



INCIDENT REPORT FORM

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1035042

Patrick House, Gosforth Park Avenue, Gosforth Business Park, Newcastle upon Tyne, NE12 8EG

Telephone Office: 0191 216 0411 Fax: 0870 421 5857

Website: www.phoenixsecurityuk.co.uk Email: info@phoenix-security.co.uk

☐ MINOR

☒ MODERATE

☐ MAJOR

IF A MAJOR INCIDENT OCCURS, PLEASE CONTACT OUR CONTROL ROOM ASAP ON: 0191 216 0411

VENUE: Hampton by Hilton Bham DATE: 4/9/2016 TIME: 04:05

NAME: (person completing form)

SIA BADGE No: (full)

AUTHORITY VISITS

- ☒ POLICE
- ☐ AMBULANCE
- ☐ FIRE
- ☐ COUNCIL

ACCIDENT/INCIDENT

- ☒ FIGHT/ABUSIVE BEHAVIOUR/VIOLENCE
- ☐ ACCIDENT
- ☐ THEFT
- ☐ FATALITY

SUPPORTIVE EVIDENCE ATTACHED

- ☒ CCTV FOOTAGE
- ☐ WITNESS STATEMENTS
- ☐ CONTACT DETAILS OF WITNESS
- ☒ INCIDENT REPORT COMPLETE

DETAILED DESCRIPTION OF INCIDENT: Zara's incident at 04:05 a black male was dragged out of Zara's by two security guards by his arms, then chucked onto the pavement, a argument between the male and the guards took place, then the guards chased the male up the road. After the guards returned the male came back but a police patrol van was outside which took the male away from the venue.

NAMES OF STAFF MEMBER/S INVOLVED & SIA BADGE NUMBER:

ACTION TAKEN:

NAME, RANK AND NUMBER OF POLICE OFFICER/S INVOLVED:

POLICE OFFICER SIGNATURE IF POSSIBLE:

NAME OF INDEPENDANT WITNESS

ADDRESS

TELEPHONE No:

SIGNATURE OF WITNESS

SIGNATURE OF VENUE MANAGER:

OFFICE USE ONLY: OPERATIONS MANAGER:

COMPLIANCE MANAGER:

Ref No

Priority Price

Ref No of Venue

QC No 36

Company registration number 6162167



PHOENIX SECURITY
SECURITY IS NOT AN ISSUE

INCIDENT REPORT FORM

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1035034



PHOENIX EYE
WHO'S WATCHING YOU

Patrick House, Gosforth Park Avenue, Gosforth Business Park, Newcastle upon Tyne, NE12 8EG
Telephone Office: 0191 216 0411 Fax: 0870 421 5857
Website: www.phoenixsecurityuk.co.uk Email: info@phoenix-security.co.uk

☒ MINOR

☐ MODERATE

☐ MAJOR

*IF A MAJOR INCIDENT OCCURS, PLEASE CONTACT OUR CONTROL ROOM ASAP ON: 0191 216 0411

VENUE: Hampton by Hilton *Bham*

DATE: 27/8/2016

TIME: 04:17

NAME: (person completing form)

SIA BADGE No: (full)

AUTHORITY VISITS

- ☒ POLICE
- ☐ AMBULANCE
- ☐ FIRE
- ☐ COUNCIL

ACCIDENT/INCIDENT

- ☒ FIGHT/ABUSIVE BEHAVIOUR/VIOLENCE
- ☐ ACCIDENT
- ☐ THEFT
- ☐ FATALITY

SUPPORTIVE EVIDENCE ATTACHED

- ☒ CCTV FOOTAGE
- ☐ WITNESS STATEMENTS
- ☐ CONTACT DETAILS OF WITNESS
- ☒ INCIDENT REPORT COMPLETE

DETAILED DESCRIPTION OF INCIDENT: At 04:17 group of black males were kicked out of club Zoraa, between themselves started arguing then it escalated to a fight but police were on the scene to try and break it up. The two groups were calmed down and dispersed from both ends of Broadstreet when a police van arrived to assist further in clearing the road.

NAMES OF STAFF MEMBER/S INVOLVED & SIA BADGE NUMBER:
ACTION TAKEN:

NAME, RANK AND NUMBER OF POLICE OFFICER/S INVOLVED:
POLICE OFFICER SIGNATURE IF POSSIBLE:
NAME OF INDEPENDANT WITNESS:
ADDRESS:

TELEPHONE No:

SIGNATURE OF WITNESS:
SIGNATURE OF VENUE MANAGER:

OFFICE USE ONLY: OPERATIONS MANAGER:

COMPLIANCE MANAGER:



PHOENIX SECURITY
Security is not an option

INCIDENT REPORT FORM

maybo



1035023



PHOENIX EYE
What's watching your business?

Patrick House, Gosforth Park Avenue, Gosforth Business Park, Newcastle upon Tyne, NE12 8EG

Telephone Office: 0191 218 0411 Fax: 0870 421 5857

Website: www.phoenixsecurityuk.co.uk Email: info@phoenix-security.co.uk

☐ MINOR

☒ MODERATE

☐ MAJOR

IF A MAJOR INCIDENT OCCURS, PLEASE CONTACT OUR CONTROL ROOM ASAP ON: 0191 218 0411

VENUE: Hampton by Hilton

DATE: 30/7/2016 TIME: 01:25 am

NAME: (person completing form)

SIA BADGE No: (full)

AUTHORITY VISITS

- ☐ POLICE
- ☐ AMBULANCE
- ☐ FIRE
- ☐ COUNCIL

ACCIDENT/INCIDENT

- ☒ FIGHT/ABUSIVE BEHAVIOUR/VIOLENCE
- ☐ ACCIDENT
- ☐ THEFT
- ☐ FATALITY

SUPPORTIVE EVIDENCE ATTACHED

- ☐ CCTV FOOTAGE
- ☐ WITNESS STATEMENTS
- ☐ CONTACT DETAILS OF WITNESS
- ☒ INCIDENT REPORT COMPLETE

DETAILED DESCRIPTION OF INCIDENT: 31/7/16 - 01:25 - Fights broke outside. Zairas, Asian group of males chucked barriers against the door man. Then group went up and down the road. Then dispersed when the police came. Check camera for footage.

02:25 - ICI (white) female, was asked kindly to not sit on the outdoor furniture and offered to come inside and sit on the couch. As she was a customer staying in the hotel, she started to argue that she could do what she liked. I informed her that it wasn't safe to sit outside because of passers by and the non stop kick-offs on the road. Started saying "Jabs worth" and started swearing and walked off into a taxi.

04:20 - People coming out of Zairas, fight broke out. Check camera. Police at scene, then emergency services (Ambulance) arrived to treat an individual. Litter like empty on the floor outside the front gates of Zairas. More people came out and more noise and issues caused more police to arrive, they said it was brought in but not used. Everything started to clear around 05:30 am.

NAMES OF STAFF MEMBER/S INVOLVED & SIA BADGE NUMBER:
ACTION TAKEN:

NAME, RANK AND NUMBER OF POLICE OFFICER/S INVOLVED:
POLICE OFFICER SIGNATURE IF POSSIBLE:
NAME OF INDEPENDANT WITNESS:
ADDRESS:

TELEPHONE No:

SIGNATURE OF WITNESS:
SIGNATURE OF VENUE MANAGER:

OFFICE USE ONLY: OPERATIONS MANAGER:

COMPLIANCE MANAGER:

White copy Office

Pink copy Police

Yellow copy Venue

OC No 35

Company registration number 6360167



INCIDENT REPORT FORM

1035024



PHOENIX EYE

Patrick House, Gosforth Park Avenue, Gosforth Business Park, Newcastle upon Tyne, NE12 8EG.

Telephone Office: 0191 216 0411 Fax: 0870 421 5857

Website: www.phoenixsecurityuk.co.uk Email: info@phoenix-security.co.uk

☒ MINOR

☐ MODERATE

☐ MAJOR

IF A MAJOR INCIDENT OCCURS, PLEASE CONTACT OUR CONTROL ROOM ASAP ON: 0191 216 0411

VENUE: Hampton by Hilton

DATE: 24.7.16

TIME: 02:50

NAME: (person completing form)

SIA BADGE No: (full)

AUTHORITY VISITS

- ☐ POLICE
- ☐ AMBULANCE
- ☐ FIRE
- ☐ COUNCIL

ACCIDENT/INCIDENT

- ☒ FIGHT/ABUSIVE BEHAVIOUR/VIOLENCE
- ☐ ACCIDENT
- ☐ THEFT
- ☐ FATALITY

SUPPORTIVE EVIDENCE ATTACHED

- ☒ CCTV FOOTAGE
- ☐ WITNESS STATEMENTS
- ☐ CONTACT DETAILS OF WITNESS
- ☒ INCIDENT REPORT COMPLETE

DETAILED DESCRIPTION OF INCIDENT: Hearing noise outside the hotel front door myself and staff. Outside to see what was happening. Across the road 2 groups were fighting with the door staff. I recorded the incident and asked our hotel customers to come inside for their own safety, so if it progressed towards us the customers weren't getting involved. Few more incidents occurred to which I and colleagues kept going by the front entrance to make sure our customers were safe. [check camera]

I got called to 2nd floor reception to escort a customer to the 16th floor which he presumed he was staying as he told her 1616. After discussion he went to 12th floor so reception made him a room because his room was 1212 and not 1616. In the morning he stayed in the room as the customer was highly drunk and was screaming at her and he came frustrated. I recorded the incident but when we checked the room to make sure it was his [Time: 09:10 am]

NAMES OF STAFF MEMBERS INVOLVED & SIA BADGE NUMBER:

ACTION TAKEN: Assist

NAME, RANK AND NUMBER OF POLICE OFFICER/S INVOLVED:

POLICE OFFICER SIGNATURE IF POSSIBLE:

NAME OF INDEPENDANT WITNESS:

ADDRESS:

TELEPHONE No:

SIGNATURE OF WITNESS:

SIGNATURE OF VENUE MANAGER:

COMPLIANCE MANAGER:

OFFICE USE ONLY: OPERATIONS MANAGER:

OC No 36

Company registration number 8380167

White copy Office

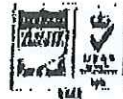
Pink copy Police

Yellow copy Venue



PHOENIX SECURITY
SECURITY IS NOT AN EVENT

INCIDENT REPORT FORM



1035049



PHOENIX EYE
EYES THAT NEVER SLEEP

Patrick House, Gosforth Park Avenue, Gosforth Business Park, Newcastle upon Tyne, NE12 8EG

Telephone Office: 0191 216 0411 Fax: 0870 421 5857

Website: www.phoenixsecurityuk.co.uk Email: info@phoenix-security.co.uk

☐ MINOR

☒ MODERATE

☐ MAJOR

***IF A MAJOR INCIDENT OCCURS, PLEASE CONTACT OUR CONTROL ROOM ASAP ON: 0191 216 0411**

VENUE: Hampton by Hilton Bham

DATE: 18/9/2016 TIME: 04:30

NAME: (person completing form)

SIA BADGE No: (full)

16

AUTHORITY VISITS

- ☐ POLICE
☐ AMBULANCE
☐ FIRE
☐ COUNCIL

ACCIDENT/INCIDENT

- ☒ FIGHT/ABUSIVE BEHAVIOUR/VIOLENCE
☐ ACCIDENT
☐ THEFT
☐ FATALITY

SUPPORTIVE EVIDENCE ATTACHED

- ☒ CCTV FOOTAGE
☐ WITNESS STATEMENTS
☐ CONTACT DETAILS OF WITNESS
☐ INCIDENT REPORT COMPLETE

DETAILED DESCRIPTION OF INCIDENT: Zara's, two black males got kicked out of the venue then started to abuse the door staff, to which one male went for one of the door staff but got taken away by his mate. The male kept pushing to attack the door member but staff were keeping him away until the police arrived which quickly dispersed the crowds around.

Fight also broke out outside Fred Republic, staff came out to disperse the crowds then police came but everything had been dispersed by then.

NAMES OF STAFF MEMBER/S INVOLVED & SIA BADGE NUMBER:
ACTION TAKEN:

NAME, RANK AND NUMBER OF POLICE OFFICER/S INVOLVED:
POLICE OFFICER SIGNATURE IF POSSIBLE:
NAME OF INDEPENDANT WITNESS:
ADDRESS:

TELEPHONE No:

SIGNATURE OF WITNESS:
SIGNATURE OF VENUE MANAGER:

OFFICE USE ONLY: OPERATIONS MANAGER:

COMPLIANCE MANAGER:



Public Register: Licence Report

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7. Events

1. Licence

Summary of the licence certificate.

Application Reference	83973
Licence Holder Name	Five Rivers 2 UK Limited
Registered Company Number	07421533
Licence Number	4052
Time Limited Start Date	N/A
Time Limited End Date	N/A
Issue Number	1
Issue Date	21/12/2013
Grant Date	20/11/2013
Granted By	David Kennedy
Status	Current
Representation Start Date	23/09/2013
	21/10/2013

Representation	
End Date	

2. Current Designated Premises Supervisor

A DPS is required wherever there is a licenced activity for the sale of alcohol for consumption on or off the premises.

Status	Assigned
Name	Miss Victoria Sherwin
Licence Number	3683
Issuing Authority	Birmingham
Start Date	23/09/2013

3. Premises Details

Details of the premises, the licensed activities and hours of operation.

Premises Name	Zara's Bar
Premises Type	BAR/RESTAURANT
Premises Address	80 Broad Street, Birmingham, B15 1AU
Ward Name	LADYWOOD

3.1 Licensable Activities

A list of activities for which this premises is licensed.

Code	Description
A	Plays
B	Films
C	Indoor sporting events
E	Live music
F	Recorded music
G	Performances of dance
H	Anything of similar description to that falling within (live music), (recorded music) or (performances of dance)
L	Late night refreshment
M3	Sale of alcohol by retail (both on & off the premises)

3.2 Activity Times

The times of day during which the activities listed in 3.1 are permitted. Where the start time is later than the end time, the period of activity spans mid-night. Where the start time is equal to the end time, the period licensed is 24 hours.

Days	Start Time	End Time	Licensed Activity Codes
Monday - Sunday	07:00	06:00	A , B , C , E , F , G , H , M3
	23:00	05:00	L

3.3 Operating Hours

The hours of operation of the premises during the day. Where the start time is later than the end time, the period of operation spans mid-night. Where the start time is equal to the end time, the period of allowed operation is 24 hours.

Days	Start Time	End Time
Monday - Sunday	07:00	06:30

4. Conditions

4.1 Mandatory Conditions

Mandatory conditions attached to the licence.

Objective	Condition
N/A	No supply of alcohol may be made under the premises licence (a) at a time when there is no designated premises supervisor in respect of the premises licence, or (b) at a time when the designated premises supervisor does not hold a personal licence or his personal licence is suspended.
N/A	Every retail sale or supply of alcohol made under this licence must be made or authorised by a person who holds a personal licence.
N/A	Each individual assigned to carrying out a security activity must be licensed by the Security Industry Agency.
N/A	The admission of children under the age of 18 to film exhibitions permitted under the terms of this licence shall be restricted in accordance with any recommendation made: (a) By the British Board of Film Classification (BBFC), where the film has been classified by that Board, or (b) By the Licensing Authority where no classification certificate has been granted by the BBFC, or, where the licensing authority has notified the licence holder that section 20(3)(b) (s74(3)(b) for clubs) of the Licensing Act 2003 applies to the film.

4.2 Operating Conditions

Operating conditions attached to the licence and classified by objective:

General

General conditions consistent with the operating schedule.

Crime

Conditions consistent with, and to promote the prevention of crime and disorder.

Safety

Conditions consistent with, and to promote public safety.

Nuisance

Conditions consistent with, and to promote the prevention of public nuisance.

Child

Conditions consistent with, and to promote the protection of children from harm.

Objective	Condition
GENERAL	CCTV to be installed and maintained to the satisfaction of West Midlands Police. The CCTV system to be in full working order at all times when the premises are open for licensable activities. The CCTV system shall record and store images for a minimum of 30 days. Images to be made available to West Midlands Police and Local Authority officers upon request.
GENERAL	The premises will risk assess its standard operating procedures covering seven days a week, included in this risk assessment will be any security provisions. A copy of risk assessments to be made available to West Midlands Police Licensing Department (Steelhouse Lane).
CRIME	The use of the premises for licensable activities between 0400 and 0600 hours is subject to 7 days notice (28 days notice in respect of "risk" events) by any means to the West Midlands Police Licensing Department at Steelhouse Lane Police Station, or such other officer or Police Station as shall have been notified to the Designated Premises Supervisor in writing. A "risk" event is defined as a music event attracting a defined or special interest audience. In such case the Police shall have the right to veto the use of the premises for that event during those hours by giving notice within 3 days of notification.
CRIME	External Promoted Events: If the premises has any late night external promoter event which is not part of the standard operating procedure, then a separate risk assessment will be completed and forwarded to the Licensing Department at Steelhouse Lane Police Station at least 28 days, or such other time as agreed with West Midlands Police Licensing Department, before the event. Any additional conditions (in writing) required by West Midlands Police will become a condition of the premises licence for the purposes of that event.
CRIME	The premises will implement and put in practice a drugs policy and an incident log book will be kept and maintained on the premises, and will be made available for inspection by West Midlands Police and responsible authorities.

Objective	Condition
CRIME	The Premises License Holder shall ensure members of staff will receive regular training in their responsibilities under the Licensing Act 2003, to include use of the proof of age scheme adopted by the premises. Such training to be documented and records shall be retained at the premises and produced to responsible authorities upon reasonable request.
CRIME	The Premises licence holder will ensure that the Designated Premises Supervisor, or such other member of staff as may be nominated by him/her, attends local Pubwatch (or such other similar scheme).
SAFETY	SIA registered door supervisors will be engaged at the premises in accordance with the standard operating procedures risk assessment. Door staff profiles will be retained for all staff that are working in the premises or have been working at the premises in the last 3 months. Profiles are to be proof of identity (photocopy of driving licence or passport) and proof of address (utility bill or bank statement). Proof of address is not required when proof of identity is a new photo driving licence. Profiles are to be available for inspection on request by a responsible authority.
SAFETY	The Premises License Holder shall ensure when door supervisors are engaged at the premises they shall wear Hi-Vis armbands at all times.
NUISANCE	There shall be adequate supervision of the external area, and security provision will be assessed within the standard operating procedure risk assessment (see above).
NUISANCE	The licence holder or designated premises supervisor will ensure that music sound levels are monitored, and that regular patrols are carried out by designated members of staff, internally and externally, to limit any noise pollution during regulated entertainment in the premises.
NUISANCE	The premises License Holder shall ensure notices are displayed on the premises asking customers to respect local residents when leaving the premises.
CHILD	The premises will implement a Challenge 25 proof of age scheme.
CHILD	If the premises wishes to hold an under 18 event, 28 days notice will be provided to the Licensing Department at Steelhouse Lane Police Station, together with a risk assessment for the event.

4.3 Committee Conditions

Conditions attached to the licence after a hearing by the licensing authority and classified by objective:

General

General conditions consistent with the operating schedule.

Crime

Conditions consistent with, and to promote the prevention of crime and disorder.

Safety

Conditions consistent with, and to promote public safety.

Nuisance

Conditions consistent with, and to promote the prevention of public nuisance.

Child

Conditions consistent with, and to promote the protection of children from harm.

Objective	Condition
GENERAL	Conditions as stated below under the appropriate licensing objective.
CRIME	N/A
SAFETY	N/A
NUISANCE	Doors and windows: The applicant shall ensure that all doors and windows are shut during the provision of regulated entertainment save for access or egress.
NUISANCE	Noise limiter: The applicant shall install a noise limiter at the premises to be calibrated at a level set by Environmental Health.
CHILD	N/A

5. Licence History

The history of variation and transfer applications since the initial application for grant or conversion.

No Information available

6. Designated Premises Supervisor History

A list of all Designated Premises Supervisors that have been responsible for sale of alcohol from the premises.

No Information available

7. Events

Other significant events recorded for this licence.

Date	Reference	Event Name
21/12/2013	83973	Issue
20/11/2013	83973	Licence Approval
20/11/2013	83973	Committee Decision
23/09/2013	83973	Licensable Activities Added/Changed
23/09/2013	83973	Licensable Activities Added/Changed

Date	Reference	Event Name
23/09/2013	83973	Licensable Activities Added/Changed
23/09/2013	83973	Licensable Activities Added/Changed
23/09/2013	83973	Licensable Activities Added/Changed
23/09/2013	83973	Licensable Activities Added/Changed
23/09/2013	83973	Licensable Activities Added/Changed
23/09/2013	83973	Licensable Activities Added/Changed
23/09/2013	83973	Licensable Activities Added/Changed
23/09/2013	83973	Licensable Activities Added/Changed
23/09/2013	83973	Application Received (New Application)

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17013, Birmingham, B6 9ES
Tel: 0121 303 9896
Email: licensing@birmingham.gov.uk

[Top](#)







Zara's Bar – 80 Broad Street, Birmingham

Proposed additional Conditions

1. All staff at the premises to be trained to ensure the quiet departure of patrons from the premises.
2. The Premises shall monitor recorded sound levels emanating from the Premises whenever regulated entertainment is taking place at hourly intervals, including outside the Hampton by Hilton, Broad Street, in order to prevent public nuisance. A record to be retained at the premises and to be produced immediately to an Environmental Health or other Authorised Officer upon demand.
3. All windows to be kept closed after 23.00 hours.
4. There shall be no consumption of beverages purchased from the premises in any external area of the premises after 23.00 hours.
5. There shall be a minimum of [] door supervisors who have been accredited by the Security Industry authority or any accreditation scheme recognised by the Licensing Authority, on duty in the external area of the premises at all times, when being operated, from 20.00 hours on Fridays, Saturdays, Sundays, and any other occasion when licensable activities are due to terminate at 02.00 or later, and who shall remain on duty until 30 minutes after the cessation of licensable activities.
6. When deployed at the premises all door staff will wear high visibility jackets, both when inside and outside the premises.
7. Except for access and egress all doors and windows shall be kept closed during periods of regulated entertainment.
8. No speakers will be placed in any external areas of the premises.
9. No music shall be played in any external areas of the premises.
10. The premises licence holder shall ensure that any bottles or glasses are removed from persons leaving the premises.
11. Noise from the premises, including noise arising from external providers equipment, shall be controlled so as not to cause noise levels to exceed NR20 L 10 (23:00-07.00) within any hotel bedroom within the Hampton by Hilton, Broad Street.
12. The premises licence holder or other competent person shall take appropriate measures to ensure that patrons using any external areas for smoking do so in a quiet and orderly fashion.
13. The Premises to operate with a dispersal policy which is to be agreed by a Senior Licensing Officer at the Licensing Authority.
14. The Premises to adopt a noise management policy which is to be agreed by a Senior Licensing Officer at the Licensing Authority.
15. Noise Limiting Device
 - (a) A noise limiting device shall be used in relation to all sound amplification equipment used in conjunction with the premises licence.
 - (b) The noise limiting device shall be calibrated at a level set by Environmental Health.
 - (c) The noise limiting device shall be properly secured so that it cannot be tampered with.
 - (d) Any external providers equipment will need to be run through the premises noise limiting device.

Hampton by Hilton Noise level

Sat 29-10-16 0130Hr

Floor		windows open
17TH -	70	✓
16TH -	62	✓
15TH -	60	✓
14TH -	61	✓
13TH -	64	✓
12TH -	72	✓
11TH -	64	✓
10TH -	67	✓
9TH -	60	✓
8th -	65	✓
7th -	69	✓
6th -	65	✓
5th -	60	✓
4th -	58	✓
3rd -	60	✓
2nd -	67	✓
1st -	65	✓

Weekend noise report

Date: 30.07.2016

Manager on duty:

Source of noise:	#Zara's Club – it was unbearable, the MC was shouting louder than ever
Guest complaining/raising awareness:	<div>– room 721</div> <div>– room 924</div>
Action:	<p>#Called and let him know the club is making too much noise. He let me know he will try and do something about it. He came with his colleagues and measured the levels again.</p> <p>#Apologized to the guests and informed them that we are currently gathering evidence so that we can really get the club to stop with the noise and nuisance, and that their comfort is and it will always be our priority.</p>
Result:	#Guests understood the situation and admitted that it isn't out fault, but they also think we should do something about Zara's.
Notes:	#The level of the noise was high well into the morning, there were several fights as well, lots of police involved, ambulances, and big crowds outside the club.

Weekend noise report

Date: 28.08.2016

Manager on duty:

Source of noise:	#Zara's Club – way too loud music and DJ shouting, lots of people on the street as Monday is bank holiday.
Guest complaining/raising awareness:	– room 1021 – room 1424
Action:	#Called and let him know the club is making too much noise. He was just ten minutes away. He came and measured the levels. #Called Vicky from Zara's but no one answered. #Moved guests from 1424 to 805 #Offered complimentary ear plugs for 1021, as they did not want to change rooms.
Result:	#Guest in 1021 understood the situation and admitted that it isn't our fault, but they said it should be advertised that our guests might experience loud noise from next door. #Guests in 1424 were ok with the move but not happy overall.
Notes:	

Weekend noise report

Date: 02.07.2016

Manager on duty:

Source of noise:	#Zara's Club
Guest complaining/raising awareness:	_____ – room 1723
Action:	<p>#Moved to room 804</p> <p>#Called Vicky Sherwin from Zara's and let her know the club is making too much noise. She assured me she will call the club to put the music down.</p> <p>#Discussed with the security team as well to make us aware of any public nuisance they witness and/or high noise levels from around the hotel.</p>
Result:	<p>_____ : seemed happy with the move, as he wanted a good night sleep</p> <p>#The level of the noise went a bit down after the conversation with Vicky</p>
Notes:	<p>#Apart from the noise the club makes, there is the public noise, the nuisance and the promoters from eating places like Food Republic, Peri Peri and so on, as well as groups of people just standing, eating, etc. in front of the hotel.</p> <p>#Waiting for the Warden's readings from two weeks ago.</p>

102.01 GUARANTEE



Every hotel must participate in the 100% Hampton Guarantee program and unconditionally deliver the 100% Hampton Guarantee to every guest. If guests are not completely satisfied—regardless of the reason—they must not be charged for the stay. To effectively implement this unconditional guarantee, each hotel must:

A. GUARANTEE DELIVERY

Empower each hotel employee to action and deliver the guarantee when needed without requiring additional management approval.

B. DISPLAY OF GUARANTEE

Prominently display the 100% Hampton guarantee plaque on the front desk facing the guest—one plaque in the front of each work station.