**Premises known as The Princess of Wales Pub**

| Component | Noise Management Plan |
| --- | --- |
| **Inside music noise** | Music levels are to regularly checked by the management team throughout the evening, making sure volumes are decreased and completely turned off by 11.30pm. Exterior checks to also be carried out to see if noise is escaping from the venue. All doors and windows must be closed by 11pm to limit this in conjunction with our license. |
| **Deliveries and collections** | Delivery days are Tuesdays and Thursday’s after 9am to minimize any noise impact for our neighbors. |
| **External seating, smoking area** | Tables and chairs to be removed from the pavement each night at 9pm and stored away, so there is no moving of furniture late at night causing disturbance. Tables and chairs to have rubber feet to minimize any noise caused by the moving of them. This area is to be swept three times daily, once at 11am when the tables and chairs are placed outside, again after lunch and then finally when we close to avoid any dirt being left on the pavement during our hours of use. A separate cleaning file keeps records of this and is signed by staff after each check.No glasses are allowed outside after 11pm, and a member of the management team must constantly monitor this area to check noise levels throughout the night. |
| **Refuse and recycling bins, barrels, bottles and stores** | All rubbish to be taken out in the morning only to avoid unnecessary noise pollution. After the rubbish has been collected the pavement must be swept and washed to avoid any residue being left. The kitchen management team keep records and sign. |
| **Complaints** | Any complaints are to be written down in our complaints book, and passed on to our operations manager. Whenever possible, the management team can meet with neighbors to discuss any issues they have to maintain relations, and work together. |
| **Staff training and NMP updates** | Regular staff training is implemented throughout the year, especially around the summer period when noise levels are higher. All staff have a written copy of our plan, and are shown by a member of the management team how to implement it. |
| **Pre-booked Taxis** | This is a service we encourage our larger bookings to take advantage of. We have a relationship with **Mornington Cars**a local taxi service who collect our guests as they leave the venue to reduce disturbance on the streets. Alternatively, we encourage customers who use **Uber** to wait inside the venue until their taxis have arrived. We feel that with the increased use of **Uber** customer wait time is a few minutes which massively stops any noise from customers leaving.  |
| **Unruly customers** | It is our policy that if any customers do not respect our operating procedures and in turn our neighbours, that our first step is to approach and explain the situation, secondly to refuse service and then the following eject them from the venue and then bar them. |
| **Music system limiter** | We have a limiter installed on our system along with a calibration certificate. This ensures the volume cannot go above 100B=Dbl. We have supplied XLR points throughout the venue to ensure all musicians run their equipment through our system and through our limiter ONLY. |
| **Events** | For larger events, our policy is to add security to police outside of the venue and garden as well as add extra staff to assist in the executing of the noise management plan. We also pre- book taxis for these events to limit any noise escaping the venue. Customers are encouraged to stay in the venue until their taxi has arrived. |
| **Welfare venue member** | A welfare member of staff circulates the venue and outside areas to check on potential noise or disruptive customers. This is recorded on our daily check list an signed off by a member of our management team. This also includes checking that the outside tables and chairs have not been moved.To further enhance this we will be implementing staff t-shirts so any customers/neighbours can clearly see this is being done by a member of our team. |
| **Free accessible water for patrons** | Free water stations are set up at all times on our bar to encourage customers to drink water. We feel this curtails noise especially during busier periods, as they do not have to queue up at the bar. |
| **Table Service** | We always encourage table serve where possible- this illuminates the vertical drinking culture and allows customers to remain at their tables, rather than causing noise queue at the bar. |