

E14 - DISPERSAL POLICY **(END OF EVENING)**

The intention of this policy is to provide guidance for employees and state the terms for dispersal of patrons from the premises.

The overarching purpose of this policy is to set out the reasonable steps the premises will undertake to prevent unnecessary and avoidable disturbances to those that might live within close proximity to the venue. To this end all relevant staff will be fully versed with this policy, in order to facilitate orderly and safe dispersal from the premises. It is the responsibility of the Designated Premises Supervisor (DPS), to ensure that this policy is adhered to at the premises, and to update the policy annually or as is required.

1. Staff at the premises will operate procedures and systems, as is required, to ensure that the premises are operating in a responsible manner with regards to the dispersal of patrons, particularly later in the evening and at the end of the evening during the closure of the premises.
2. Clear and legible notices will be displayed at all exits requesting that customers respect the needs of local residents, by leaving the premises in an orderly manner.
3. Supervision of the main entrance will become more vigilant just before 22:00hrs, to ensure that the 22:30hrs 'no entry' via the main entrance, licencing requirement is adhered to.
4. At least 30 minutes before the closure of the premises, the lights will be turned up to full brightness and the music volume decreased gradually. The aforementioned will be carried out to assist with the gradual dispersal from the premises.
5. Appropriate announcements will be made towards the end of the evening, encouraging patrons to disperse gradually.
6. Staff will: -
 - a. Encourage patrons to consume their drinks and progress, to the exit via the lift/stairs leading to the car park. Security will be stationed at the lift doors at the venue level, and at the lift doors in the car park, and on the stairs leading to the car park.
 - b. Draw attention to the attention of exiting customers, the various notices and asking them to be considerate to the neighbours.

- c. Ensure that customers do not leave the premises with bottles or glasses.
 - d. Increase security personnel in the car park area.
 - e. Direct customers to local transport links, where necessary.
 - f. Assist customers to access cabs via the venue's taxi rank, located at the immediate right as you exit the car park or ensure safe passage to an online cab service.
7. The car park will be patrolled by security whilst the venue is open. To be clear, there will be a several security persons, permanently stationed in the carpark area from 7pm until shortly after the premises has closed.
8. Any guests who are deemed too intoxicated to drive will be strongly encouraged to take advantage of the taxi service.
9. Last entry into the club will be at 12:00am. The bar will stop serving alcohol at 01:00am. At 01:40am, all guests will be asked to start making their way towards the exit.

By implementing these measures, we aim to ensure that all our patrons have a safe and enjoyable experience at our venue and arrive home safely at the end of the night. Thank you for your cooperation.