

Surrey Heath Borough Council

SURREY HEATH BOROUGH COUNCIL

16 MAR 2018

Application to vary a premises licence under the Licensing Act 2003 COMMUNITY SERVICES - LICENSING

PLEASE READ THE FOLLOWING INSTRUCTIONS FIRST

Before completing this form please read the guidance notes at the end of the form.
 If you are completing this form by hand please write legibly in block capitals. In all cases ensure that your answers are inside the boxes and written in black ink. Use additional sheets if necessary.
 You may wish to keep a copy of the completed form for your records.

We The Deltic Group Limited

being the premises licence holder, apply to vary a premises licence under section 34 of the Licensing Act 2003 for the premises described in Part 1 below

Premises licence number
 SHBCPR-0599

Part 1 – Premises Details

Postal address of premises or, if none, ordnance survey map reference or description			
Tru 52 High Street			
Post town	Camberley	Post code	GU15 3RS

Telephone number at premises (if any)	01276 676565
Non-domestic rateable value of premises	£83,000.00

Part 2 – Applicant details

Daytime contact telephone number			
E-mail address (optional)			
Current residential address if different from premises address	Aurora House Deltic Avenue Rooksley		
Post Town	Milton Keynes	Postcode	MK13 8LW

Part 3 - Variation

Please tick yes

Do you want the proposed variation to have effect as soon as possible?

☐

PLANS TO TAKE EFFECT UPON THE COMPLETION OF WORKS AS NOTIFIED TO THE LICENSING AUTHORITY IN WRITING.

If not, from what date do you want the variation to take effect?

Day	Month	Year
<input type="text"/>	<input type="text"/>	<input type="text"/>

Do you want the proposed variation to have effect in relation to the introduction of the late night levy? (Please see guidance note 1) ☐ Yes ☒ No

Please describe briefly the nature of the proposed variation (Please read guidance note 2)

To extend the sale of alcohol, regulated entertainment and late night refreshment Sunday to Thursday until 0300 the following morning; Friday and Saturday until 0400 the following morning; amend the layout plans to include a new area, such works to have effect upon the completion of works as notified to the Licensing Authority in writing; increase the capacity at the premises in line with the changes to plans; amend conditions agreed with Surrey Police.

If your proposed variation would mean that 5,000 or more people are expected to attend the premises at any one time, please state the number expected to attend

Part 4 Operating Schedule

Please complete those parts of the Operating Schedule below which would be subject to change if this application to vary is successful.

Provision of regulated entertainment (Please read guidance note 3)

- a) plays (if ticking yes, fill in box A)
- b) films (if ticking yes, fill in box B)
- c) indoor sporting events (if ticking yes, fill in box C)
- d) boxing or wrestling entertainment (if ticking yes, fill in box D)
- e) live music (if ticking yes, fill in box E)
- f) recorded music (if ticking yes, fill in box F)
- g) performances of dance (if ticking yes, fill in box G)
- h) anything of a similar description to that falling within (e), (f) or (g) (if ticking yes, fill in box H)

Please tick all that apply

☐
☒
☐
☐
☒
☒
☒
☐

Provision of late night refreshment (if ticking yes, fill in box I)

☒

Sale by retail of alcohol (if ticking yes, fill in box J)

☒

In all cases complete boxes K, L and M

A

Plays Standard days and timings (please read guidance note 8)			Will the performance of a play take place indoors or outdoors or both – please tick (please read guidance note 4)	Indoors	<input type="checkbox"/>
				Outdoors	<input type="checkbox"/>
				Both	<input type="checkbox"/>
Day	Start	Finish	Please give further details here (please read guidance note 5)		
Mon					
Tue					
Wed			State any seasonal variations for performing plays (please read guidance note 6)		
Thur					
Fri					
Sat			Non standard timings. Where you intend to use the premises for the performance of plays at different times to those listed in the column on the left, please list (please read guidance note 7)		
Sun					

B

Films Standard days and timings (please read guidance note 8)			Will the exhibition of films take place indoors or outdoors or both – please tick (please read guidance note 4)	Indoors	<input checked="" type="checkbox"/>
				Outdoors	<input type="checkbox"/>
				Both	<input type="checkbox"/>
Day	Start	Finish	Please give further details here (please read guidance note 5)		
Mon	11:00	03:00			
Tue	11:00	03:00			
Wed	11:00	03:00	State any seasonal variations for the exhibition of films (please read guidance note 6)		
Thur	11:00	03:00			
Fri	11:00	04:00			
Sat	11:00	04:00	Non standard timings. Where you intend to use the premises for the exhibition of films at different times to those listed in the column on the left, please list (please read guidance note 7)		
Sun	11:00	03:00			
			An additional hour to the standard and non-standard timings on		

			<p>the day when British Summertime commences</p> <p>From the end of permitted hours on New Year's Eve to the start of permitted hours on New Year's Day.</p> <p>In the event of a screening of any international sporting event involving any of the countries from the United Kingdom and the Republic of Ireland which falls outside the current permitted hours on the premises licence to permit the showing of films commencing one hour before the start date/time of the event and finishing one hour after the end of the event. Any special event that is to take place, 14 days notice in writing will be given to the Police and the event will only take place with the written consent of the Police.</p> <p>The finishing time on Maundy Thursday and on the Thursday of that week when the A Level results (or any subsequent equivalent replacement if this examination is supplanted) are published, shall be 0400 hours the following day.</p>
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C

Indoor sporting events Standard days and timings (please read guidance note 8)			<u>Please give further details</u> (please read guidance note 5)
Day	Start	Finish	
Mon			<u>State any seasonal variations for indoor sporting events</u> (please read guidance note 6)
Tue			
Wed			
Thur			<u>Non standard timings. Where you intend to use the premises for indoor sporting events at different times to those listed in the column on the left, please list</u> (please read guidance note 7)
Fri			
Sat			
Sun			

D

Boxing or wrestling entertainments Standard days and timings (please read guidance note 8)			Will the boxing or wrestling entertainment take place indoors or outdoors or both – please tick (please read guidance note 4)	Indoors	<input type="checkbox"/>
				Outdoors	<input type="checkbox"/>
				Both	<input type="checkbox"/>
Day	Start	Finish	Please give further details here (please read guidance note 5)		
Mon					
Tue					
Wed					
Thur			State any seasonal variations for boxing or wrestling entertainment (please read guidance note 6)		
Fri					
Sat					
Sun					
			Non standard timings. Where you intend to use the premises for boxing or wrestling entertainment at different times to those listed in the column on the left, please list (please read guidance note 7)		

E

Live music Standard days and timings (please read guidance note 8)			Will the performance of live music take place indoors or outdoors or both – please tick (please read guidance note 4)	Indoors	<input checked="" type="checkbox"/>
				Outdoors	<input type="checkbox"/>
				Both	<input type="checkbox"/>
Day	Start	Finish	Please give further details here (please read guidance note 5)		
Mon	11:00	03:00			
Tue	11:00	03:00			
Wed	11:00	03:00			
Thur	11:00	03:00	State any seasonal variations for the performance of live music (please read guidance note 6)		
Fri	11:00	04:00			
Sat	11:00	04:00			
Sun	11:00	03:00			
			Non standard timings. Where you intend to use the premises for the performance of live music at different times to those listed in the column on the left, please list (please read guidance note 7)		
			An additional hour to the standard and non-standard timings on		

			<p>the day when British Summertime commences</p> <p>From the end of permitted hours on New Year's Eve to the start of permitted hours on New Year's Day.</p> <p>The finishing time on Maundy Thursday and on the Thursday of that week when the A Level results (or any subsequent equivalent replacement if this examination is supplanted) are published, shall be 0400 hours the following day.</p>
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F

Recorded music Standard days and timings (please read guidance note 8)			<u>Will the playing of recorded music take place indoors or outdoors or both – please tick</u> (please read guidance note 4)	Indoors	<input checked="" type="checkbox"/>
				Outdoors	<input type="checkbox"/>
				Both	<input type="checkbox"/>
Day	Start	Finish	<u>Please give further details here</u> (please read guidance note 5)		
Mon	11:00	03:00	AS EXISTING		
Tue	11:00	03:00			
Wed	11:00	03:00	<u>State any seasonal variations for the playing of recorded music</u> (please read guidance note 6)		
Thur	11:00	03:00			
Fri	11:00	04:00	<u>Non standard timings. Where you intend to use the premises for the playing of recorded music at different times to those listed in the column on the left, please list</u> (please read guidance note 7)		
Sat	11:00	04:00			
Sun	11:00	03:00	<p>An additional hour to the standard and non-standard timings on the day when British Summertime commences</p> <p>From the end of permitted hours on New Year's Eve to the start of permitted hours on New Year's Day.</p> <p>The finishing time on Maundy Thursday and on the Thursday of that week when the A Level results (or any subsequent equivalent replacement if this examination is supplanted) are published, shall be 0400 hours the following day.</p>		

G

Performances of dance Standard days and timings (please read guidance note 8)			Will the performance of dance take place indoors or outdoors or both – please tick (please read guidance note 4)	Indoors	<input checked="" type="checkbox"/>
Day	Start	Finish		Outdoors	<input type="checkbox"/>
Mon	11:00	03:00	Please give further details here (please read guidance note 5)	Both	<input type="checkbox"/>
Tue	11:00	03:00		AS EXISTING	
Wed	11:00	03:00	State any seasonal variations for the performance of dance (please read guidance note 6)		
Thur	11:00	03:00			
Fri	11:00	04:00	Non standard timings. Where you intend to use the premises for the performance of dance at different times to those listed in the column on the left, please list (please read guidance note 7)		
Sat	11:00	04:00			
Sun	11:00	03:00			
			An additional hour to the standard and non-standard timings on the day when British Summertime commences		
			From the end of permitted hours on New Year's Eve to the start of permitted hours on New Year's Day.		
			The finishing time on Maundy Thursday and on the Thursday of that week when the A Level results (or any subsequent equivalent replacement if this examination is supplanted) are published, shall be 0400 hours the following day.		

H

Anything of a similar description to that falling within (e), (f) or (g) Standard days and timings (please read guidance note 8)			Please give a description of the type of entertainment you will be providing		
Day	Start	Finish	Will this entertainment take place indoors or outdoors or both – please tick (please read guidance note 4)	Indoors	<input type="checkbox"/>
Mon				Please give further details here (please read guidance note 5)	Outdoors
Tue			Both		<input type="checkbox"/>
Wed			State any seasonal variations for entertainment of a similar description to that falling within (e), (f) or (g) (please read guidance note 6)		
Thur					
Fri					
Sat			Non standard timings. Where you intend to use the premises for the entertainment of a similar description to that falling within (e), (f) or (g) at different times to those listed in the column on the left, please list (please read guidance note 7)		
Sun					

Late night refreshment Standard days and timings (please read guidance note 8)			Will the provision of late night refreshment take place indoors or outdoors or both – please tick (please read guidance note 4)	Indoors	<input type="checkbox"/>
				Outdoors	<input type="checkbox"/>
				Both	<input type="checkbox"/>
Day	Start	Finish	Please give further details here (please read guidance note 5) AS EXISTING		
Mon	23:00	03:00			
Tue	23:00	03:00			
Wed	23:00	03:00	State any seasonal variations for the provision of late night refreshment (please read guidance note 6)		
Thur	23:00	03:00			
Fri	23:00	04:00			
Sat	23:00	04:00	Non standard timings. Where you intend to use the premises for the provision of late night refreshment at different times, to those listed in the column on the left, please list (please read guidance note 7) An additional hour to the standard and non-standard timings on the day when British Summertime commences From the end of permitted hours on New Year's Eve to the start of permitted hours on New Year's Day. In the event of a screening of any international sporting event involving any of the countries from the United Kingdom and the Republic of Ireland which falls outside the current permitted hours on the premises licence to permit the showing of films commencing one hour before the start date/time of the event and finishing one hour after the end of the event. Any special event that is to take place, 14 days notice in writing will be given to the Police and the event will only take place with the written consent of the Police. The finishing time on Maundy Thursday and on the Thursday of that week when the A Level results (or any subsequent equivalent replacement if this examination is supplanted) are published, shall be 0400 hours the following day.		
Sun	23:00	03:00			

J

Supply of alcohol Standard days and timings (please read guidance note 8)			Will the supply of alcohol be for consumption (Please tick box) (please read guidance note 9)	On the premises <input type="checkbox"/>
				Off the premises <input type="checkbox"/>
				Both <input checked="" type="checkbox"/>
Day	Start	Finish	State any seasonal variations for the supply of alcohol (please read guidance note 6)	
Mon	11:00	03:00		
Tue	11:00	03:00		
Wed	11:00	03:00		
Thur	11:00	03:00	Non-standard timings. Where you intend to use the premises for the supply of alcohol at different times to those listed in the column on the left, please list (please read guidance note 7) An additional hour to the standard and non-standard timings on the day when British Summertime commences From the end of permitted hours on New Year's Eve to the start of permitted hours on New Year's Day. In the event of a screening of any international sporting event involving any of the countries from the United Kingdom and the Republic of Ireland which falls outside the current permitted hours on the premises licence to permit the showing of films commencing one hour before the start date/time of the event and finishing one hour after the end of the event. Any special event that is to take place, 14 days notice in writing will be given to the Police and the event will only take place with the written consent of the Police. The finishing time on Maundy Thursday and on the Thursday of that week when the A Level results (or any subsequent equivalent replacement if this examination is supplanted) are published, shall be 0400 hours the following day.	
Fri	11:00	04:00		
Sat	11:00	04:00		
Sun	11:00	03:00		

K

Please highlight any adult entertainment or services, activities, other entertainment or matters ancillary to the use of the premises that may give rise to concern in respect of children (please read guidance note 8)

NONE

L

Hours premises are open to the public Standard days and timings (please read guidance note 8)			State any seasonal variations (please read guidance note 6)
Day	Start	Finish	
Mon	11:00	03:30	
Tue	11:00	03:30	
Wed	11:00	03:30	
Thur	11:00	03:30	Non standard timings. Where you intend the premises to be open to the public at different times from those listed in the column on the left, please list (please read guidance note 7)
Fri	11:00	04:30	An additional hour to the standard and non-standard timings on the day when British Summertime commences
Sat	11:00	04:30	From the end of permitted hours on New Year's Eve to the start of permitted hours on New Year's Day.
Sun	11:00	03:30	In the event of a screening of any international sporting event involving any of the countries from the United Kingdom and the Republic of Ireland which falls outside the current permitted hours on the premises licence to permit the showing of films commencing one hour before the start date/time of the event and finishing one hour after the end of the event. Any special event that is to take place, 14 days notice in writing will be given to the Police and the event will only take place with the written consent of the Police. The finishing time on Maundy Thursday and on the Thursday of that week when the A Level results (or any subsequent equivalent replacement if this examination is supplanted) are published, shall be 0400 hours the following day.

Please identify those conditions currently imposed on the licence which you believe could be removed as a consequence of the proposed variation you are seeking
 Amend Condition 1, 9 and 16 below.

Please tick yes

- I have enclosed the premises licence ☒
- I have enclosed the relevant part of the premises licence ☐

If you have not ticked one of these boxes please fill in reasons for not including the licence, or part of it, below

Reasons why I have failed to enclose the premises licence or relevant part of premises licence

M Describe any additional steps you intend to take to promote the four licensing objectives as a result of the proposed variation:

a) General – all four licensing objectives (b,c,d,e) (please read guidance note 11)

Bearing in mind the nature of this variation and those conditions already attached to the

licence nothing further is required save those conditions proposed below.

b) The prevention of crime and disorder

1. The Premise Licence Holder shall install two ID Scanners. The ID Scanners shall be in operation from 2200 hours and during the opening hours of the premises. As a condition of entry all persons who attend the premises during permitted opening hours for licensing activities shall have to produce a form of photo identification belonging to them which can be a driving licence, passport or another form of identification acceptable to the venue. Their identification shall be scanned into the ID scanner prior to being allowed into the premises. Any person who refuses to have their identification scanned shall be refused entry into the premises. In the event that all of the available ID scanning / recognition machines are not working, all customers entering the venue will have their identification photographed or filmed before they are allowed admission. A copy of the photograph or moving image recording will be retained by the premises for 28 days. Acceptable identification for the purpose of this condition is that issued by a Government Agency bearing the holders photograph, name and date of birth or identification bearing the UK PASS hologram. Records of all machine failures will be recorded in the incident log.
2. The maximum occupancy figure at the premises shall be as follows:-
 - a. 750 – First Floor;
 - b. 392 – Second Floor
 - c. 1142 – Total Internal Capacity
 - d. 140 – External Terrace
3. There shall be three Door Supervisors on duty at the premises at all times when licensable activities are being provided under the terms of this licence. When the number of customers present exceeds 100 there shall for every additional 100 customers or part thereof be one additional door supervisor;

c) Public safety

See box a), b) and d).

d) The prevention of public nuisance

1. A bespoke Dispersal Policy shall be implemented and maintained at all times the premises are trading.

e) The protection of children from harm

See box a), b) and d).

Please tick yes

- I have made or enclosed payment of the fee or ☒
- I have not made or enclosed payment of the fee because this application has been made in relation to the introduction of the late night levy ☐
- I have sent copies of this application and the plan to responsible authorities and others where applicable ☒
- I understand that I must now advertise my application ☒
- I have enclosed the premises licence or relevant part of it or explanation ☒
- I understand that if I do not comply with the above requirements my application ☒

will be rejected

IT IS AN OFFENCE, UNDER SECTION 158 OF THE LICENSING ACT 2003, TO MAKE A FALSE STATEMENT IN OR IN CONNECTION WITH THIS APPLICATION. THOSE WHO MAKE A FALSE STATEMENT MAY BE LIABLE ON SUMMARY CONVICTION TO A FINE OF ANY AMOUNT.

Part 5 – Signatures (please read guidance note 12)

Signature of applicant (the current premises licence holder) or applicant's solicitor or other duly authorised agent (please read guidance note 13). If signing on behalf of the applicant please state in what capacity.

Signature	
Date	16 March 2018
Capacity	Poppleston Allen – Solicitors for & on behalf of the applicant

Where the premises licence is jointly held signature of 2nd applicant (the current premises licence holder) or 2nd applicant's solicitor or other authorised agent (please read guidance note 14). If signing on behalf of the applicant please state in what capacity.

Signature	
Date	
Capacity	

Contact name (where not previously given) and address for correspondence associated with this application (please read guidance note 15)

Angela Gardner
Poppleston Allen Solicitors
37 Stoney Street
The Lace Market

Post town	Nottingham	Post code	NG1 1LS
Telephone number (if any)	0115 9349 157		
If you would prefer us to correspond with you by e-mail your e-mail address (optional) a.gardner@popall.co.uk			

Notes for Guidance

This application cannot be used to vary the licence so as to extend the period for which the licence has effect or to vary substantially the premises to which it relates. If you wish to make that type of change to the premises licence you should make a new premises licence application under section 17 of the Licensing Act 2003.

1. You do not have to pay a fee if the only purpose of the variation for which you are applying is to avoid becoming liable for the late night levy
2. Describe the premises. For example the type of premises, its general situation and layout and any other information which could be relevant to the licensing objectives. Where your application includes off-supplies of alcohol and you intend to provide a

place for consumption of these off-supplies you must include a description of where the place will be and its proximity to the premises.

3. In terms of specific regulated entertainments please note that:

- Plays: no licence is required for performances between 08.00 and 23.00 on any day, provided that the audience does not exceed 500.
- Films: no licence is required for 'not-for-profit' film exhibition held in community premises between 08.00 and 23.00 on any day provided that the audience does not exceed 500 and the organiser (a) gets consent to the screening from a person who is responsible for the premises; and (b) ensures that each such screening abides by age classification ratings.
- Indoor sporting events: no licence is required for performances between 08.00 and 23.00 on any day, provided that the audience does not exceed 1000.
- Boxing or Wrestling Entertainment: no licence is required for a contest, exhibition or display of Greco-Roman wrestling, or freestyle wrestling between 08.00 and 23.00 on any day, provided that the audience does not exceed 1000. Combined fighting sports – defined as a contest, exhibition or display which combines boxing or wrestling with one or more martial arts – are licensable as a boxing or wrestling entertainment rather than an indoor sporting event.
- Live music: no licence permission is required for:
 - a performance of unamplified live music between 08.00 and 23.00 on any day, on any premises.
 - a performance of amplified live music between 08.00 and 23.00 on any day on premises authorised to sell alcohol for consumption on those premises, provided that the audience does not exceed 500.
 - a performance of amplified live music between 08.00 and 23.00 on any day, in a workplace that is not licensed to sell alcohol on those premises, provided that the audience does not exceed 500.
 - a performance of amplified live music between 08.00 and 23.00 on any day, in a church hall, village hall, community hall, or other similar community premises, that is not licensed by a premises licence to sell alcohol, provided that (a) the audience does not exceed 500, and (b) the organiser gets consent for the performance from a person who is responsible for the premises.
 - a performance of amplified live music between 08.00 and 23.00 on any day, at the non-residential premises of (i) a local authority, or (ii) a school, or (iii) a hospital, provided that (a) the audience does not exceed 500, and (b) the organiser gets consent for the performance on the relevant premises from: (i) the local authority concerned, or (ii) the school or (iii) the health care provider for the hospital.
- Recorded Music: no licence permission is required for:
 - any playing of recorded music between 08.00 and 23.00 on any day on premises authorised to sell alcohol for consumption on those premises, provided that the audience does not exceed 500.
 - any playing of recorded music between 08.00 and 23.00 on any day, in a church hall, village hall, community hall, or other similar community premises, that is not licensed by a premises licence to sell alcohol, provided that (a) the audience does not exceed 500, and (b) the organiser gets consent for the performance from a person who is responsible for the premises.
 - any playing of recorded music between 08.00 and 23.00 on any day, at the non-residential premises of (i) a local authority, or (ii) a school, or (iii) a hospital, provided that (a) the audience does not exceed 500, and (b) the organiser gets consent for the performance on the relevant premises from: (i) the local authority concerned, or (ii) the school proprietor or (iii) the health care provider for the hospital.
- Dance: no licence is required for performances between 08.00 and 23.00 on any day, provided that the audience does not exceed 500. However, a performance which amounts to adult entertainment remains licensable.
- Cross activity exemptions: no licence is required between 08.00 and 23.00 on any day, with no limit on audience size for:
 - any entertainment taking place on the premises of the local authority where the entertainment is provided by or on behalf of the local authority;

- any entertainment taking place on the hospital premises of the health care provider where the entertainment is provided by or on behalf of the health care provider;
 - any entertainment taking place on the premises of the school where the entertainment is provided by or on behalf of the school proprietor; and
 - any entertainment (excluding films and a boxing or wrestling entertainment) taking place at a travelling circus, provided that (a) it takes place within a moveable structure that accommodates the audience, and (b) that the travelling circus has not been located on the same site for more than 28 consecutive days.
4. Where taking place in a building or other structure please tick as appropriate. Indoors may include a tent.
 5. For example state type of activity to be authorised, if not already stated, and give relevant further details, for example (but not exclusively) whether or not music will be amplified or unamplified.
 6. For example (but not exclusively), where the activity will occur on additional days during the summer months.
 7. For example (but not exclusively), where you wish the activity to go on longer on a particular day e.g. Christmas Eve.
 8. Please give timings in 24 hour clock (e.g. 16:00) and only give details for the days of the week when you intend the premises to be used for the activity.
 9. If you wish people to be able to consume alcohol on the premises please tick on, if you wish people to be able to purchase alcohol to consume away from the premises please tick off. If you wish people to be able to do both please tick both.
 10. Please give information about anything intended to occur at the premises or ancillary to the use of the premises which may give rise to concern in respect of children regardless of whether you intend children to have access to the premises, for example (but not exclusively) nudity or semi-nudity, films for restricted age groups or the presence of gaming machines.
 11. Please list here steps you will take to promote all four licensing objectives together.
 12. The application form must be signed.
 13. An applicant's agent (for example solicitor) may sign the form on their behalf provided that they have actual authority to do so.
 14. Where there is more than one applicant, both applicants or their respective agents must sign the application form.
 15. This is the address which we shall use to correspond with you about this application.



05 03 18	Layout of upper first floor roof space achieved
06 03 18	Upper first floor completed

design at source

Author:	W. C. C. C.
Job Title:	TRU, Curriculum
Drawing Title:	First Floor Learning Plan

Downloaded At: 11:53 11 September 2009

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Dispersal Procedure for Tru, 52 High Street, Camberley, Surrey, GU15 3RS

Introduction

It is acknowledged by Deltic that there may be a conflict between the legitimate right of the Premises Licence Holder to provide regulated entertainment and other licensable activities and the equally legitimate right of neighbours to enjoy their homes and businesses without disturbance.

Deltic also acknowledges that popular venues are potential sources of nuisance, antisocial behaviour and crime, which may create concern for the immediate neighbourhood, its residents and the relevant authorities.

It is an established policy of Deltic that for each venue a Dispersal Procedure (around the terminal hour) is prepared.

Definition

The Dispersal Procedure is not to be confused with The Evacuation Procedure, any design standard, any other operational policies or any agreed/enforced rules or guidelines.

The Dispersal Procedure (around the terminal hour) is dedicated to make the maximum contribution by exercising pro-active measures, towards and at the end of trading, to move customers from the venue and its immediate area in such a way as to cause minimum disturbance or nuisance to neighbours, both residential and business, and to make the minimum impact upon the neighbourhood in relation to potential nuisance, antisocial behaviour and crime.

The relevance of the time of closure is recognised as meriting this special attention and concern.

This procedure document is specific to this venue and its locality, but it includes a number of functions and tasks which are common to all Deltic venues and/or to all venues of the same brand.

The Dispersal Procedure has been formulated by the local management in conjunction with senior representatives of the venue.

The Dispersal Procedure is subject to review and will address problems and concerns as they are identified in order to establish a permanent reduction or elimination of any nuisance, anti-social behaviour and crime.



Dispersal Procedure Document

1. Relevance of Licensing Conditions:

We will ensure that the conditions of the Premises Licence, around the terminal hour, are strictly adhered to. This will be operated to encourage the dispersal of patrons gradually, both during the last part of trading and following the end of bar service.

During the last 30 minutes of bar service the points in each bar will be reduced and certain staff reallocated to collecting glasses or offer customer service in the cloakroom to assist customer departure. A series of measures will be implemented to assist dispersal throughout this period and the 'drinking-up' time.

2. End of Evening Operational Policies:

We will use volume levels, type of music played and variation of lighting levels to encourage the gradual dispersal of patrons during the last part of trading and during the drinking-up period.

DJ announcements may be used to both encourage a gradual dispersal and to remind customers to be mindful of their behaviour when outside the premises.

3. Cloakroom:

The cloakroom is situated in order to assist the swift return of coats. Management and operation of the cloakroom plays an important part in the dispersal process. (Staffing and control systems are increased in the period prior to bar closure.)

4. Notices at Exit:

In line with company policies, highly visible notices are placed in the foyer requesting exiting customers to leave quietly.

5. Door Supervisors:

We have developed practices which:

- encourage customers to drink-up and progress to the exit within a venue throughout the latter part of drinking-up time;
- draw the attention of exiting customers to the notices in the foyer and ask them to be considerate;



- ensure the removal of all bottles and glasses from any customer who attempts to leave the venue carrying one. A table will be positioned just inside the venue by the door to the foyer to collect glasses/bottles;
- actively encourage customers not to assemble outside the venue;
- direct customers to the nearest taxi ranks or other transportation away from the area.

6. Measures to Promote Customer Dispersal and Safety:

Road Safety: As the venue exits open onto a public footpath, procedures will be implemented to ensure separation of customers and traffic. The High Street currently has a hard closure from 9pm to 4am, but staff will be aware of cars and delivery lorries using the road to access Service Area 6 during these hours.

Rubbish: During the evening any bottles/cans that are seen on the street near the premises, are disposed of by the front door staff. This and any other litter that is found outside the premises after closing, during dispersal is picked up and disposed of by door staff regardless as to who's litter it is.

CCTV is provided outside the premises. Adequate lighting is provided within the vicinity of the premises.

7. Staff:

Consideration is given to procedures for staff departures.

8. Training:

Training at all levels is conducted to ensure understanding and implementation of the venues specific Dispersal Procedure.



In addition to this we will have the following measures in place,

- During dispersal, we will have the following door staff positions in place every trading session;
 - o Two positioned at the front door of the venue to monitor the dispersal of customers and keep a constant flow of customers moving through the doorway.
 - o One positioned outside the entrance to Grace Reynolds Walk of The Square, to stop customers congregating in the sheltered area.
 - o One positioned outside McDonalds to monitor customers on the opposite side of the street.
 - o One positioned next to HSBC to monitor customers using Bissingen Way to access Knoll Road.
 - o As many additional door staff patrolling the area surrounding the venue as required.
 - o Door staff will direct customers to the taxi rank on Obelisk Way or the train station on Pembroke Broadway.

All the positions above will be in constant radio contact with the venue.

All members of the door team who are registered with the Security Industry Authority will wear a body camera and will use it to record any incidents in which they attend.