

THE CONSTITUTION, 42 ST PANCRAS WAY, LONDON, NW1 0QT
OUTDOOR TERRACE MANAGEMENT POLICY TO BE USED BY ALL STAFF

1. The terrace shall not be accessible to patrons of the pub after 11pm (as agreed with the Local Planning Authority).
2. Waiting staff and management will encourage the patrons to keep their talking to a reasonable level at all times during licensing hours and will be removed from the terrace if they are persistently non-compliant by staff.
3. The terrace shall be cleared fully so that the doors providing access to the terrace are locked no later than the applicable times stated in paragraph 1 above.
4. CCTV will be provided to ensure that security is improved overall;
5. No amplified music will be played onto the terrace area;
6. The procedure for clearing the terrace will be implemented as follows;
 - 30 minutes prior to closure a designated member of staff will enter the terrace and inform all customers that they will be required to leave the terrace in 30 minutes.
 - 15 minutes prior to closure members of staff will inform all users to leave in 15 minutes. A member of staff will remain on the terrace until closure to prevent any new customers entering the terrace.
 - 5 minutes prior to closure any patrons that remain on the terrace requested to leave for the final time.
 - At the time of closure, any remaining patrons will be forcefully removed, and the doors providing access onto the terrace will be locked shut to prevent access.
7. Any customers resisting attempts to be moved are to be reported to the management and removed from the entire premises.