

Horse Hospital First Floor

The Horse Hospital will form part of Hartshorn – Hooks immersive theatre and entertainment offering, alongside their current Westminster venue. The mission statement is to create immersive theatre and entertainment at a West End standard art within a commercial, non-subsidised framework. We recognise the importance of having a clear dispersal policy to mitigate and manage the egress at the site. We have therefore created a considered and informative document which will be distributed to all our staff, service providers, partners and the general public so they are able to make decisions when travelling to and from our premises which will cause the least impact on the environment and our local residents.

Transport

Underground

Camden House is served by Chalk Farm Tube Station (5 minute walk) and provides access to the Northern Line that in turn allows access to mainline stations and alternative tube lines within a few stops. We will be actively promoting Chalk Farm as the most convenient and easily accessible station to arrive and leave from our premises in order that we make as little impact into Camden Town centre and Camden Town Underground as possible.

Information regarding train times including last trains will be available on our website under Journey Plan.

Overground

Camden House is served by 2 Overground stations, Camden Road (6 minute walk) and Kentish Town West (8 Minute Walk). Both Stations have Santander bike stations in close proximity making the journey to and from the stations shorter and more attractive. Information regarding train times including last trains will be available on our website under Journey Plan.

Buses

Buses are by far the most attractive solution to facilitating the efficient egress of customers by volume from the premises and the immediate area. Chalk Farm is served the following services that are very frequent and reliable.

- Bus Route 24 (24 hour service) to Hampstead or Pimlico
- Bus route 27 (24 Hour service) to Turnham Green
- Bus Route 31 to Camden Town or White City
- Bus Route 168 to Hampstead heath or Old Kent Road
- Bus Route 393 to Clapton Pond

In addition to two 24-hour services Chalk Farm is also served by three night bus services.

- Bus Route N5 to Edgware or Trafalgar Square
- Bus Route N28 to Camden Town or Wandsworth
- Bus Route N31 to Camden Town or Clapham Junction

Bike Share and Cycling

A bike share station is located in Castlehaven Road a minutes' walk from our entrance.

Additionally, we will be able accept a foldable bicycles in our cloak room.

Taxi

Licensed Black Cabs operate regularly and abundantly around the Chalk Farm area. Customers will be encouraged to use this safe and reliable service. Our location inside the Stables and at the junction of the one-way system into Castlehaven road protects us from the scourge of Taxi touts. Camden House will appoint a private hire cab firm for guest unwilling to take to the street to find their way via public transport or without arrangements or access to smart phone apps such as Gett, Hailo or Uber. Customers using these apps to make their journeys home will be advised to move to Castlehaven Road or Morrison's Petrol Station for best outcome for "hailing" these services.

Operational

In this section we aim to illustrate how our operations will run and how we will look to ensure our impact is minimised at all times.

Minimising Noise on Exit

A Duty Manager or Usher is always positioned in an area close to the main exit to oversee the end of night departure period. Customers queuing for cloaks are reminded to be considerate upon leaving the premises. Highly visible notices are placed at the doors requesting exiting customers to leave quietly and to respect neighbours and their property. Our security and usher team will be at the door and outside the building to monitor guest's departure. In our experience of immersive entertainment presentations, the audience are usually very receptive to notices to respect the local amenity and do not leave in a boisterous or anti-social manner and usually leave discussing the performance.

Bottles or Glasses

We typically do not provide glassware at immersive entertainment experiences, as part of our internal policy. Drinks container purchased within the show will be made of biodegradable material wherever possible and will be disposed of inside of the venue. Security and ushers will be vigilant at the exit to ensure no containers are removed from site and our Duty Manager will visually inspect the exterior of the venue after audiences have dispersed to instruct any isolated incidents to be cleaned

Litter

By limiting the availability of items to litter and ensuring refuse points are internally and clearly marked at the venue, we seek to reduce the chance of any public littering.

As guests will arrive at the "doors open" time and disperse at the end of the show or after the hour of operation have ended, our front of house team have three clear prime allocations to check for any exterior littering and instruct our cleaning team to address immediately. In our experience, littering is quite uncommon with the

immersive entertainment audience, as they will usually seek to take advantage of offering internally and queuing is not usually extensive.

Front Of House and Security

As with all theatrical and immersive entertainment presentations, the arrival at the venue is a key element of the guests experience and sets the mood of the entertainment. Our front of house team are often in character, in keeping with the narrative of the production. The vast majority of the audience pre-buy their tickets and as such we are able to quickly move them into the venue to begin their experience and a proportion of the entry process can often be carried out once the guest is in the premises.

Our security team will be SIA licensed and clearly identifiable as security, with a more limited “in character” persona. We will have a permanent presence by the main entrance and multiple floating positions around the venue, in keeping with the layout of the show, as key performance areas and scenes may vary from production to production.

It is essential for the security and safety of our guests, cast and the physical venue itself that guests are not disruptive or anti-social and this is built into the fabric of our operation. If a guest is flagged, either on entry or during a production, as potentially disruptive or intoxicated, a security officer will observe them and, if necessary, take the guest to a front of house area of the venue to “break character” and talk to the guest. If the security officer is not satisfied the guest fits our ticketing terms and conditions of entry, they may be ejected from the venue or, in very rare incidents, the police will be contacted. These isolated incidents and resulting actions allow the evening to progress safely and ensures guests dispersed at the end of the production are unlikely to be anti-social, as guests that would fall into this category would have been removed as early in the event as possible.