



Dispersal and Outside Management Policy- London Cocktail Club – 253 Paradise Row, E2 9LE

We will employ best practice to ensure that the normal commercial operation of the premises does not have a negative impact on residents when our patrons, and our employees, leave the premises. In order to ensure that patrons behave in an ordered and responsible manner as they leave the premises it is important that they have been well managed leading up to the time of their departure. Therefore our employees are trained in customer management skills and we will be calm and polite as they leave. There are further measures that we will take that can impact positively on our patrons' behavior after they have left:

- Onward transport information will be provided on the premises
- Chargers will be available on site for patrons as an emergency to allow for online taxi bookings, and bookings through Apps on their personal mobile devices
- At the exit doors a prominent and clear notice will be displayed asking patrons to be considerate to local residents by leaving the premises and the area quietly
- External speakers will be reduced completely at 10pm each evening
- External doors will remain closed from 11pm onwards, save for access and egress
- There will be a member of the team serving customers in the outside area throughout the evening
- SIA are present on Friday and Saturday evenings from 8pm minimum until 15 minutes after closure.
- Internal noise levels will be reduced and lighting levels increased during the last 30 minutes of trading to ensure a gradual exit of remaining customers as the evening winds down.
- There will be clearly signed toilet facilities (male and female) in the building which will be available for patrons at all times. Employee training includes the provision that any patron in the process of leaving the premises that requests re-admission to use the toilets is allowed to do so.
- At the end of service there will be one member of the team or a member of security at the exit ensuring patrons move away from the area quickly and as quietly as possible.
- At the end of the shift employees will say goodbye to each other inside the premises and arrange for lifts and taxis to collect them at a convenient and safe stopping point away from residential properties, towards Nant Street.
- We will attach the utmost importance to the careful investigation and prompt resolution of any complaint made in respect of the running of the premise. The telephone number of the General manager, and Head office will be available on site. We will constantly review our Dispersal Policy and respond quickly to the needs of our neighbours.