

Hop Garden, Metchley Lane

External Area Management and Dispersal Policy

Introduction

The management of the Hop Garden are committed to trading in a way that causes as little disruption or disturbance to local residents as possible.

All management and staff will be made aware of the terms of this policy and the importance of effecting effective management of the external area and as quiet a dispersal at the end of each evening's trading as possible.

There are a number of conditions on the premises licence which are designed to assist with this and again management and staff will be familiar with these.

The principal aim will be to ensure that the external area is managed effectively and that at the end of trade, customers are moved away from the premises and encouraged to disperse quickly and quietly away from the premises, respecting the rights of local residents.

Management of the external area

Staff will make regular checks of the external areas to ensure that any noise emanating from the area is not excessive or likely to cause disturbance to local residents.

When music is being played in the garden, staff will also make regular checks at the front of the premises to assess the level of noise from music in order to ensure that residents are not disturbed.

The exit from the beer garden onto Alma Passage already ensures that customers are dispersed away from the majority of residential properties where possible. Staff will undertake checks of Alma Passage at the start of trade, during the evening's trade and at the end of the trading period to ensure that any litter associated with the premises is cleared.

There will be a maximum of 8 live music events in the beer garden, per year.

End of Evening Operational Policies

Where appropriate the premises will use volume levels, type of music and variation of lighting levels and advice to encourage the gradual dispersal of customers during the latter part of trading.

Management and staff will encourage customers to leave gradually and as quietly as possible.

Notices will be displayed at exits requesting customers are mindful of local residents and leave the area as quickly as possible.

Contact with management

The management of the premises will ensure that a dedicated contact number is available to residents living within the neighbouring properties to the Hop Garden. This will ensure that

residents have a dedicated point of contact at all times the premises is trading and, in particular, this will allow residents to contact the management team when the external area is being used for by customers and when music is taking place in the external area.