

**Application for a premises licence to be granted under the Licensing Act 2003**

**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.

**I/We** Jet Black Mcr Limited

*(Insert name(s) of applicant)*

**apply for a premises licence under section 17 of the Licensing Act 2003 for the premises described in Part 1 below (the premises) and I/we are making this application to you as the relevant licensing authority in accordance with section 12 of the Licensing Act 2003**

**Part 1 – Premises details**

Postal address of premises or, if none, ordnance survey map reference or description			
<b>Name TBC</b> <b>Basement of Lloyd House (entrance on Jackson's Row)</b> <b>18-22 Lloyd House</b>			
<b>Post town</b>	Manchester	<b>Postcode</b>	M2 5WA

Telephone number at premises (if any)	
Non-domestic rateable value of premises	<b>£TBC</b>

**Part 2 - Applicant details**

Please state whether you are applying for a premises licence as **Please tick as appropriate**

- a) an individual or individuals \*  please complete section (A)
- b) a person other than an individual \*
  - i as a limited company/limited liability partnership  please complete section (B)
  - ii as a partnership (other than limited liability)  please complete section (B)
  - iii as an unincorporated association or  please complete section (B)
  - iv other (for example a statutory corporation)  please complete section (B)
- c) a recognised club  please complete section (B)
- d) a charity  please complete section (B)

- e) the proprietor of an educational establishment  please complete section (B)
- f) a health service body  please complete section (B)
- g) a person who is registered under Part 2 of the Care Standards Act 2000 (c14) in respect of an independent hospital in Wales  please complete section (B)
- ga) a person who is registered under Chapter 2 of Part 1 of the Health and Social Care Act 2008 (within the meaning of that Part) in an independent hospital in England  please complete section (B)
- h) the chief officer of police of a police force in England and Wales  please complete section (B)

\* If you are applying as a person described in (a) or (b) please confirm (by ticking yes to one box below):

I am carrying on or proposing to carry on a business which involves the use of the premises for licensable activities; or  X

I am making the application pursuant to a statutory function or

a function discharged by virtue of Her Majesty's prerogative

**(A) INDIVIDUAL APPLICANTS** (fill in as applicable)

Mr <input type="checkbox"/>	Mrs <input type="checkbox"/>	Miss <input type="checkbox"/>	Ms <input type="checkbox"/>	Other Title (for example, Rev)	
<b>Surname</b>			<b>First names</b>		
<b>Date of birth</b>			I am 18 years old or over <input type="checkbox"/> Please tick yes		
<b>Nationality</b>					
Current residential address if different from premises address					
Post town				Postcode	
<b>Daytime contact telephone number</b>					
<b>E-mail address (optional)</b>					
Where applicable (if demonstrating a right to work via the Home Office online right to work checking service), the 9-digit 'share code' provided to the applicant by that service (please see note 15 for information)					

**SECOND INDIVIDUAL APPLICANT** (if applicable)

Mr <input type="checkbox"/>	Mrs <input type="checkbox"/>	Miss <input type="checkbox"/>	Ms <input type="checkbox"/>	Other Title (for example, Rev)	
<b>Surname</b>			<b>First names</b>		
<b>Date of birth</b>			I am 18 years old or over <input type="checkbox"/> Please tick yes		
<b>Nationality</b>					
Where applicable (if demonstrating a right to work via the Home Office online right to work checking service), the 9-digit 'share code' provided to the applicant by that service: (please see note 15 for information)					
Current residential address if different from premises address					
Post town				Postcode	
<b>Daytime contact telephone number</b>					
<b>E-mail address (optional)</b>					

**(B) OTHER APPLICANTS**

**Please provide name and registered address of applicant in full. Where appropriate please give any registered number. In the case of a partnership or other joint venture (other than a body corporate), please give the name and address of each party concerned.**

Name Jet Black Mcr Limited
Address Victoria Warehouse Hotel Trafford Park Road Trafford Park Manchester M17 1AB
Registered number (where applicable) 12897197
Description of applicant (for example, partnership, company, unincorporated association etc.) Private Limited Company

Telephone number (if any) [REDACTED]
E-mail address (optional) [REDACTED]

**Part 3 Operating Schedule**

When do you want the premises licence to start?

DD	MM	YYYY
2	0	04 2
0	2	1

If you wish the licence to be valid only for a limited period, when do you want it to end?

DD	MM	YYYY

Please give a general description of the premises (please read guidance note 1)

The purpose of this application is to allow the sale of alcohol, recorded music and live music in the basement level of this premises from 12:00 until 06:00 (closing 30 minutes thereafter.) Late night refreshment shall also be included.

The layout of the premises will be as per the plans deposited with this application. The entrance and exit to the premises is on ground level on Jackson’s Row with the bar at basement level.

If 5,000 or more people are expected to attend the premises at any one time, please state the number expected to attend.

What licensable activities do you intend to carry on from the premises?

(please see sections 1 and 14 and Schedules 1 and 2 to the Licensing Act 2003)

Provision of regulated entertainment (please read guidance note 2)

Please tick all that apply

- 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)

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

X

**Supply of alcohol** (if ticking yes, fill in box J)

X

**In all cases complete boxes K, L and M**

**A**

<b>Plays</b> Standard days and timings (please read guidance note 7)			<b><u>Will the performance of a play take place indoors or outdoors or both – please tick</u></b> (please read guidance note 3)	Indoors	<input type="checkbox"/>
				Outdoors	<input type="checkbox"/>
				Both	<input type="checkbox"/>
Day	Start	Finish			
Mon			<b><u>Please give further details here</u></b> (please read guidance note 4)		
Tue					
Wed			<b><u>State any seasonal variations for performing plays</u></b> (please read guidance note 5)		
Thur					
Fri			<b><u>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</u></b> (please read guidance note 6)		
Sat					
Sun					

## B

<b>Films</b> Standard days and timings (please read guidance note 7)			<b>Will the exhibition of films take place indoors or outdoors or both – please tick</b> (please read guidance note 3)	Indoors	<input type="checkbox"/>			
				Outdoors	<input type="checkbox"/>			
				Both	<input type="checkbox"/>			
Day	Start	Finish	<b><u>Please give further details here</u></b> (please read guidance note 4)					
Mon								
Tue								
Wed								
Thur								
Fri								
Sat								
Sun								
						<b><u>State any seasonal variations for the exhibition of films</u></b> (please read guidance note 5)		
						<b><u>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</u></b> (please read guidance note 6)		

# C

Indoor sporting events Standard days and timings (please read guidance note 7)			<u>Please give further details</u> (please read guidance note 4)
Day	Start	Finish	
Mon			
Tue			<u>State any seasonal variations for indoor sporting events</u> (please read guidance note 5)
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 6)
Fri			
Sat			
Sun			



# D

<b>Boxing or wrestling entertainments</b> Standard days and timings (please read guidance note 7)			<b><u>Will the boxing or wrestling entertainment take place indoors or outdoors or both – please tick</u></b> (please read guidance note 3)	Indoors	<input type="checkbox"/>
				Outdoors	<input type="checkbox"/>
				Both	<input type="checkbox"/>
Day	Start	Finish			
Mon			<b><u>Please give further details here</u></b> (please read guidance note 4)		
Tue					
Wed			<b><u>State any seasonal variations for boxing or wrestling entertainment</u></b> (please read guidance note 5)		
Thur					
Fri			<b><u>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</u></b> (please read guidance note 6)		
Sat					
Sun					

# E

Live music Standard days and timings (please read guidance note 7)			<b><u>Will the performance of live music take place indoors or outdoors or both – please tick</u></b> (please read guidance note 3)	Indoors	X
				Outdoors	<input type="checkbox"/>
Day	Start	Finish		Both	<input type="checkbox"/>
Mon	12:00	06:00	<b><u>Please give further details here</u></b> (please read guidance note 4)		
Tue	12:00	06:00			
Wed	12:00	06:00	<b><u>State any seasonal variations for the performance of live music</u></b> (please read guidance note 5)		
Thur	12:00	06:00			
Fri	12:00	06:00	<b><u>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</u></b> (please read guidance note 6) From the end of permitted hours on New Year's Eve to the start of permitted hours on New Year's Day. An additional hour on the evenings preceding a Bank Holiday. An additional hour on the day British Summer Time begins to disapply its effect.		
Sat	12:00	06:00			
Sun	12:00	06:00			

**F**

Recorded music Standard days and timings (please read guidance note 7)			<u>Will the playing of recorded music take place indoors or outdoors or both – please tick</u> (please read guidance note 3)	Indoors	X
Day				Outdoors	<input type="checkbox"/>
Start	Finish			Both	<input type="checkbox"/>
Mon	12:00	06:00	<u>Please give further details here</u> (please read guidance note 4)		
Tue	12:00	06:00			
Wed	12:00	06:00	<u>State any seasonal variations for the playing of recorded music</u> (please read guidance note 5)		
Thur	12:00	06:00			
Fri	12:00	06:00	<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 6) From the end of permitted hours on New Year’s Eve to the start of permitted hours on New Year’s Day. An additional hour on the evenings preceding a Bank Holiday. An additional hour on the day British Summer Time begins to disapply its effect.		
Sat	12:00	06:00			
Sun	12:00	06:00			

# G

Performances of dance Standard days and timings (please read guidance note 7)			<u>Will the performance of dance take place indoors or outdoors or both – please tick</u> (please read guidance note 3)	Indoors	<input checked="" type="checkbox"/>
Day	Start	Finish		Outdoors	<input type="checkbox"/>
				Both	<input type="checkbox"/>
Mon	12.00	06.00	<b><u>Please give further details here</u></b> (please read guidance note 4)		
Tue	12.00	06.00			
Wed	12.00	06.00	<b><u>State any seasonal variations for the performance of dance</u></b> (please read guidance note 5)		
Thur	12.00	06.00			
Fri	12.00	06.00	<b><u>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</u></b> (please read guidance note 6)		
Sat	12.00	06.00	From the end of permitted hours on New Year's Eve to the start of permitted hours on New Year's Day. An additional hour on the evenings preceding a Bank Holiday.		
Sun	12.00	06.00	An additional hour on the day British Summer Time begins to disapply its effect		

# H

<b>Anything of a similar description to that falling within (e), (f) or (g)</b> Standard days and timings (please read guidance note 7)			Please give a description of the type of entertainment you will be providing		
Day	Start	Finish	<b><u>Will this entertainment take place indoors or outdoors or both – please tick</u></b> (please read guidance note 3)	Indoors	<input type="checkbox"/>
Mon				Outdoors	<input type="checkbox"/>
				Both	<input type="checkbox"/>
Tue			<b><u>Please give further details here</u></b> (please read guidance note 4)		
Wed					
Thur			<b><u>State any seasonal variations for entertainment of a similar description to that falling within (e), (f) or (g)</u></b> (please read guidance note 5)		
Fri					
Sat			<b><u>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</u></b> (please read guidance note 6)		
Sun					

# I

<b>Late night refreshment</b> Standard days and timings (please read guidance note 7)			<b>Will the provision of late night refreshment take place indoors or outdoors or both – please tick</b> (please read guidance note 3)	Indoors	<input type="checkbox"/>
				Outdoors	<input type="checkbox"/>
				Both	X
Day	Start	Finish	<b><u>Please give further details here</u></b> (please read guidance note 4)		
Mon	23:00	05:00			
			<b><u>State any seasonal variations for the provision of late night refreshment</u></b> (please read guidance note 5)		
Tue	23:00	05:00			
			<b><u>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</u></b> (please read guidance note 6)		
Wed	23:00	05:00			
Thur	23:00	05:00			
Fri	23:00	05:00			
Sat	23:00	05:00			
Sun	23:00	05:00			

**J**

<b>Supply of alcohol</b> Standard days and timings (please read guidance note 7)			<b>Will the supply of alcohol be for consumption – please tick</b> (please read guidance note 8)	On the premises	<input type="checkbox"/>
				Off the premises	<input type="checkbox"/>
				Both	X
Day	Start	Finish	<b>State any seasonal variations for the supply of alcohol</b> (please read guidance note 5)		
Mon	12:00	06:00			
Tue	12:00	06:00			
Wed	12:00	06:00			
Thur	12:00	06:00			
Fri	12:00	06:00			
Sat	12:00	06:00			
Sun	12:00	06:00			

**State the name and details of the individual whom you wish to specify on the licence as designated premises supervisor (Please see declaration about the entitlement to work in the checklist at the end of the form):**

<b>Name</b> Leonard Cunningham	
<b>Date of birth</b> [REDACTED]	
<b>Address</b> [REDACTED] [REDACTED] [REDACTED]	
<b>Postcode</b>	[REDACTED]
<b>Personal licence number (if known)</b> [REDACTED]	
<b>Issuing licensing authority (if known)</b> [REDACTED]	

## 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 9).

N/A

## L

<b>Hours premises are open to the public</b> Standard days and timings (please read guidance note 7)			<u>State any seasonal variations</u> (please read guidance note 5)
Day	Start	Finish	
Mon	12:00	06:30	
Tue	12:00	06:30	
Wed	12:00	06:30	
Thur	12:00	06:30	
Fri	12:00	06:30	
Sat	12:00	06:30	
Sun	12:00	06:30	

**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 6)

From the end of permitted hours on New Year's Eve to the start of permitted hours on New Year's Day.  
An additional hour on the evenings preceding a Bank Holiday.  
An additional hour on the day British Summer Time begins to disapply its effect.



## M

Describe the steps you intend to take to promote the four licensing objectives:

**a) General – all four licensing objectives (b, c, d and e) (please read guidance note 10)**

As per the attached Operating Schedule and other policies

**b) The prevention of crime and disorder**

As per the attached Operating Schedule and other policies

**c) Public safety**

As per the attached Operating Schedule and other policies

**d) The prevention of public nuisance**

As per the attached Operating Schedule and other policies

**e) The protection of children from harm**

As per the attached Operating Schedule and other policies

**Checklist:**

**Please tick to indicate agreement**

- I have made or enclosed payment of the fee. X
- I have enclosed the plan of the premises. X
- I have sent copies of this application and the plan to responsible authorities and others where applicable. X
- I have enclosed the consent form completed by the individual I wish to be designated premises supervisor, if applicable. X
- I understand that I must now advertise my application. X
- I understand that if I do not comply with the above requirements my application will be rejected. X
- [Applicable to all individual applicants, including those in a partnership which is not a limited liability partnership, but not companies or limited liability partnerships] I have included documents demonstrating my entitlement to work in the United Kingdom or my share code issued by the Home Office online right to work checking service (please read note 15). X

**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.**

**IT IS AN OFFENCE UNDER SECTION 24B OF THE IMMIGRATION ACT 1971 FOR A PERSON TO WORK WHEN THEY KNOW, OR HAVE REASONABLE CAUSE TO BELIEVE, THAT THEY ARE DISQUALIFIED FROM DOING SO BY REASON OF THEIR IMMIGRATION STATUS. THOSE WHO EMPLOY AN ADULT WITHOUT LEAVE OR WHO IS SUBJECT TO CONDITIONS AS TO EMPLOYMENT WILL BE LIABLE TO A CIVIL PENALTY UNDER SECTION 15 OF THE IMMIGRATION, ASYLUM AND NATIONALITY ACT 2006 AND PURSUANT TO SECTION 21 OF THE SAME ACT, WILL BE COMMITTING AN OFFENCE WHERE THEY DO SO IN THE KNOWLEDGE, OR WITH REASONABLE CAUSE TO BELIEVE, THAT THE EMPLOYEE IS DISQUALIFIED.**

**Part 4 – Signatures** (please read guidance note 11)

**Signature of applicant or applicant’s solicitor or other duly authorised agent** (see guidance note 12). **If signing on behalf of the applicant, please state in what capacity.**

<b>Declaration</b>	<ul style="list-style-type: none"><li>• [Applicable to individual applicants only, including those in a partnership which is not a limited liability partnership] I understand I am not entitled to be issued with a licence if I do not have the entitlement to live and work in the UK (or if I am subject to a condition preventing me from doing work relating to the carrying on of a licensable activity) and that my licence will become invalid if I cease to be entitled to live and work in the UK (please read guidance note 15).</li><li>• The DPS named in this application form is entitled to work in the UK (and is not subject to conditions preventing him or her from doing work relating to a licensable activity) and I have seen a copy of his or</li></ul>
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	her proof of entitlement to work, or have conducted an online right to work check using the Home Office online right to work checking service which confirmed their right to work (please see note 15)
Signature	Kuit Steinart Levy LLP
Date	22 March 2021
Capacity	Solicitors and authorised agent

**For joint applications, signature of 2<sup>nd</sup> applicant or 2<sup>nd</sup> applicant's solicitor or other authorised agent** (please read guidance note 13). **If signing on behalf of the applicant, please state in what capacity.**

Signature	
Date	
Capacity	

Contact name (where not previously given) and postal address for correspondence associated with this application (please read guidance note 14) Kuit Steinart Levy LLP 3 St Mary's Parsonage			
Post town	<b>Manchester</b>	Postcode	<b>M3 2RD</b>
Telephone number (if any)	[REDACTED]		
If you would prefer us to correspond with you by e-mail, your e-mail address (optional) [REDACTED]			

## **Jackson Row**

### **Operating Schedule**

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3. Noise Management
4. Smoking Area

## 1. Operating Schedule

Staff shall be trained in the requirements of the Licensing Act 2003 with regard to the Licensing Objectives.

### The Prevention of Crime and Disorder

- A CCTV system shall be maintained and operated at the premises with cameras positioned both internally and externally.
- Recorded CCTV images will be maintained and stored for a period of twenty-eight days and shall be produced to the Police or Licensing Authority upon request.
- CCTV will be in operation at any time a person is in the premises. Where CCTV is recorded onto a hard drive system, any DVDs subsequently produced will be in a format so it can be played back on a standard PC or DVD player.
- Any person left in charge of the premises must be trained in the use of any such CCTV equipment, and be able to produce CCTV images to an officer from a responsible authority upon request.
- SIA registered door staff shall be employed at the premises, in accordance with a risk assessment, to be carried out by the DPS. When employed, door staff will wear high visibility armbands.
- When employed, a register of those door staff employed shall be maintained at the premises and shall include:
  - the number of door staff on duty;
  - the identity of each member of door staff;
  - the times the door staff are on duty.
- Open containers of alcohol shall not be removed from the premises, save for consumption in any delineated external area.
- Staff will be trained in the laws relating to under age sales, and that training shall be documented and repeated at 6 monthly intervals.
- A refusals book will be maintained at the premises, and made available to an officer of a responsible authority upon request.

### Public Safety

- A first aid box will be available at the premises at all times.
- Regular safety checks shall be carried out by staff.
- Management shall liaise with the Fire Authority as necessary to ensure compliance with all necessary fire regulations.
- The premises shall maintain an Incident Log and public liability insurance.

### The Prevention of Public Nuisance

- Noise from amplified music or voices shall not be such as to cause a noise nuisance to occupants of nearby premises.
- No noise shall emanate from the premises nor vibration be transmitted through the structure of the premises which gives rise to a nuisance.
- The exterior of the building shall be cleared of litter at regular intervals.
- Notices will be positioned at the exits to the building requesting customers to leave in a quiet manner.
- Doors and windows at the premises are to remain closed after 23:00, save for access and egress.
- A dispersal, noise and smoking policy will be implemented and adhered to (see below).
- The emptying of bins into skips, and refuse collections will not take place between 23:00-07:00.

### The Protection of Children From Harm

- A "Challenge 25" Policy shall be implemented in full and appropriate identification sought from any person who appears to be under the age of 25. The only acceptable forms of ID are photographic driving licences, passports, HM forces warrant cards, EU/EEA national ID card or similar document or a form of identification with the "PASS" hologram.
- Staff training will include the Challenge 25 Policy and its operation. In particular, staff shall be trained to take such action as is necessary to prevent the sale of alcohol to persons over the age of 18 where those customers are engaged in the distribution of alcohol to persons under the age of 18. The training must be given to a new member of staff before they commence employment and all staff must receive refresher training every 6 months.
- Notices advising what forms of ID are acceptable must be displayed.
- Notices must be displayed in prominent positions indicating that the Challenge 25 policy is in force.

## 2. Dispersal Strategy

The effective dispersal of patrons, especially in the later hours, is key in ensuring we meet our overriding aim of being a courteous and responsible neighbour. We intend to ensure that our guests are dispersed in a controlled fashion so as to avoid congestion or disturbance to the local area.

At peak dispersal times, SIA Security Staff and a member of Senior Management will be deployed to dispersal and street management roles. This policy focuses on peak dispersal times although appropriate staff will be in place throughout operating hours to address customer needs and promote the Licensing Objectives.

### Staff

Staff will come and go from the venue throughout the working day depending on their shift pattern. Due to our focus on staff awareness and the fact that they will be arriving/departing at different times, there should be no material disturbance to the local area. To support this, all staff will be briefed on the need to respect our neighbours and keep noise to a minimum when arriving and departing; adherence to this policy is to be a term of employment, giving management effective control.

### Patrons

The vast majority of guests leaving the premises will make use of public transport or private hire transport, save where they live locally, when they will likely walk home. There are excellent transport links in the vicinity of the premises and staff are trained to make these clear to guests.

Throughout out operation, with a heightened awareness in the later hours, our staff will look out for any customer who is or becomes vulnerable, with appropriate steps to be taken in ensuring the customer's safety and comfort. If necessary, transport home will be arranged at the Premises' expense.

### Dispersal Plan

Our Dispersal Plan will be produced for the premises based on the above governing information, to assist in the promotion of the licensing objectives, with particular regard to:

- The Prevention of Crime and Disorder; and
- The Prevention of Public Nuisance; and
- Public Safety.

This plan is subject to change from time to time as it evolves through operational learnings and discussions with local stakeholders.

The management are aware of the potential for neighbourhood noise and disturbance as patrons leave at peak dispersal times. The management have implemented this written dispersal plan to move patrons from the premises and its immediate vicinity in such a way as to prevent disturbance or nuisance to our neighbours. It will be the responsibility of all members of staff to support this policy.

To aid patrons in departing the premises, we will provide information as to available onward transport on our website and in the premises.

### Winding-down Period

1. We will operate an effective “wind-down” procedure in order to facilitate orderly dispersal of patrons.
2. Members of staff will be re-allocated to their “Dispersal Roles” over a 30 minute period to prepare for dispersal.
3. The premises will promote the gradual departure of patrons, controlling the flow of patrons by carefully managing the cloakroom and lobby areas of the premises.
4. Internal lighting levels will be increased during the last 30 minutes of any event save where inappropriate due to the theatrical performance taking place.
5. Music (where provided) will be played at a lower level gradually reducing until it is at quiet, background level.
6. Door Supervisors are to be trained on the following:-
  - a. The nearest mode of public transport;
  - b. Details of where to find taxis and a number of a local provider;
  - c. General local knowledge so that security can help guests with directions;
  - d. The allocation of roles during nightly team briefings.
  - e. The identification of any action points to be put forward during the end of door-team meetings.



## Notices

7. Notices shall be displayed in the premises lobby area and all exit doors requesting that patrons respect the needs of the local residents and leave the premises and the local area quietly.
8. The above message will be repeated and enforced on our social media and website.
9. All employees are given appropriate instructions and training to encourage patrons to leave the premises and the area quietly, using the notices to amplify their message.

## Taxi Service

10. Staff will ensure patrons can wait inside our lobby while waiting for taxis.
11. Staff will ensure that car doors are not slammed and will ensure that taxi drivers keep engines turned off if they are parked outside.
12. Arrangements are made with all local taxi firms for taxis to stop at a safe stopping place when collecting patrons. A recommended list of local taxi companies is available to patrons.
13. Taxi drivers will be asked to remain in their vehicles and radios should not be played at a volume likely to disturb the neighbourhood.
14. At the end of the shift employees will say goodbye to each other inside the premises and arrange for lifts or taxis to collect them at a convenient and safe stopping point away from residential properties.

## Overall

Staff shall be in place at the exit to wish patrons farewell and ask them to leave quietly and shall answer any questions regarding transport availability. Staff will address any departing patrons congregating outside of the premises. Staff will at all times be aware of activity outside of the premises and employ best efforts to minimise bad behaviour.

Management will identify areas of particular sensitivity (nearby residences) and provide a presence in those places to minimise potential problems. Whilst carrying out their duties outside of the premises, all staff are trained not to behave in a manner likely to disturb the neighbourhood, conversation and laughter must be quiet. Longer-range communication should be through an earpiece, avoiding the need for raised voices.

Management staff will attach the utmost importance to the investigation of any complaints of noise nuisance or antisocial behaviour linked to premises. We will build and maintain links with local residents including hosting meetings here at the premises, where our neighbours will be able to raise any issues with us direct. This will be supported through the creation of a WhatsApp (or similar) group that will facilitate instantaneous real-time communication between residents, "on the ground" staff and senior management. The telephone number of the General Manager will be made available to all of our neighbours.

### 3. Noise Management

We are a considerate premises. There are a number of residential properties in the area around us and we will manage all noise from the premises so we do not disturb people resting and sleeping in their homes.

There are a number of other licensed premises in the area and these may create noise but there is no reason why our operation should not be rigorously controlled so that any noise we or our patrons make is kept to a minimum. We therefore have a comprehensive approach to managing noise from our premises, and from the area outside our premises. The following points are critical to our Noise Management Strategy and are used in conjunction with our end of night Dispersal Strategy:

- We will ensure that noise emanating from our premises will not cause a nuisance at any nearby residential properties.
- Doors and windows will be kept closed except for access and egress after 21:00hrs. This is to be monitored and enforced by staff positioned at each exit.
- The street outside is monitored throughout all hours of operation. Noisy behaviour will not be tolerated. Any patrons found to be making excessive noise or any noise that may cause a nuisance to our neighbours will be required to leave the area and barred from the premises.
- We will aim to ensure no queue forms outside of the premises, managing our waiting patrons inside. Where a number of groups arrive at the same time and we cannot accommodate them inside whilst being admitted, we will ensure they are monitored in an identified location outside and brought inside as soon as possible.
- Patrons leaving the premises temporarily to smoke, after 9pm, will be directed to the designated and managed smoking area.
- Drinks will not be allowed to be taken outside. Prominent signage is placed to that effect and this will be enforced with vigilant security presence as patrons leave.
- No regulated entertainment will take place outside.
- Arrangements are in place to ensure that deliveries will only take place between 07:00 - 23:00, Monday-Saturday except where the need for access at other times is unavoidable and specific procedures are in place to limit disturbance.
- Glass recycling can make noise. Empty bottles will be placed in containers/bags inside the premises. No empty bottles are to be tipped or thrown into outside storage receptacles between 23:00 - 07:00.
- We will ensure that waste is correctly packaged and refuse can be removed quickly and efficiently.
- Our sound system uses a number of high quality speakers rather than a limited number of high-power speakers that create excessive localized noise, and includes a limiter which is set and locked so that the system cannot operate beyond a preset maximum level.
- Any glass or bottles in the immediate vicinity of the premises will be cleared and then safely disposed of. Bottles and glasses will not originate from our premises because we do not allow them to be taken off our Licensed Premises, but we still make an effort to keep the public areas tidy and safe.
- We are proud of the area we work in. We will endeavour to keep the area clean and attractive for our guests and our neighbours. This means dealing with debris outside that may have nothing to do with us but in the interests of making this a better area we will still clear it up. This aids in influencing customer perception and thereby moderating behavior.
- We will constantly review our Noise Management Strategy and respond quickly to the needs of our neighbours.

#### 4. Smoking Area

- The proposed smoking area will be located on the ground floor outside the premises, in close proximity to the entrance & away from and neighboring businesses or residential hotspots.
- This area will be monitored by CCTV & at least SIA security.
- This area will be cordoned & entry/exit controlled by a barrier system.
- Suitable receptacles shall be provided for smokers to dispose of cigarette butts. The area will be regularly cleaned by our staff.
- Open containers of alcohol shall not be permitted in this area.
- Signage will be displayed advising guests to keep noise to a minimum. Patrons that disregard the signage & any verbal instructions regarding noise will be asked to move inside or leave the premises.

#### Appendix

##### Jackson Row - Smoking Area & Entrance Queue Location

