

Premises known as Hope and Anchor

Component	Noise Management Plan - Measures in place / to be taken
Inside music noise, films etc	Music to be advertised in advance All music to be monitored during performances to ensure egress of noise is not excessive. Music performances to be limited to licensable hours only.
Outside music	External music to be background only unless a specific TENS event has been applied for. Cutoff times to be 30 min prior to closing
Deliveries and collections	Between 08:00 and 18:00 Mon-Fri only and not on Public Holidays
Smoking shelters, external seating and eating areas	Designates smoking areas in the garden.
Gardens and play areas	3 strikes' rule for unruly customers Signage at premises regarding being considerate to neighbours with noise levels
Customers and Car Parks	3 strikes' rule for unruly customers. Signage at premises exit regarding leaving with no noise
Refuse and recycling bins, barrels, bottles and stores	If noisy this is done in the mornings rather than late evening. Bottle bins to be emptied in the mornings only.
Skittle alleys	N/A

Equipment such as chillers, air con, extractors	Catering equipment only in use during food service times. Suppliers are obliged to obtain high standard of cleaning and maintenance of all equipment and proof of relevant services before allowed to use onsite.
Complaints	All neighbours have our contact phone numbers if they feel that the music is too loud Someone on site at all times to ensure we can deal with any concerns from the neighbours. Policy including the recording date, time, name, cause, and action taken.

Signed:

Premises License Holder

Date: