

QUEUE MANAGEMENT POLICY

1. Door supervisors shall monitor any queuing for entry to the premises and ensure so far as is possible that any noise emanating from queuing patrons is kept to a minimum.
2. At least one CCTV camera shall be positioned at the entrance to the premises to capture images of all customers entering or leaving.
3. Any person who tries to gain entry to the premises and appears intoxicated or who is involved in disorderly conduct shall be denied access to the premises.
4. With regard to the VIP patrons a section of the entrance shall be dedicated to such a purpose.

DISPERSAL POLICY

5. Music - consideration shall be given to the volume levels, type of music played coupled with the usage of lighting levels designed to encourage the gradual dispersal of patrons during the last part of the evening.
6. Door personnel, and management staff, shall be employed outside the premises and shall assist with the orderly and gradual dispersal of patrons.
7. Staff Members (including door personnel) shall advise patrons to leave the premises quickly and quietly out of respect for our neighbours.
8. In order to assist in the orderly dispersal of customers towards the end of the evening, two door supervisors' shall be positioned at the junction of Longworth Street and St John Street to ensure dispersal towards Deansgate. The door supervisors' shall be in position for at least 30 minutes before and 30 minutes after the premises close. The door supervisors' shall wear high visibility clothing and shall have Nitnet radio system in their possession at all times. The door supervisors' are to remain in position until both Longworth Street and St John Street are clear of patrons of the premises.
9. Notices shall be displayed requesting our customers to leave quietly and in an orderly manner out of consideration to neighbours and their attention shall be drawn to these notices by members of staff (including door personnel).
10. We shall ensure the removal of all bottles and drinking receptacles from any patron before exiting the premises.
11. Management and staff shall actively discourage our customers from assembling outside the premises at the end of the evening.
12. Management and staff shall come to an arrangement with a private hire taxi company whose telephone number shall be provided to customers to use on the basis that such company shall operate a ring back system and not sound horns when collecting their fare. Any patrons awaiting the arrival of a taxi shall be encouraged to wait inside the premises.
13. Customers shall be directed towards taxis which shall not be permitted to collect their fare on Longhurst Street and shall be directed to St Johns Street. There shall be adequate number of door supervision to ensure the safe monitoring and escorting of customers to taxis between the club entrance and St Johns Street.
14. Consideration shall be given to staff departures. Staff shall be instructed to leave the premises quietly and to request that any waiting taxis do not leave their engines running or sound their horns whilst waiting.

SMOKING POLICY

15. A delineated smoking area shall be provided for those patrons of the premises who wish to smoke.
16. The smoking area shall be in range of the CCTV system.
17. Management shall ensure that a nominated member of staff shall supervise the area after 0000.

18. Suitable receptacles shall be provided and maintained for the disposal of cigarette litter within the area.
19. Signs shall be displayed within the smoking area requesting customers keep noise to a minimum.
20. Patrons who disregard signage and/or verbal instructions may not be readmitted to the premises and may be barred from the premises in future