

LICENSING ACT 2003
CARWASH - 1 QUAKER STREET
ARRIVAL AND DISPERSAL POLICY FOR EVENTS

Key Definitions:

- **Customers** – those who have visited the Premises for the purpose of Licensable Activities
- **Dispersal** – the manner in which Customers and Staff leave the Premises and the immediate vicinity
- **Licensable Activities** – as per the Licensing Act 2003
- **Licensing Authority** – Tower Hamlets Council
- **Licensing Objectives** – as per the Licensing Act 2003
- **Permitted Hours** – the hours for Licensable Activities as per the Premises Licence
- **Policy** – this Dispersal Policy
- **Premises** – Carwash, 1 Quaker Street, London, E1 6SZ
- **Premises Licence Holder** – Damon [REDACTED]
- **Designated Premises Supervisor** – Damon [REDACTED]
- **Responsible Authority** – as per the Licensing Act 2003
- **Responsible Authority Officer** – an officer of a Responsible Authority
- **SIA** – door supervisors licensed by the Security Industry Authority
- **Staff** – those who are employed by the Premises Licence Holder for the purpose of providing Licensable Activities

Objective:

To promote the Licensing Objectives, particularly The Prevention of Public Nuisance, the Premises Licence Holder will utilise this Policy to ensure a Access to and Dispersal from the Premises and the immediate vicinity takes place in an orderly fashion.

The Premises Licence Holder will do this by:

ARRIVAL

1. For larger events where the number of customers exceeds 75, queues shall be restricted to cordoned areas to prevent them from obstructing footpath and spilling out onto roads. As well as to keep noise and obstructions away from residential property. Staff shall be trained to intercept and manage any incidents and sufficient staff will be employed to properly manage events to prevent noise.

Dispersal

2. Utilising a wind-down period at the end of Permitted Hours to assist with Dispersal. The wind-down period may include, for example, stopping or slowing sales of alcohol, increasing the lighting, stopping or slowing any music being played at the Premises.
3. Making sure that Staff are suitably briefed and trained in this Policy.
4. Making sure that any externally contracted SIA (when employed) are suitably briefed and trained in this Policy.
5. Making sure that Staff are aware of the relevant taxi and transport links and can deal with queries in relation to dispersal from Customers.
6. Making sure that any externally contracted SIA (when employed) are aware of the relevant taxi and transport links and are able to deal with queries in relation to dispersal from Customers.
7. Maintaining contact details for taxi firms and signage in the venue promoting G&R MINICABS [REDACTED] [REDACTED] picking up from Shoreditch High Street Station.
8. Asking Customers who appear to be waiting for a taxi to wait inside the Premises until their taxi has arrived.
9. Displaying appropriate and proportionate signage at exits from the Premises asking Customers to respect the needs of local residents and leave the Premises and the immediate vicinity quickly and quietly.
10. Utilising Staff to reinforce the message conveyed by the above-mentioned signage. In particular that customers leaving the premises are to disperse towards Shoreditch High Street Station or Liverpool Street station **not** Quaker Street towards Brick Lane or Wheler Street
11. Not permitting Customers to take drinks with them when leaving the Premises at the end of the evening.
12. Requesting that customers exiting the venue do so via as per point 10.
13. Requesting that SIA (when employed) remain outside the premises for an appropriate and proportionate period after the last customer has left the Premises to ensure complete Dispersal.

14. Recording any issues with Dispersal (whether caused by the Premises or not) as per the Premises' incident recording procedures.
15. Reminding Staff and SIA (when employed) leaving the Premises after their shifts that they too need to respect the needs of local residents and leave the Premises and the immediate vicinity quickly and quietly. That staff members should use Shoreditch High Street Station (or when possible waiting inside venue) as their Taxi Pick Up and Drop Off point, especially if using Uber.
16. Ensuring that a copy of this Policy is kept at the Premises and made available for inspection by Responsible Authority Officers.
17. Keeping this policy under review and updating it as necessary.

Local Taxi Links:

- The nearest Taxi rank Liverpool Street Station
- The designated local Taxi companies are G&R MINICABS [REDACTED]
- Taxi Pick up point is which all Staff and externally contracted SIA (when employed) are briefed and trained on Shoreditch High Street Station (or when possible waiting inside venue)

This Policy is the property of the Premises Licence Holder and may be updated from time to time to reflect changes in current operating practices.

For any queries regarding this Policy please contact the below:

Damon [REDACTED] - Premises Licence Holder