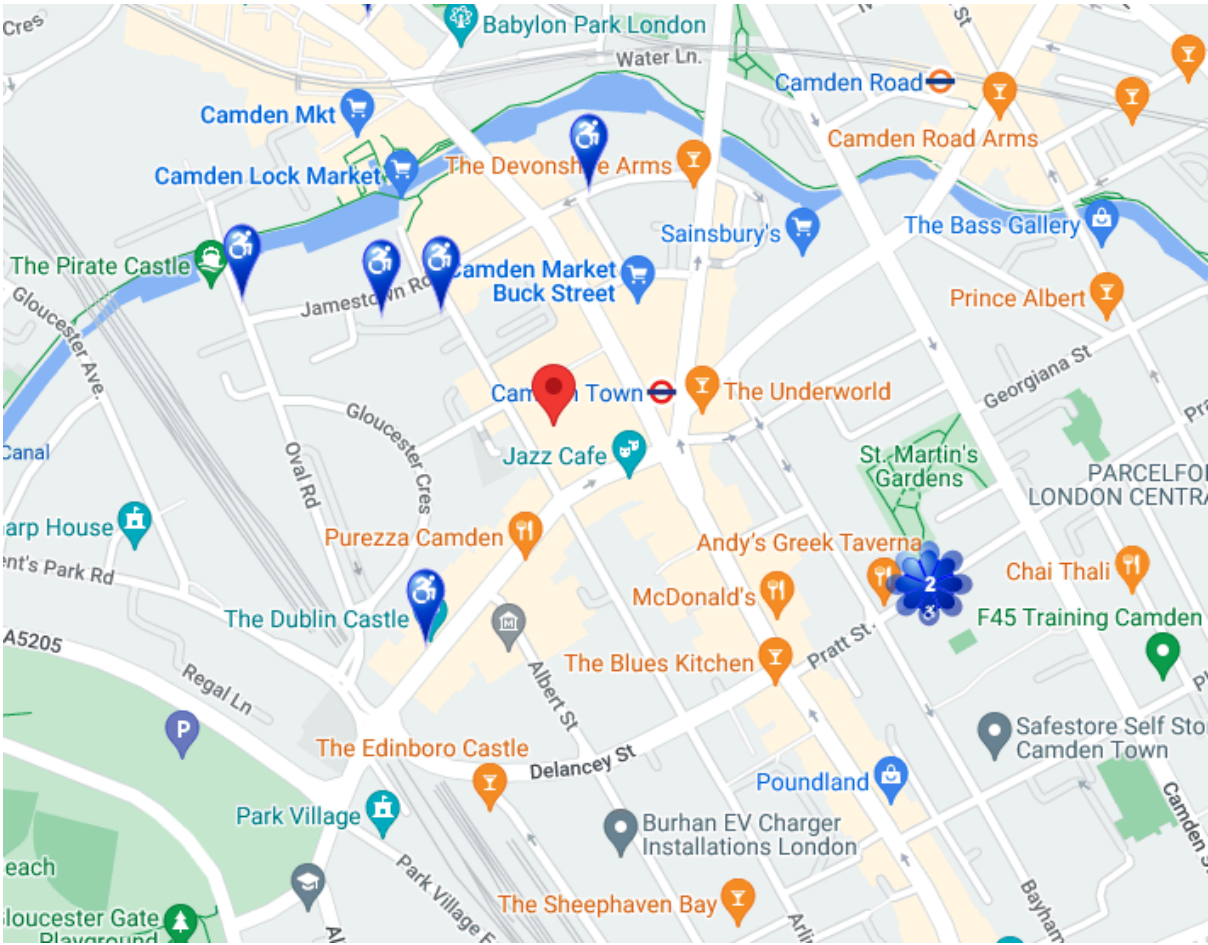
These arrangements will be subject to ongoing appraisal and review during the running of the show by the front of house and Management teams to ensure that they remain relevant and current. Any significant changes to these arrangements will be incorporated into the plan.

- Camden Town station is not a disabled access friendly station, nor is it step free.
- Camden Road station is a disabled access friendly station, and is step free.
- Mornington Crescent station is not a disabled access friendly station, nor is it step free.

Accessible Parking

<b>Blue Badge Parking</b> Free with no time restrictions	Weekend: Yes Weekdays: Yes, max stay 4 hours
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<b>Pay &amp; Display Parking</b> On street	Free with no time restrictions during the enforcement period. Blue Badge - bonus free hour Red Badge: Yes
<b>Shared Used Bays</b> (Pay & display & Residents Parking)	No
<b>Residents Bays Parking</b> (with no time restrictions during the enforcement period)	No
<b>Single &amp; Double Yellow Lines Parking</b> for maximum 3 hrs	Blue Badge: No Red Badge: max stay 30 minutes
<b>Council Owned Car Parks</b>	No



Accessible car parking locations

Location	Distance from venue entrance
Arlington Road	135m
Arlington Road	160m
Parkway	160m
Hawley Crescent	320m

## **Staff**

The venue has ancillary work space on levels other than the ground floor. There is currently no access to these areas for disabled workers, however provision has been made to enable disabled workers to work from the ground floor in all workstreams.

It should be noted that at the time of writing, proposals are being sought to make arrangements for access to the first floor working areas.

## **Access Bookings**

When audience members have booked their tickets they are directed to email Secret Cinema with any concerns or questions relating to access. Secret Cinema will provide information relating to bus routes, car drop off points etc.

On arrival, a dedicated Front of House staff member will be made available to assist people with accessibility needs.

## **Assistant Tickets**

When an accessible booking is made and a carer ticket requested, Secret Cinema will offer one free assistant ticket per patron.

## **Accessibility**

The show is wheelchair accessible (including electric and mobility scooters), and offers access facilities. Lift access is available to any public areas that are not at ground level. Some of the activities on the show will involve minimal physical activity as part of their experience and assistance will be provided where required.

Accessible toilets with dedicated signage are located within the front of house areas. Bar areas do not have lowered counters but bar staff offer personalised service as required and have been trained accordingly.



## Emergency Evacuation Plans

Disabled persons will be discreetly 'shadowed' by a member of the security/front of house staff and will give any person with reduced mobility assistance to an exit/assembly point.

In the event of an evacuation, people with accessibility requirements will be taken to a disabled refuge point and front of house staff will manage their safe evacuation. No person requiring assistance will be left on their own.

## Communication Management

Secret Cinema will install an extensive comms system to assist with delivering a safe and smooth flowing performance. The system can be broken down into two distinct parts that together provide an integrated communications solution for this One World Format Experience.

### Site Wide Simplex Radio

The following channels will be established to ensure clear, effective communication between the departments listed below:

- Ch 1 - BOH
- Ch 2 - FOH
- Ch 3 - VIP
- Ch 4 - Show Security
- Ch 5 - Stage Management
- Ch 6 - Show Tech

In addition to these repeater channels there are a number of standard back to back channels used for less show critical communications:

- Ch 7 - Bars
- Ch 8 - Bar Backs
- Ch 9 - Production
- Ch 10 - Site Management
- Ch 11 - Non Urgent
- Ch 12 - Spare
- Ch 13 - Spare

- Ch 14 - Spare
- Ch 15 - Spare
- Ch 16 - Spare

All radios used during the show will be issued with earpieces to provide a discreet method of communication without distracting from the audience experience.

## Show Comms

To cover show comms, a hardwired matrix communications system with panels in the following key operating positions will be installed:

- Stage Management
- Sound
- Lighting
- Video
- Venue Manager
- FOH manager

These matrix panels allow for discreet point-to-point conversations to be established as well as party line conferences usually associated with more traditional show intercom systems.

The matrix communication system is interfaced with the radio channels, a facility that allows the operations managers to quickly and efficiently deal with any situation that may arise while feeding back any required information to the stage management team.

Connected to the matrix system, there is a semi duplex radio system which is used to communicate to members of the stage management team operating throughout the performance space.

This “joined up” team communication is invaluable when it comes to producing immersive events and ensures the smooth and safe running of every show, no matter what issues may arise.

A venue wide paging facility will also be provided from the management panels so that, should the venue need to be evacuated, clear communication will cover the entire site.

All of the show critical communication systems are provided with battery back-up which will allow communications to continue in the event of a power supply outage. Apart from the dedicated show comms system, all communication will be channelled through the duty manager in order to ensure coordinated lines of communication.

### **Public Address system**

There will be a site wide public address system which can be controlled from the Control Room. This will be used to inform members of the public in the event of an evacuation, lock down or show stop.

Emergency Management

A full evacuation plan will be included as part of our Operational Fire Management Plan. The evacuation will be managed by the show management team and run from the ops control room where they have CCTV coverage of the show site. The alert will be communicated through the show radio system, in the event of an evacuation all show sound will be cut manually from the operations centre. In the event of a power failure, a battery powered backup evacuation tannoy system will be utilised.

Calling the Emergency Services

You are Here:

180 Arlington Rd, London, NW1 7HL

Nearest Emergency facilities:

University College Hospital, 235 Euston Road, London, NW1 2BU  
24hr Accident and Emergency  
tel: 020 3456 7890  
tel: 999

Site Access for emergency services

Via the main entrance on Arlington Road

Counter Terrorism Planning

The threat level issued by the UK Government is a 5 tier scale used to indicate the likelihood of a potential attack related to any form of terrorism.

LOW	An attack is highly unlikely
MODERATE	An attack is possible but not likely
<b>SUBSTANTIAL</b>	<b>An attack is likely</b>
SEVERE	An attack is highly likely
CRITICAL	An attack is highly likely in the near future

The UK's threat level has been **SUBSTANTIAL** since 10th February 2022.

In response to this Secret Cinema have assessed the risk and developed a set of controls to protect both their audience and their staff.

The assessment of the risk highlights that a threat could come from a vehicle based attack during the audience ingress period.

### **Protecting audience within the site**

All activities take place within the existing building and the perceived risk is deemed to be low.

### **Protecting audience outside the site:**

Audience arriving at the main venue entrance pose a higher risk due to the proximity of the public highway and the limited physical infrastructure that can be installed for protection.

Controls in this area are aimed at reducing the time spent by the audience outside the event site.

- Audiences are allowed entry into the venue pre-show as part of a "soft open", reducing the audience queuing externally.
- Audience will be processed (undertake ticket and bag checks) quickly.

### **Further measures (suspicious packages):**

Secret Cinema have a 100% bag check policy, further to this staff are encouraged to use lockers and cloakrooms provided to minimise the luggage brought into the event space. All staff will be briefed to be vigilant for suspicious packages and if they see one, adopt the following procedure:

**CONFIRM** whether or not the item exhibits recognisably suspicious characteristics

If you discover (or are called to) an unattended item or object that appears out of place, **WITHOUT TOUCHING THE ITEM OR OBJECT**, consider the following **HOT** characteristics when attempting to confirm its status:

<b>HIDDEN</b>	Has it been deliberately concealed or is it obviously hidden from view?
<b>OBVIOUSLY</b>	Does it have wires, circuit boards, batteries, tape, liquids or putty-like substances visible? Do you think the item poses an immediate threat to life?
<b>TYPICAL</b>	Is the item typical of what you would expect to find in this location? Most lost property is found in locations where people congregate. Ask if anyone has left the item.

If the item is assessed to be unattended rather than suspicious, examine further before applying lost property procedures. Make enquiries with members of the public close by e.g. "Did anyone see anyone with this item?",

However, if H-O-T leads you to believe the item is suspicious, continue to apply the 4Cs

- **CLEAR** the immediate area
  - Do not touch it
  - Take charge and move people away to a safe distance. Even for a small item such as a briefcase move at least 100m away from the item starting from the centre and moving out
  - Keep yourself and other people out of line of sight of the item. It is a broad rule, but generally if you cannot see the item then you are better protected from it
  - Think about what you can hide behind. Pick something substantial and keep away from glass such as windows and skylights
  - Cordon off the area
- **COMMUNICATE**
  - Inform the control room and/or supervisor- Operations Control will then call the emergency services Do not use radios within 15 metres
- **CONTROL** access to the cordoned area

- Members of the public should not be able to approach the area until it is deemed safe
- Try and keep eyewitnesses on hand so they can tell police what they saw

## Lockdown Procedure

In the event of an incident taking place outside the event venue, but close enough to the entrance/ exit routes to be of concern, a lockdown procedure will be implemented by the Control Room to ensure the safety of our audience, staff, cast and crew.

- Entry and exit doors/gates will be kept locked when not in use, or will be closed shut (with a security staff member located within the site to open/close) when acting as a fire escape route.
- Localised front of house and security staff will be able to close and lock gates and doors in the event of an incident and will be trusted, trained and empowered to do so (if necessary, without the immediate direct authorisation of the Venue Manager)
- Clear lines of communication are available to all front of house and security staff between each other, and to the Venue Manager
- A site-wide public address system is installed which allows for messages and information to be relayed to audience members
- CCTV systems are located on all gates and entranceways, as well as covering the site perimeter

This procedure will be rehearsed prior to opening and during the show run

## Evacuation & Invacuation

### Site evacuation

In the event of the alarm being raised, all people are to leave the area (dynamically assessed by the SGL Team and the Security provider, without undue delay).

The general principles for fire safety in a building is that occupants should be able to turn their back on a fire and make their escape in the opposite direction. This is achieved by having a selection of escape routes to choose from, regardless of the location within the building.

## **Emergency response during the Live Event Phase**

- In the event of an emergency inform the Site Manager / Venue Manager by radio.
- If necessary, and to raise the alarm, shout "Fire" (even if the emergency is not a fire, it will attract attention)
- They will immediately attend the emergency whilst a nominated second will call the emergency services as required.
- A team member will be sent to the main entrance on Arlington Road to await the emergency services and guide them to the correct part of the event site.
- Once the emergency services have been called, all vehicle movements on site will be stopped and all access roads cleared of vehicles and pedestrians

## **Part emergency evacuation during the Live Event Phase**

- In the event of an emergency inform the Site Manager / Venue Manager by radio.
- If necessary, and to raise the alarm, shout "Fire" (even if the emergency is not a fire, it will attract attention)
- Should it be necessary to evacuate part of the event site, the Site Manager / Venune Team will work with Security to clear personnel from the required areas to another part of the event site.
- All personal belongings should be left behind.
- A team member will be sent to the main entrance on Arlington Road to await the emergency services and guide them to the correct part of the event site
- Once the emergency services have been called, and all access routes cleared of vehicles and pedestrians.
- The Site Manager / Venue Team will ensure that the emergency services can access the site and remove any locks and gates as required.
- The RVP point for all on site staff, in the event of a part evacuation is on Inverness Street, at the junction with Camden High Street
- Each contractor should provide their own first aid staff.

## **Full emergency evacuation during the Live Event Phase**

- In the event of an emergency inform the Site Manager / Venue Manager by radio.



- If necessary, and to raise the alarm, shout "Fire" (even if the emergency is not a fire, it will attract attention)
- Should it be necessary to evacuate the whole event site, the Site Manager / Venue Team will work with Security to clear personnel from the required areas to the muster point.
- All personal belongings should be left behind.
- Any in-progress works should be made safe before they are left
- A team member will be sent to the main entrance on Arlington Rd to await the emergency services and guide them to the correct part of the event site
- Once the emergency services have been called, all vehicle movements on site will be stopped and all access roads cleared of vehicles, pedestrians
- The Site Manager / Operations Team will ensure that the emergency services can access the site and remove any locks and gates as required.
- The RVP point for all on site staff, in the event of a part evacuation is on Inverness Street, at the junction with Camden High Street

### **Further Evacuation Considerations:**

- The external exits do not have door closers. If safe to do so, Security have been briefed to man the doors until the building has been declared clear by the Duty Operations Manager. Once this call has been made, the security will close the doors and make their way to the evacuation muster point. All FOH Staff will be briefed on procedures regarding unattended / out of place objects:
- Further information is available in the [Counter Terrorism section](#)

## Fire Safety

Please refer to separate Fire Management Plan for full details

Please Refer to Supporting Documents for:

- Fire Exit Routes Plan
- Fire Equipment Location Plan
- Fire Alarm and Detection system

These documents will be completed closer to the opening of the venue as the need for changes and updates will remain up to opening throughout the show rehearsal period.

## Medical Provision

### You are Here:

180 Arlington Rd, London, NW1 7HL

### Nearest Emergency facilities:

University College Hospital, 235 Euston Road, London, NW1 2BU

24hr Accident and Emergency

tel: 020 3456 7890

tel: 999

### Site Access for emergency services

Via the main entrance on Arlington Rd

### Outline Medical Assessment

According to the Event Safety Guide, the medical provision score for an event of this nature is 12.

Question	Response	Score
Nature of Event	Public exhibition (closest match)	3

Venue	Indoor	1
Standing / Seated	Mixed	2
Audience Profile	Predominately young adults	3
Past History	Good data low casualty rate previously (less than 1 %)	-1
Expected Numbers	less than 1000	1
Expected Queuing	Less than four hours	1
Time of year	Autumn	1
Proximity to definitive care (nearest A&E)	Less than 30 mins by road	0
Profile of definitive care	Choice of A&E depts	1
Additional hazards	None	0
Additional on-site facilities	None	0

The suggested level of cover is:	4 x first aiders
<p>The staff team will undertake first aid training and a defibrillator will be purchased for the site. Care will be taken to ensure that at least four first aiders are scheduled for all times when the space is open to the public. It is recommended that at least 30% of the venue staff are first aid trained to ensure sufficient staff resource is available at all times.</p>	

Outside of event hours a qualified FAW person will be present for any construction or rehearsal work.

## Incident Reporting

In the case of a specified injury on site, the information must be passed on to the HSE in line with RIDDOR 2013 (Reporting of Incidents, Disease and Dangerous Occurrences Regulations). This includes:

- Death
- Hospitalisation of a third party (for example a member of the public)
- An employee being unable to return to work after 7 days due to an accident at work
- Fractures (excluding fingers, toes or thumbs)
- Amputation
- Loss of sight
- Chemical or hot metal burn
- Penetrating injury to the eye
- Injury leading to unconsciousness or which results in the person being detained in hospital for more than 24 hours
- An acute illness requiring medical treatment arising from exposure to biological agent or other substance.

The incident reporting form is available at: [www.hse.gov.uk/riddor/report.htm](http://www.hse.gov.uk/riddor/report.htm). All accident reports will be shared with the Local Authority / Health & Safety Executive as required, as part of the on-going safety management program. In addition, near misses and dangerous occurrences will also be logged and held on file after each event to help improve overall site safety and spot any trends that might require additional control measures.

All employees/contractors must report any near miss, accident or injury to the Venue Manager when on site. Details of all accidents will be entered into the company's accident record book using the online Event Safety Plan reporting tool.

It will be the responsibility of the Directors to notify the Health & Safety Executive in respect of any accident or occurrence for which notification is required by the Reporting of Injuries Diseases and Dangerous Occurrences Regulations 1997 (RIDDOR).

## Site Security

### Security Staff

Security staff will be present during live events - their role will be:

- Prevention of access to unauthorised personnel
- Checking of access credentials
- Advising site management of deliveries
- Maintaining a watch over the site activities to reduce the likelihood of theft from site
- Checking personnel on their way into and out of site (as required)

### Front of House Staff

Front of House staff will have radio comms between themselves and to the Venue Control Room housing both the Front of House Manager and Venue Manager. They will work closely with staff from Prevent Security who will also have radio comms between their staff. Any radio communications between Front of House staff and Security will go through the Operations Control Room.

Both Security and Front of House staff have set positions as defined by audience movement and activity, however, at the end of audience arrivals, a number of front of house staff will move to reactive roles if required. Most staff will move between positions depending on the different parts of the venue being used at different times during the event.

The security requirement will be assessed prior to the opening of the live project. There will be a team of SIA Door Security including supervisors.

Venue Control will record any incidents and will also record capacity numbers.

All door supervisors on duty at the premises will wear a current identification badge, issued by the Security Industry Authority or under any accreditation scheme recognised by the Security Industry Authority, in a conspicuous position to the front of their upper body, or displayed within an armband. The following details for each door supervisor will be entered into a register and kept on site at all times and will be available for inspection by authorised officers of the Licensing Authority or the Police upon request.

- Full name
- SIA Certificate number and or badge number, or registration number of any accreditation scheme approved by the SIA.
- The time they began their duty
- The time they completed their duty.

In addition there will be a team of the Front of House team including

- Manager
- Deputy Manager
- Supervisor

A full site sweep prior to, and at the end of each show will be carried out to ensure that no one is left on the site and to look for suspicious items. The security team will work area by area checking each structure and radioing the Venue Control Room to confirm their position and status.

- This will be logged in the Security Log using the Security Log Book
- Any found items will be logged with lost property.

## Back of House Security

- On arrival, all workers will be inducted by the venue operations team or line manager.
- Once this is completed, workers will be issued with an ID Card.
- This card must be presented and scanned upon entry to the site and when leaving.
- All workers must wear the ID Card at all times when working at the site.
- During the live show times, all staff should have their ID card on their person, if the costume permits, but hidden from view. A password system will be used for staff wishing to go back of house.

- If an ID is lost or damaged, workers can request a replacement from the Secret Cinema Venue Manager.

## Ticketing and Door Policy

Secret Cinema will manage the invitation and ticketing process.

- This will be enforced by SIA - accredited door supervisors.
- Under 18s will not be granted access to the event unless accompanied by an adult.
- For any guests who leave the event, re-entry shall be at the sole discretion of the management.

Show Type	Ticket Type	Tickets per Show
Immersive	Standard	TBC
Immersive	VIP	TBC

## Search, Drugs & Alcohol Policy

### Search Policy

Searches will be carried out by an SIA trained member of the security team who has been trained / briefed in accordance with the policy. This will be done within sight and close proximity to a security supervisor who will monitor and oversee the daily search aspect of each event. Searches of a person will be carried out in full view of the public and the security supervisor.

These 'person' searches will only consist of a metal detector wand search and then verbal request for any pockets or carried items to be emptied by the person themselves, on to a table in view of the same as above.

All other searches will also be carried out again in full view of the supervisor as above and will consist of bag searches (may include clothing / costume pockets), the following will apply:

- permission will be granted by each individual (guest, audience member, public visitor) for the search to be carried out.
- if any guest requires / requests a gender specific security personnel to carry out the search, this will be immediately made available.

- if any person refuses to be searched 'of their person' or their bags etc, entry will be refused.
- security will require all guests to open/partly open their bag. In some circumstances, guests will be required to fully empty their bag to conduct a thorough search. Security will look inside the bag, and look for any illegal contents, (drugs, weapons) or prohibited items as per event rules.
- security may feel around the outside of the bag / item to feel for any objects, again in full view and with permission of the 'guest'.
- any event specific prohibited items will be confiscated as per event rules (non - returns policy eg food / drink).

Any illegal items will be dealt with via the procedures below.

### **Firearms & Bladed Articles**

In the case of the discovery of a firearm or a bladed article in excess of 3 inches the item will be confiscated and the police contacted via 999.

### **Drug Policy**

We operate a zero tolerance policy on drug use on site. This applies to the audience and staff. If a customer is in possession of what is thought to be a class A drug (Heroin, methadone, cocaine, Ecstasy, LSD, amphetamines (if prepared for injection) or magic mushrooms), regardless of the amount involved, the police will be called using the 999 system and the person found in possession of the drugs held under citizen arrest.

If a customer is found in possession of a small amount of suspected illegal drugs (including nitrous oxide) not covered in the list above and those drugs are deemed to be for personal use, these will be confiscated, placed in a sealed bag, labelled and securely stored. The incident will be recorded on an incident report together with the customer's details, if they are given. Any suspected illegal drugs found, together with details of the incident, will be passed at an appropriate time to the police who will determine what further action will be taken. Where a customer refuses to hand over the suspected drugs, the police will be called immediately.



The guest will be refused entry.

## **Alcohol Policy**

Before individual bars open for trade the following checks will be undertaken by the Bars Manager:

- Safe clean and hygienic working area
- Display of bar tariff showing product, measure, A.B.V. and price.
- Display of Policy
- Refusals register and working pens in till area
- All free pour drinks are correct 'Pint to line' C.E. stamped cups.
- All wines and spirits are of the correct measure and measures are stamped

## Trading

- Bars will trade only at the times designated by the licence.

We undertake to record:

- Staff training and understanding of our Alcohol Policy
- All challenges to customers under Challenge 25 detailed in the refusals register. This will be audited twice daily and records kept behind each bar. (Refusals register separate document).
- All refusals to serve intoxicated customers detailed in the refusals register.
- All attempts of proxy purchases for the underage will be detailed in the refusals.
- These records will be readily available for inspection by the police and other responsible authorities.

## Bar Training

- Over 18 policy/ Challenge 25 scheme
- ID - DATE OF BIRTH ON ID, NEEDS TO BE ON OR BEFORE,
- Anyone who appears under the age of 25 MUST have a photograph ID regardless of whether they have an over 18 wristband/ ticket before they are served alcohol.
- All individuals wearing an under 18 wristband/ ticket will be refused alcohol at the bar.
- Staff will demand proof of age if they suspect that the customer is less than 25 years of age.
- Any individual under the age of 18 seen drinking alcohol should immediately have it confiscated by a member of the security team.

- Serving people who are intoxicated
  - It is against the law to serve people that are intoxicated. Please refer to the bar supervisor if you suspect that someone is intoxicated and do not serve them alcohol.

## Licence details

- Licensed to serve alcohol between the hrs of 10:00 – 23:30 Monday, Tuesday, Wednesday, Thursday, Friday & Saturday and 12:00 - 12:30 Sunday
- A copy of the licence is kept in the Control Room please radio the Venue Manager if any council inspectors/ Police etc require to view it:
- Licence Number: PREM-LIC\116658

## Bar Locations

- Locations of bars will be confirmed on completion of the site layout plan

## Serving techniques

- PINT SIZE
  - Glasses are PINT TO LINE, ie only fill up to the line as this is the legal pint size.
  - Please explain to the customers if anyone questions why pints don't appear to be full.
- Overflow of Pints
  - Please be careful not to overflow pints to clear the head... simply wait to settle and top up to prevent stock wastage.
- Changing Barrels
  - Please ask Bar Supervisor for help in moving and changing barrels
- Absolutely no drinking when on duty.

Staff (other than security) should not get involved in any violent situations and should instead contact the Control Room for assistance.

## Cash Handling

- The venue is planned to be cashless
- No Cash will be present on site
- All consumables / merchandise will be Credit/Debit card only

## CCTV

- Access gates / routes will be monitored by CCTV systems which will offer a recording facility.
- All bars will have CCTV coverage along with most areas of the show space.
- CCTV operatives will maintain 24 hour monitoring of external cameras, including cameras which cover the site perimeter, gateways, access routes and road ways.

In line with the conditions of our premises licence:

1. A CCTV system is being installed at the premises, covering areas of public access and the area immediately outside the front of the premises. The CCTV system is maintained in working condition and records the premises 24 hours every day. Recordings are retained for a minimum of 31 days and can be made available to the Police or officers of the Council upon request and be of evidential quality, in any light conditions.
2. The equipment is exportable so that the Police and officers of the Council can make an evidential copy of the data if they require.
3. Staff working at the premises are trained in the use of the equipment. At all times during the permitted hours, there shall be at least one member of staff who is available to download CCTV if requested to do so by a Police Officer or Local Authority Officer.
4. Cameras on the entrances will capture clear heads and shoulders images of ALL people entering the premises, i.e. capable of identification, in any light conditions.
5. There are signs displayed at the entrance to the customer area to advise that CCTV is in operation.
6. Should the CCTV become non-functional this will be reported as soon as reasonably practicable to the Licensing Authority, and in any case within 1 working day.
7. Please refer to CCTV position plan in Supporting Documents

## Food & Beverage

### **Food and Drinks entering and leaving site**

Security will be informed that no food or drink will be permitted to enter or leave the venue. This will be an active policy during the live events, with particular attention paid to the egress of the public at the end of the show.

Bins will be provided for any food or drinks at each of the exit points.

## Catering

A limited menu offering is currently being designed

## Bars

A limited menu offering is currently being designed

# Performance Management

## Use of imitation firearms

Final designs have not yet been confirmed for this 'One World' project, however should the project result in imitation firearms being present, the following will be true:

- There will be no blank firing guns, all imitation firearms will be prop, non-firing guns.
- Police informed by email on that we have imitation firearms on site
- Firearms are kept in a locked cupboard
- Keys are under the control of the security and Operations teams
- Keys are signed out by stage manager (SM) on arrival to site
  - These are kept on their person at all times
- The gun is collected from the locked cupboard and taken in a basket (to be hidden) to the assistant stage manager (ASM) and handed over in person
- The ASM hands the gun to the actor in the moments prior to their performance
- At the end of the performance the gun is returned to the ASM
- At the end of the show, the ASM returns the firearm to the SM
- The SM returns the firearm to the locked cupboard, ensures that it is locked and returns the key to Operations, signing it back in
- In the event that communication about the firearm is required over radio, the word 'gun' will be NOT used.
- All cast & stage management who will be using blank firing guns to be sent on a training course for use and maintenance.
- Storage: All weapons must be stored in a safe.

- Training: Will be given to actors, as they will be within the public areas when used the firearms.
- This will include:
  - Procedures for obtaining and returning the prop
  - Procedure for reporting lost items

## Stunts & Action Sequences

Final designs have not yet been confirmed for this 'One World' project, however should the project result in stunt sequences being present, the following will be true:

All stunt sequences will be designed by a competent Fight Director, who will be supported by a Fight Assistant, and full risk assessment undertaken during rehearsals. Performers will be trained & competent.

Please note that as these sequences are developed, the live event phase risk assessments for these activities shall be included in subsequent revisions of this document

## Pyrotechnics

Final designs have not yet been confirmed for this 'One World' project, however should the project result in pyrotechnics being present, the following section shall be updated.

## Temporary Services & Facilities

No temporary services & facilities are to be provided

## Temporary Structures

No temporary structures are to be provided

## Substances Hazardous to Health

The Control of Substances Hazardous to Health Regulations (2002) manage the use of hazardous substances in the workplace. At this stage it is thought that only cleaning chemicals will be used, however this section will be updated and the relevant interested parties informed.

Cleaning Contractors must ensure that their staff have the correct training and PPE to carry out the tasks requested of them.

Cleaning Contractors must supply their own Risk Assessments and Method Statements for the work they will be carrying out.

## Traffic Management

### Service Vehicles

There is no vehicle access into the venue or venue perimeter - all deliveries and servicing will take place from the public highway on Arlington Road or Inverness Street. Where possible deliveries will be collated off site to minimise the number of vehicles attending site each week.

An assessment of the entrance way, routes to site and any obstacles will be made, and delivery directions sent to all contractors with specific information for different classes of vehicle. Where necessary, delivery drivers will be inducted into the site rules prior to access.

### Event Phase - Deliveries & Collections

Our servicing plans will be designed to ensure that there is no unnecessary crossover between delivery and collection vehicles – i.e. waste collections will not take place at the same time as the bar deliveries, to reduce the number of vehicles attending the site at any one time.

Vehicle Type	Delivery Type	Average Frequency
7.5tonne or greater	Waste (dry waste refuse collection)	1 per week

3.5 tonne or greater	Bars	1 per week
3.5 tonne or greater	Catering / Merchandise	1 per week

### **Waste and recycling**

1x collections per week

08:00 – 17:00 Monday-Sunday

### **Bars**

1x deliveries per week

08:00 – 17:00 Monday-Sunday

### **Catering / Merchandise**

1x deliveries per week TBC

08:00 – 17:00 Monday-Sunday

### **Performers / Staff Parking**

All performers and staff will be directed to use public transport to access the event site.

There will be no onsite parking available.

## **Use of Plant & Machinery**

- No plant or machinery will be required onsite, other than for proactive and reactive works.

### **Safe use of equipment**

- All plant will be certified as safe to use
- All plant will undergo a daily inspection by the Operator.
- Users must be seated correctly in a seat and wearing a seatbelt whilst the vehicle is in motion
- Users must not use hand held phones or radios whilst the vehicle is in motion

- Orange beacons should be used where fitted
- Hazard lights must not be used - indicators should be used for show changes to direction of travel only

## Waste Management

A third part cleaning provider will be engaged to provide interior cleaning of the venue and will supply all consumables related to the cleaning.

The cleaning regime consists:

- cleaning performance spaces, including audience toilets
- providing waste bins throughout the site
- cleaning the audience entrance and exit routes
- cleaning of food and beverage areas
- cleaning of back of house areas

Waste collection is managed by a third party contractor

- Cans, cardboard, paper and plastic will be recycled
- Bars will be provided with glass only bins to allow separate recycling of these items

## Cast & Crew Safety

### Working at Height

#### **Working at Height is managed under the Work at Height Regulations (2005)**

Working at height remains one of the biggest causes of fatalities and major injuries. Common cases include falls from ladders and through fragile surfaces. 'Work at height' means work in any place where, if there were no precautions in place, a person could fall a distance liable to cause personal injury (for example a fall from an upper level of a balcony).

#### **Overview**

Staff are reminded of duties under the Work at Height Regulations 2005 which must be complied with. As part of the Regulations, all staff must ensure:



- all work at height is properly planned and organised;
- those involved in work at height are competent;
- the risks from work at height are assessed and appropriate work equipment is selected and used;
- the risks from fragile surfaces are properly controlled; and
- equipment for work at height is properly inspected and maintained.
- avoid work at height where they can;
- use work equipment or other measures to prevent falls where they cannot avoid
- working at height; and
- where they cannot eliminate the risk of a fall, use work equipment or other measures to minimise the distance and consequences of a fall should one occur

## **Scaffold Towers**

Where a scaffold tower is to be supplied by a contractor, the contractor must provide a competent member of staff to construct and sign off the construction of the tower.

Contractors should ensure that they have all component parts for their scaffold towers including outriggers and toe boards where supplied.

The use of access platforms on site should follow the user recommendations set out by the supplier. In general terms the platform should not be moved whilst it is occupied by any member of staff unless manufactured to do so e.g. Cherry Picker/ Scissor Lifts.

## **MEWPs and Access Equipment**

Working At Height plant machinery that will be used on site is detailed and will require a permit to work.

## **Personal Protective Equipment (PPE)**

As a last resort, and where no other option is available, PPE must be worn when working on any structure where there is a risk of falling greater than 1.8m. The correct PPE should be used when operating plant and machinery and hard hats should be worn by those working beneath those working at height

## Slips, Trips & Falls

- Cables will be managed in line with the cable hierarchy;
  - Avoid the need for a cable
  - Reduce the amount of cable required
  - Install the cable either by flying over the head of the people or using under surface cable runs
  - Route the cable around the outer edge of the venue
  - All crew are to be briefed on ensuring good housekeeping, preventing items causing trip hazards to others and hazard spotting.
  - The Venue Manager must ensure that lighting is of adequate illumination in and around the area to enable staff to work safely.
  - The installed steps and stage access points will have a contrasting edge on the bullnose of the step.

## Manual Handling

It is well accepted that manual handling is one of the most common causes of absence through workplace injury.

These injuries may often have long-term effects, severely affecting earning potential and subsequently lifestyle and leisure activities.

- Where possible, mechanical means will be used to undertake material handling to eliminate or reduce the amount of lifting which is required.
- The management of the safety of manual handling is governed by Manual Handling Operations Regulations 1992 (MOHR) where manual handling is interpreted as the transporting or supporting of any load.
- Individual risk assessments and method statements will be provided by each of the contractors, and manual handling will be highlighted as a risk within the induction process.

Specifically, the acronym T.I.L.E. can be used to undertake a manual handling assessment:

### The Task

- Bending and stooping to lift a load significantly increases the risk of a back injury. Items should ideally be lifted from no higher than knee-height to no higher than shoulder height. Outside this range, lifting capacity is reduced and the risk of injury is increased.
- When items are required to be lifted from above shoulder height, a stand or suitable means of access should be used.
- Items which are pushed or pulled should be as near to waist level as possible.
- Pushing is preferred, particularly where the back can rest against a fixed object to give leverage.
- Carrying distances should be minimised, especially if the task is regularly repeated.
- Repetitive tasks should be avoided whenever possible.
- Tasks which involve lifting and carrying should be designed in such a way as to allow for significant rest breaks (rotation of tasks) or to avoid fatigue.
- Avoid tasks which require twisting the body wherever possible.

### **The Individual**

- The consideration must be given to age, body weight and physical fitness. Regard must be given to personal limitation, employees must not attempt to handle those which are beyond their individual capability.
- Assistance must be sought where this is necessary.
- Persons with genuine physical or clinical reasons for avoiding lifting should be made allowance for, as should pregnant women, who should not be required to undertake hazardous lifting or carrying tasks.
- Significant knowledge and understanding of the work is an important factor in reducing the risk of injury.
- Individuals undertaking lifting or carrying will be given suitable instruction, training and information to undertake the task with minimum risk.

### **The Load**

- The Load should be kept as near as possible to the body trunk to reduce strain and should not be of such size as to obscure vision.
- An indication of the weight of the load and the centre of gravity should be provided where appropriate.

- Unstable loads should be handled with particular caution. The change in the centre of gravity is likely to result in over-balancing.
- Ensure there is a secure hand hold, using gloves were necessary to protect against sharp edges or splinters.

### **The Environment**

- There must be adequate space to enable the activity to be conducted in safety and the transportation route must be free from obstruction.
- Lighting, heating and weather conditions must be taken into account.
- Floors another working services must be in a safe condition, and adequate ventilation is required, particularly where there is no natural ventilation

### **Other factors**

- The use of personal protective equipment may be necessary whilst carrying out manual handling activities. If the use of personal protective equipment restricts safe and easy movement, this should be reported.
- Constant interruptions from other employees must be avoided, as this can reduce the concentration of an individual.

### **Safe System of Work**

- Poor lifting and carrying techniques can result in discomfort and increase the risk of injury. In extreme circumstances, these injuries can have permanent effects. These risks can be reduced by adopting the following simple precautions:
- Ensure that formalised systems of work have been designed for the work activity are complied with.
- Make full and proper use of aids to lifting and carrying, such as trolleys, and lifting equipment
- Store heavy items between the shoulder and hip height. Where possible only store small, light items above shoulder or below knee height.
- Use the legs and knees to bend and lift - do not stoop or bend the back.
- Avoid tasks which require stretching or twisting.
- Ensure that there are no sharp, hot or cold edges which could cause injury.

- Ensure that walkways are free from obstructions.
- Make full and proper use of personal protective equipment.
- Ensure that regular rest breaks are taken where manual handling activities are repetitive to prevent the onset of fatigue.
- Report any problems or concerns associated with manual handling operations to a responsible person without delay.

## Permit to Work Systems

There are no anticipated permits to work required for the following activities likely to occur during the live phase. If there is a requirement for this type of operation the following applies:

- Hot Works
- Lifting operations
- Working outside of the venue building (may require third party consents)

The purpose of the permit is to ensure that high-risk activities are adequately controlled and monitored.

### Procedure:

- Check with Property & Activation Department for permission/ landlord sign off requirements
- Permits will be issued by the Venue Manager
- The copy of the permit is to be issued to the person supervising/carrying out the work; this permit must be held by the person who issued the permit.
- Before issue, an inspection of the relevant work area must be made and any potential hazards removed or adequately controlled.
- Before issue, checks must be made to ensure that all safety equipment is available and that emergency procedures are in place.
- Before issue, checks must be made to ensure that all persons engaged in the work are adequately trained / instructed in the safe working procedures to follow and the correct use of the equipment provided.
- Before the permit is to be cancelled in the work area the permit was issued for must be checked.

- The permit is to be cancelled by the person who requested the permit and the permit issuer at the end of each shift or operation.
- If a permit is not returned and signed off correctly for the work taking place then that contractor cannot receive another work permit until the previous is closed out.
- All expired permits are to be returned to the Health & Safety department within the Production Office once the project has been completed.

Contractors will be required to submit method statements in advance detailing high risk activities and will be expected to implement control measures (such as fall arrest equipment, PPE etc.) in order to reduce the associated risks.

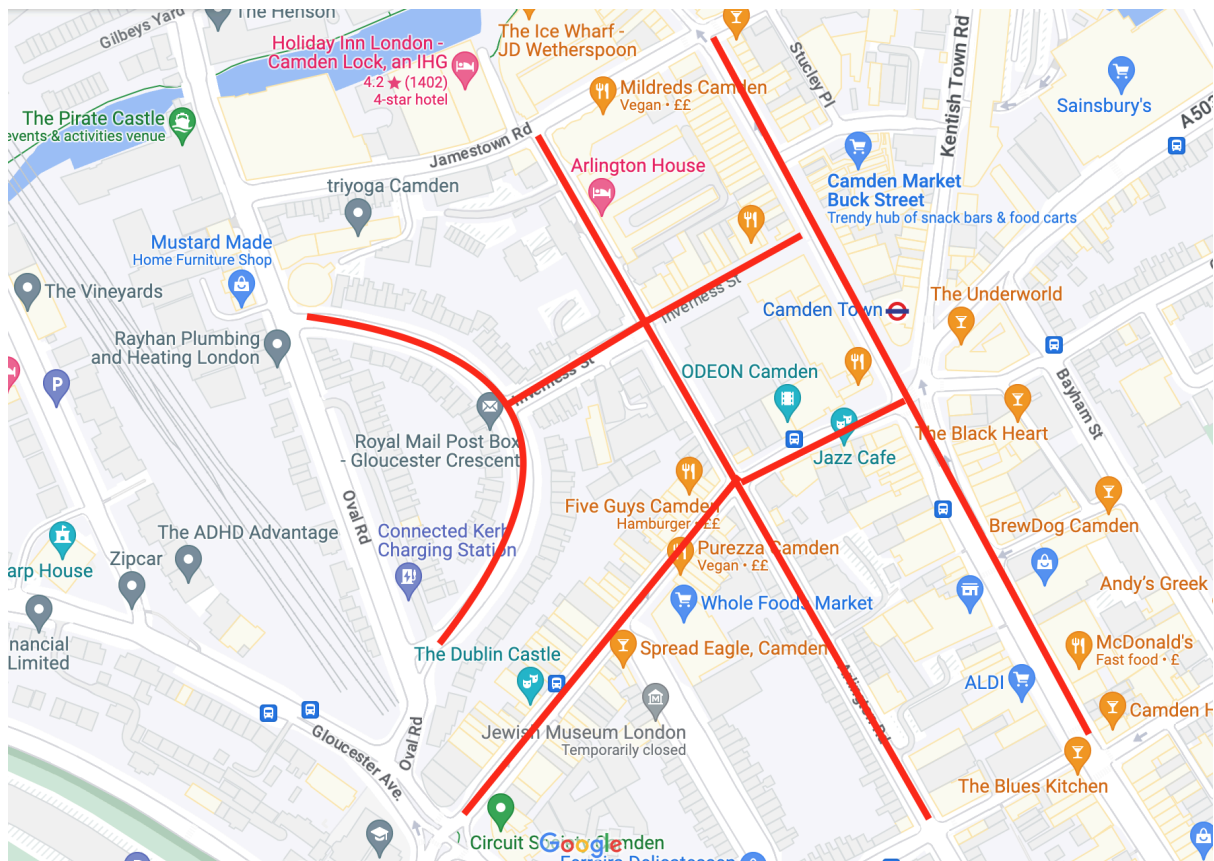
### Personal Protective Equipment (PPE)

The requirement for Personal Protective Equipment (PPE) and safety equipment will be identified as part of the control measures within each task's risk assessments.

## Local Consultation

Secret Cinema always aim to be a 'good neighbour' for all its sites, and prides itself on maintaining good working relationships with all key stakeholders. We will maintain a 'door always open' policy for residents, businesses, neighbours and anyone affected by our venue to be able to contact the onsite team with questions or concerns.

Prior to the Grant of Planning Permission Secret Cinema held 2 open community meetings on 4th September 2023. A total of 1038 invitations to this were sent by letter to surrounding properties, both commercial and residential. The below map shows the area to which those invitations were distributed.



Two sessions were held, attendance for which is laid out below;

Session Time	Attendance - Residents
13.00	2
18.30	1

Further to this consultation, the following people who hold an interest in the local community were contacted. Conversations are ongoing with the relevant people, and any feedback received will be actioned where possible.

Councillor Jonathan Simpson MBE	Camden Council
Zerritha Brown - Head of Culture	Camden Council
David Waterson - Arts Development Officer	Camden Council
STEAM HUB	Camden Council
Simon Pitkeathley - CEO Camden Town Unlimited	Stakeholder
Oliver O'Neill - General Manager Holiday Inn - Camden Lock	Stakeholder
Amy Lame	Night Czar
Patricia Callaghan - Temp Leader Camden	Camden Council
Richard Cotton - Councillor for Camden Town ward	Camden Council
Anthony Stoll - Camden Town Conservation Area Advisory Committee	Stakeholder
Kate Gibb - Head of Inclusive Economy	Camden Council
Matt Cooper	Camden Council
Segal Abdi-Wali	Camden Council
Margaret Richardson	Conservation Committee

## One World changes

Secret Cinema are committed to working closely with all neighbours and will continue to engage as changes to the venue are planned. Secret Cinema will commit to:

- Maintaining and updating the community website at <https://company.secretcinema.com/camden-residents> with a phone number and email address to contact the onsite Venue/community Manager
- Emailing all interested parties (who have signed up to the company mailing list via the community website) with updates about venue plans



- Information will be kept up to date on the residents' webpage prior to each change of performance style (i.e. that would necessitate the development of an OMP document) and comments will be invited.
- Working with local interest groups on a regular basis to understand concerns and comments.
- Working with locally elected officials on a regular basis.
- Seeking to become an embedded part of the Camden community

### Contact Details

Name	Role	Number	Email
Residents Line	Venue Management	TBC - This will be confirmed on completion of the lease	community@secretcinema.com

## Complaints Protocol

A community email address ([community@secretcinema.com](mailto:community@secretcinema.com)) and phone number will be supplied to local residents and businesses.

This protocol provides the operating methodology for dealing with noise complaints, but the same applies to other reports.

### Stage 1 – Receiving Complaints

#### During an Event

Call directly to Residents Complaint Line		Venue Manager Liaises with Resident	Action moves to Stage 2
Call to Camden Council Control Room	Camden Council report issue directly to Residents Complaint Line	Venue Manager Liaises with Resident	Action moves to Stage 2

#### Outside Event Hours

Call directly to Residents Complaint Line	Resident Leaves Message	Venue Manager Liaises with Resident	Action moves to Stage 2
Call to Camden Council Control Room	Camden report issue directly to Residents Complaint Line	Venue Site Manager Liaises with Resident	Action moves to Stage 2

## Stage 2 – Dealing with Complaints

In all circumstances the following information will be collected from the resident:

- Name (for tracking purposes)
- Address (if a noise complaint, in order to check where the issues are)
- Contact telephone number (for follow up)
- Time and Date
- Nature of the Issue
- Action that is to be taken

The resident will also be asked to put their complaint in writing to Secret Cinema (as detailed in future resident communications).

### For noise complaints:

Once a complaint has been received, the Venue Manager will investigate the sound issues and request that the sound levels are investigated and attenuated depending on the circumstances. The Venue Manager will contact the resident and arrange to visit the property to measure sound levels. If necessary, the Venue Manager will then follow up with the resident or revisit the property to evaluate the action that has been taken

### For all other complaints:

Once a complaint has been received, the Venue Manager will investigate the issue, involving relevant teams where appropriate. If necessary, the Venue Manager will then follow up with the resident or revisit the property to evaluate the action that has been taken

Details of all reports will be sent to the management team at Secret Cinema. If necessary details will also be sent to the Environmental Health Office of The London Borough of Camden Council, to include any actions taken.

Representations and Complaints

The venue is yet to open. A register of representations, contacts and complaints (should any arise) be listed below and updated regularly.

There were no representations to the planning application or premises licence associated with the venue.

Representation ID	Name	Contact	Issue	Resolution

Secret Cinema Terms and Conditions

The following Terms and Conditions apply to all Secret Cinema events ("Events") provided by Secret Group Limited trading as Secret Cinema (the "Event Provider", "we", "us", "our", "Company", and "our site").

We are a limited company registered in England and Wales (registered no. 05071764) with registered offices at 5 New Street Square, London, EC4A 3TW United Kingdom.

By engaging with our site, you acknowledge you have read and understood and agree to these terms and conditions, which we reserve the right to change from time to time by updating them on our site.

Data Protection

Personal information provided as part of the booking process will be collected, used and stored by the Event Provider in accordance with our [Privacy Policy](#) to administer the Event and provide you with information about other Secret Group Limited events.

## Event Specific Terms

By purchasing tickets to an Event the buyer agrees to these Terms and Conditions on behalf of themselves and their guests. The Event Provider may inform buyers of additional Event-specific Terms at the time of booking ("Booking Information"), which may include the following:

- The date and location of the Event, and whether the Event is to be held indoors or outdoors
- Any technical requirements if it is an online Event
- Any health restrictions, warnings or guidance which are known at that time and which will apply at the Event
- Event-specific accessibility details
- Relevant age restrictions
- Contact details for the booking agent offering the tickets for sale.

Where the Booking Information states that the Event will be held outdoors, customers and their guests are expected to be prepared for inclement weather.

Where the Booking Information states that the Event will be held online, customers and their guests are expected to be prepared to access the event with an internet connection and the requirements as set out in the Booking Information for the Event, such as a laptop or headphones.

Tickets are issued subject to these Terms and Conditions and the Booking Information and breach of these, or any unacceptable behaviour likely to cause damage, nuisance or injury shall entitle the Event Provider to refuse admission or eject guests from the venue or online event without refund or compensation.

This includes failure to comply with any reasonable instruction given by the Event Provider or (where persons under 18 are admitted to the Event) any attempt by a minor to purchase alcohol or by any person to purchase alcohol for a minor.

## Ticket Fees

Tickets sold via a booking agent are subject to the agent's Terms and Conditions of sale and may include booking and administrative fees levied at the point of sale.

The Event Provider is not responsible for, and does not process, handle or receive booking and administrative fees on behalf of its contracted booking agents. Any inquiries about booking and administrative fees or the booking process should be directed to the relevant booking agent.

## Young Guests

Some Events are age restricted to ensure we provide age-appropriate content during the Event for our audience. If the Event Booking Information indicates that guests under 18 may attend, they must in all cases be accompanied throughout the Event by an adult. Young guests will not be admitted to the Event without an adult and will be escorted from the event if their responsible adult is not present at all times.

All tickets must be purchased by an adult. The ticket buyer will be required to confirm they and their guests are aware of and will adhere to age restrictions and rules at the point of purchase. Refunds will not be provided to those who are not admitted to the Event as a result of failure to provide acceptable identification or who do not comply with the applicable age restriction.

## ID Requirement

When the Booking Information states that an age restriction applies to the Event, all ticket holders must produce a valid form of photographic identification to be admitted.

Accepted forms of identification for any guest include:

- Passport
- National Identity Card
- Valid Driving License

Guests under the age of 18 may also provide one of the following as proof of age:

- Birth Certificate
- Valid Provisional Driving Licence
- Citizens Card

- Government-approved PASS Card
- School Card or Pass with photo (and either date of birth or age)
- Library Card with photo (and either date of birth or age)
- Young Person Rail Card
- 16+ Zip Oyster Card

Please note that only original documents will be accepted. Refunds will not be provided to those who are not admitted to the Event as a result of failure to provide acceptable identification or who do not comply with the applicable age restriction.

## Health Restrictions

When the Booking Information states that a health restriction applies to the Event, the Event Provider may operate an appropriate health check system (such as a temperature check) and social distancing rules before entry is permitted, in addition to any other Government requirements. Refunds will not be provided to those who fail to pass this health check.

## House Rules

Guests are required to treat fellow guests and our staff with respect and refrain from violence of any kind. Inappropriate language and bad manners are unacceptable.

Failure to comply with House Rules will result in your ejection from the Event. Refunds will not be provided to ticket holders who fail to comply with the House Rules.

## Refund Policy

Once purchased, tickets are non-refundable except, subject to these Terms and Conditions, on cancellation of the Event by the Event Provider. Tickets cannot be exchanged or returned except in the case of manifest error by the Event Provider or our agent. It is the buyer's responsibility to check that the information contained in the ticket confirmation and the tickets themselves (including Event time, date, and location) is as expected.

Tickets may be used by persons other than the buyer, but in all cases, ticket holders are subject to these Terms and Conditions and any additional Terms set out in the Booking Information. Tickets may not be used as rewards or competition prizes.

Tickets remain the property of the Event Provider at all times and are a personal revocable licence which may be withdrawn and Event admission refused at any time upon refunding the printed purchase price.

## Cancellation Policy

If an Event is cancelled or postponed, the Event Provider or its booking agent will attempt to contact you to inform you of refund or exchange procedures.

If an event is cancelled and not rescheduled, the Event Provider or its booking agent will facilitate a return of the full purchase price of your tickets in the form of a Voucher for the transaction amount.

A Voucher is a credit worth the same amount as the total amount charged in the original transaction. For tickets purchased from Secret Cinema, TodayTix or affiliated sites, this will include the booking fee. Booking fee refunds on tickets purchased on unaffiliated sites are subject to the booking agent's own policy.

If the Event Provider or its booking agent does not receive a written request for a refund (not including any applied booking or order fees) in lieu of a Voucher within ten (10) days from the issuance of the Voucher, then it will consider the offer of a Voucher in lieu of refund to be accepted by the ticket holder.

## Delayed Start

No ticket exchanges or refunds will be given if the Event or the opening or start of the Event is disrupted or delayed for reasons such as security or safety alerts, traffic incidents, adverse weather conditions, strike action or technical failure. The Event will commence or continue as soon as the Event Provider is reasonably able to do so.



## Ticket Protection

Ticket Protection may be offered for an additional fee for some Secret Cinema Events. If a ticket buyer chooses to purchase Ticket Protection and cancels their order 24 hours or more before the advertised start of the Event, they will be issued a voucher worth 100% of the price of their order, including related order fees, less the price of the Ticket Protection.

If the Event Provider cancels an Event for any reason, a voucher worth 100% of the price of the order, including Ticket Protection fees, will be issued to the ticket buyer. Ticket Protection vouchers may be redeemed for up to a year from the date the voucher is issued for any Secret Cinema show with ticket availability within the same country as the original show for which tickets were purchased.

### To cancel a ticket purchase:

- Click on the Ticket Protection link in the confirmation email
- Click "Cancel with Ticket Protection"
- When prompted, "Confirm" you are sure
- You will receive an email confirmation with your voucher, along with instructions on how to use a voucher on Secret Cinema"

### Details:

- The advertised Ticket Protection fee is per ticket, and, when Ticket Protection is selected by the User, will be applied to all tickets within the respective transaction.
- Shows eligible for ticket protection are chosen at the sole discretion of Secret Cinema.
- Ticket Protection can only be made during the checkout process. You may not add Ticket Protection after your order is complete.
- Ticket Protection fees are non-refundable.
- All times are based solely on the Event Provider's computer clock.
- When using any type of voucher code to purchase tickets on Secret Cinema, your order cannot be combined with any other promotional code, gift card, or another voucher code.

- Vouchers have no cash value and cannot be exchanged for cash.
- Vouchers will have a declining balance and can be used on multiple occasions, however, vouchers will be locked to the first device they are used on.
- If you have any questions about Ticket Protection, please contact [support@secretcinema.org](mailto:support@secretcinema.org).

## Event Location

The Event location will be provided at the point of sale. Arrival arrangements will be shared either at the time of booking or in a follow-up email subsequent to purchase at least 48 hours in advance of the Event using the contact details provided by the buyer.

Where the Event takes place online the Event Provider will confirm the joining instructions via email at least 1 hour in advance of the Event using the contact details provided by the buyer.

No refunds or exchanges are available if for any reason any ticket holder is unable or unwilling to travel to the location or if the ticket holder cannot access an online event due to their own technical failure. The cost of travel to and from the venue is the responsibility of the ticket holder.

## Security, Luggage and Prohibited Items

The Event Provider may conduct security searches to ensure the safety of guests and may refuse entry to individuals or to large items of luggage without refund or compensation. A copy of the search policy for each Event will be available upon request at the entry point to the venue.

The following items are banned from the Event:

- Aerosols
- Airhorns
- Alcohol
- Animals/Pets (service animals only)
- Audio recording devices
- Balloons

- Bicycles
- Blowtorches
- Canes
- Chairs
- Drones
- Drugs and other illegal substances
- Gas canisters
- Food
- Food hampers/cool bags/boxes
- Fireworks
- Flags on poles
- Flares
- Flammables
- Items which may be regarded as weapons including secured blades
- Legal highs
- Laser equipment and/or pens
- Alcohol-based liquids or gels over 100ml (e.g. hand sanitiser)
- Megaphones
- Pyrotechnics
- Professional cameras
- Promotional items/unauthorised solicitations/vendors (including flyers, samples giveaways)
- Selfie sticks/tripods
- Smoke bombs
- Sound systems (including personal speakers)
- Spray cans
- Torches
- Weapons of any kind (including replicas)
- Video cameras

## Phones and Cameras

If the Booking Information indicates that phones, cameras and other recording equipment must not be used during the Event, they will be locked in an opaque bag upon arrival (which will remain in the guest's possession for the duration of the Event). If you need to use your mobile telephone in an emergency, a member of staff will show you where you are able to do so. Visitors attending an online event are asked to not record or take photos or screenshots of the experience.

## Food and Drink

Food and/or drink may not be brought into the Event or taken out of the Event on exit. Only items purchased at the venue may be consumed. Guests with specific dietary requirements must notify the Event Provider at least 5 working days ahead before the Event via email to [access@secretcinema.com](mailto:access@secretcinema.com).

Upon request, the Event Provider will make allergen lists for all menu items available to guests from the date of the first show. All allergen lists are supplied by the individual traders at the Event and may be subject to change over the course of the Event term.

Guests are advised to ask the individual traders at the Event about specific ingredients and make them aware of allergies.

## Trading and Promoting

No trading or promoting is allowed within the venue without the express prior written permission of the Event Provider.

## Smoking

Strictly no smoking outside the designated smoking areas.

## Animals

No animals except guide dogs are permitted. Guests who would like to bring a guide dog are required to contact [access@secretcinema.com](mailto:access@secretcinema.com) to arrange details of their attendance.

## Accessibility

The Event Provider aims to offer a wide range of accessibility-related support at all its Events where building restrictions and facilities permit. Specific information on the Event experience may be found in the Booking Information provided at the time of purchase. Please note that some elements of specific Events may require physical activity, and haze, strobe lights, and/or flashing lights may also be in use. Wheelchair access, where available, may not include all seating areas.

For more information please read our Access FAQs. To request accessibility-related assistance please email our Accessible Guest Experience team at [access@secretcinema.com](mailto:access@secretcinema.com).

## Essential Companion Tickets

Essential companion tickets are free of charge but must be purchased with at least one other full-price ticket. Upon arrival at the Event, you must show a valid PIP letter or Access Card as evidence of requiring a companion. If you are unable to provide valid evidence, we may refuse your companion entry to the Event. Please contact [access@secretcinema.com](mailto:access@secretcinema.com) to book a companion ticket.

For more information on the Access Card please visit <https://www.accesscard.online/>

## COSHH

On request, the Event Provider will make a Control of Substances Hazardous to Health (COSHH) list available to guests from the date of the first show. The list is subject to change during the Event term and will apply only to substances used in the public areas.

## Lost Property

The Event Provider accepts no responsibility for guests' personal property. Lost property will be stored for one (1) month after the Event has taken place. If you have lost something at an Event please email [support@secretcinema.com](mailto:support@secretcinema.com) with details of what you have lost including the date, approximate time and location.

If we have found your item you will be responsible for collection, postage or courier charges. All unclaimed lost property will be destroyed one month from the final Event date.

## Dress Code

The Event may require a specific dress code in accordance with the Event. If applicable, the Event Provider will provide details of the dress code to ticket holders via email and/or our online registration system. Guests are expected to be appropriately dressed at all times.

## Photography and Videography

The unauthorised use of photographic and recording equipment is prohibited. Tapes or films may be destroyed. Cameras and laser pens are prohibited, and together with mobile phones with cameras, may be confiscated for the duration of the Event. The Event Provider accepts no responsibility for any personal property that is confiscated.

From time to time the Event provider or other authorised parties will carry out photography and/or video recording in the Event, which may feature guests. Entry to the Event is deemed as acceptance of these conditions, and guests thereby agree that the Event Provider or any authorised party may use such images in perpetuity in any promotional, advertising or publicity material in any format whatsoever. You further agree that copyright in these materials rests with the Event Provider or such authorised party (as the case may be). Ticket holders consent to being filmed, photographed and/or recording as they participate in the Event, and to the recordings being used for promotional and marketing purposes by Secret Group Limited and its partners.

## Liability

The Event Provider's liability to any person in relation to the purchase of tickets for any Event or in relation to the attendance of that person at any Event shall be limited to direct loss and/or damage actually incurred. In addition, the Event Provider's total liability to such person shall not in any circumstances exceed the value of the ticket for the relevant Event purchased by or on behalf of that person. We shall not be liable for any special or indirect loss or damage irrespective of whether we have been informed of circumstances where such losses might be incurred. The Event Provider does not attempt to limit or exclude its liability for death or personal injury caused by its negligence or that of its employees or agents nor for any other liability that is not limited or excluded by applicable law.

The Event Provider is not an authority on public health and therefore will follow guidance from the Government and Public Health England (or local or judicial authority) when it comes to health risks such as the spread of viruses, and will endeavour to comply with such guidance wherever appropriate. However, it is each Event ticket holder's sole decision whether to attend any Event knowing the risks associated with how easily a virus may be spread and knowing the health advice and recommendations issued by the Government, Public Health England, or any local or judicial authority. The Event ticket holder is responsible for their own health and safety and cannot solely rely on the measures put in place at the Event by the Event Provider.

## Questions, Complaints, Claims

If you have questions, complaints, or claims with respect to Company properties, please contact us at [support@secretcinema.com](mailto:support@secretcinema.com). We will do our best to address your concerns. If you feel your concerns have been addressed incompletely, we invite you to let us know for further investigation.

## General

No variation to these Terms and Conditions shall have effect unless in writing and signed by an authorised representative of Secret Group Limited.

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These Terms and Conditions are subject to the laws of England and Wales and any dispute or claim arising out of or in connection with them or their subject matter or formation (including non-contractual disputes or claims), shall be governed by, and construed in accordance with, English law, and the parties irrevocably submit to the exclusive jurisdiction of the courts of England and Wales.

## **Plan Review Policy**

It is proposed that this plan is reviewed on an ongoing basis. This will primarily be on each new event, which will enable any event specific issues to be identified and mitigated, however this document will also be reviewed a minimum of every twelve months.

This plan will also be updated should any specific issues arise, or following any change in circumstances.