

THE PEAR TREE PURTON

APPLICANT'S SUBMISSIONS

INTRODUCTION

1. Venue Catering and Events Ltd has applied to vary the premises licence in respect of the Pear Tree at Purton. Angus Hastie is the chief executive of the holding company that owns Venue Catering and Events Ltd and operates The Pear Tree. The company operates 12 venues including Syrencot, Pelham House and The Old Palace at Chester. The company has previously never had an issue with any of its licences. When the company bought The Pear Tree at Purton it took over a business which was not commercially viable and had therefore closed. The previous owners had closed its doors and laid off its staff. The company began a £4 million restoration and refurbishment of the premises which were in a poor state of repair. The intention was (and is) to run these premises along the lines of the previous operation. Namely, as a hotel, weddings and events venue.

ALTERATIONS

2. Part of the refurbishment involved the demolition of two conservatories which fell within the ambit of the existing licence, and to replace them with an Orangery. It is accepted that these alterations required permission from Wiltshire Council under The Licensing Act 2003 to update the plan attached to the license in order to license the new parts of the structure for the supply of alcohol and regulated entertainment. No such permission was sought. The fact that permission was not sought was an oversight. In fact, the footprint of the two conservatories covered two thirds of the area now occupied by the Orangery. The Council's officers accept that this was an oversight, and do not suggest otherwise. When the error was discovered, The Orangery was not used for licensable activities unless there was a TEN in place.

OFF-SALES

3. There was further concern expressed by Council Officers as to whether off-sales were permitted by the existing licence. The license issued to the previous operators was transferred to the company and did not include off sales. The Company subsequently submitted a change of DPS details to Wiltshire Council and an updated license was issued by Wiltshire Council on 20th March 2020. This copy of the license, which remained in effect throughout 2020, indicated that off sales were permitted. When hosting wedding functions, alcoholic drinks served for receptions and during meals are prepaid by the hosts, whereas a pay bar typically operates in the evening. The consumption of alcohol by a guest in the gardens when the event is pre-paid is not as a matter of law an off-sale. The purchase by a guest of a drink inside the premises for consumption in the gardens or in the Orangery, as opposed to within the footprint of the existing building, is an off-sale. All of this is, to an extent, academic because The Business and Planning Act 2020 (as amended) permits off-sales by premises that hitherto were only allowed on sales. The Act came into force on 22nd July 2020. This is a temporary measure and extends only until September 2022. This variation application seeks, amongst other things, to make the provision of off sales permanent.

RESIDENTS/NOISE NUISANCE

4. Up until 17th November 2021, Angus Hastie was under the mistaken impression that all of the concerns of the residents were being addressed. He had undertaken a number of remedial measures outlined in his statement. In summary:
 - A number of meetings were held on site including one on 9th August 2020 with six neighbours in order to discuss their concerns
 - Angus Hastie offered to attend meetings of the parish council and updated parish councillor, Jacqui Lay, on progress with noise control measures (see appendix pp 14-18)
 - On 2 September 2021 (prior to the second site meeting with the EHO), Angus Hastie imposed new restrictions on outside music and entertainment including a total restriction on amplified instruments and specific instruments that are loud without amplification including saxophone, trumpet and drums.

- From 15 October 2021, the evening entertainment was moved from the Orangery to the internal part of the original building.
- The Company wrote to future booked couples to inform them of the changes (see appendix pp 19-23) and held regular and ongoing site meetings and phone calls with individual couples to discuss and ensure agreement to the changes.
- A noise management plan has been proposed as a condition of the license variation, subject to the agreement of Wiltshire Council environmental protection. Whilst the license variation and the investigation by the environmental protection team are ongoing, the measures therein have already been implemented or are in the process of being implemented. A copy of the noise management plan was provided to the local authority on 14 October 2021 for their input and has been further updated to reflect points raised through the representations, including the representation from Tessa Hares from Wiltshire environmental health.
- The Company instructed a qualified acoustic consultant, Clear Acoustic Design, on 8 September 2021 to produce a report including a set of practical recommendations (see acoustic report attached). We have offered full access to the report and consultant to the local authority.
- Regular noise monitoring has been carried out at every event since 15 October 2021 at different times and locations throughout each event, with dB readings and relevant comments on prevailing conditions and the type of entertainment (see appendix pp 24-37 and p.49).
- Work has commenced on an acoustically insulated fence along the side of the outdoor patio area to attenuate direct sound transmission to nearest neighbours (see appendix p 38). The acoustic consultants have confirmed that this is likely to have a significant impact on noise attenuation. We also intend to install fencing along the side of the car park to attenuate noise from guests departing in the evening. As a result of a further recent meeting with residents, the applicant is investigating whether further fencing is required.

- Additional staff resources have been employed to ensure doors remain closed in the evening while music is being played indoors above background level and to deal with loud guests in the outside areas.
- Outside doors have been adjusted to auto-close and further closers have been fitted.
- Additional signage requesting that guests respect the neighbours' peace and quiet has been put in place.
- The noise limiter in the new evening entertainment space has been recalibrated to ensure effective operation.

5. On 17th November 2021 Angus Hastie became aware for the first time of email correspondence that his operations manager had had with some residents. He was appalled by the contents and tone of the emails which he categorises as rude, dismissive and condescending and in no way representative of his views. He immediately set about endeavouring to meet with as many neighbours as he could. He met with Mary and Dave Nettleton as well as Sue and Chris Jenks on 18th November 2021. It is clear from his conversations that the premises had made their lives a misery over the last four months, and for that he must take full responsibility. He had not appreciated the depth of feeling of the residents, and in hindsight he says that he would have handled the situation differently and communicated better. At these meetings he explained that a number of significant measures have already been undertaken to consider and mitigate the impact on the local community, as detailed above.

6. The impact of these operational changes has been significant, with noise levels dramatically reduced as evidenced by the regular noise monitoring that has been carried out at every event since the change. In addition to taking detailed dB measurements at regular intervals throughout all events, it is reported that music and noise from the new evening entertainment location is scarcely audible or inaudible beyond the property boundary. The change has also had a beneficial impact on guest behaviour with guests gravitating more to the internal area of the

building. Tessa Hare's representation acknowledges the change and states that ***"monitoring carried out on 30th October 2021 showed a vast improvement and music was not heard"***.

7. Additional staff resources are now employed during events to ensure that doors and windows remain closed while music is playing inside the venue above background levels. A night porter is also employed to manage the departure of guests at the end of events, including managing the booking of taxis and collection of passengers by taxi drivers from reception rather than outside. Further consideration is being given to how to manage guests' behaviour in the outside areas, including employing staff whose role includes asking any particularly loud groups or individuals outside to quieten down out of consideration for our neighbours. ***It is also proposed as a new condition of the Noise Management Plan that the gardens are closed from 10.30pm.***

8. CHANGES TO THE VARIATION APPLICATION

- A ***reduction*** in the standard finish time for the sale of alcohol from 01:00 to 00:00
- A ***reduction*** in the non-standard timings for New Year's Eve from the proposed finish time of 03:00 to 01:30
- ***Removal altogether*** of the application to supply alcohol in the outside areas
- A ***reduction*** of the standard finish time for the supply of late-night refreshment (ie. teas, coffees and hot food) to from 05:00 to 00:30
- A ***reduction*** in the standard finish time for playing music outdoors (which will remain at background level at all times) from 19:00 to 18:00
- A ***reduction*** in the standard finish time for playing music indoors from 01:00 to 00:00
- A ***reduction*** in the standard hours the premises are open to the public, excluding overnight guests, from 01:30 to 00:30 (sufficient given the proposed change to standard hours above to facilitate a more gradual departure of guests)
- ***Removal altogether*** of the application to have music above background level in the Orangery 20 times per year

THE FUTURE

9. All of the above, together with the updated noise management plan, should give confidence that the Orangery and outside space will be correctly managed going forward. Indeed, the license variation is an opportunity for the local authority to agree the noise management plan with the venue as a condition of the license for the benefit of local residents. The current license carries no such protections. The Licensing Authority representation states that the measures proposed by The Pear Tree need to be more detailed and conditioned especially in relation to management controls and noise management. The proposed noise management plan was submitted to the local authority for their input on 14 October 2021 and an updated version has been submitted with the variation taking into account all the points raised in the representation by Tessa Hares. The Applicant looks forward to receiving input from Council officers in relation to the Noise Management Plan.
10. The application has been severely pared down. If granted, the changes to the licence will amount to the following:
- The sanctioning of the works to The Orangery
 - The provision of off-sales
 - The provision of live and recorded music (in line with current hours for the sale of alcohol)
 - No net increase in hours save for the provision of late-night refreshment (00.30) and the supply of alcohol on a Sunday by 30 minutes to 00:00 in line with the other days of the week.
 - The imposition of a raft of restrictive measures contained in the noise management plan where no such restrictions had hitherto existed
 - A restriction on the use of the gardens after 22.30.

CONCLUSION

11. It is the Company's wish to be here for the long term as part of the Purton community, coexisting happily with its neighbours and bringing employment, amenity and prosperity to the area as a high-quality hospitality business. The business currently employs directly on site 9 full time staff and 37 casual workers, with plans to recruit further staff. It generates significant trade for surrounding suppliers and the tourism and hospitality industry. It is the sincere wish of Angus Hastie that the Licensing Sub-Committee grants his amended application, secure in the knowledge that he will faithfully undertake all that is required of him.

James Rankin
Francis Taylor Building
Inner Temple
London EC4Y 7BY

22nd November 2021

ANGUS HASTIE

STATEMENT

1. I am the chief executive of the holding company that operates The Pear Tree. My company bought The Pear Tree in 2018. The previous owners had closed the premises. It had become dilapidated and run down. We spent approximately £4 million restoring and refurbishing the premises and it was our intention to continue the previous operation of the premises as a hotel, wedding and events venue. We were due to open in Spring 2020 but the onset of the Covid pandemic forced our closure for around a year and a half. Since that point, the business has been operating under extremely unusual and difficult circumstances with the majority of staff on furlough until mid-2021 to ensure its survival. As with many in the hospitality industry, normal processes have been severely impacted.
2. Part of the refurbishment involved the removal of two conservatories which were included within the ambit of the licence, and their replacement with an Orangery. The footprint of the two conservatories covered approximately two thirds of the Orangery. We have, therefore, increased the previously licensed area by a third. We failed to apply to Wiltshire Council to update the building plan attached to the premises license. This was an error on my part for which I apologise. It is accepted by the licensing authority that we were unaware of the potential breach of license, and we were given a formal warning by Jemma Price on 17th November 2021.
3. A further concern of Jemma Price related to the playing of live and recorded music at the premises, as well as noise nuisance that was being generated at these events. The company was advised that a license is not required for the playing of music, live or recorded, at weddings as the business has no role or interest in the provision of regulated entertainment, which is booked by customers for their private, non-paying guests. Management and the DPS were therefore surprised to learn following the

second meeting on site with the licensing officer on 7 October 2021 (at which we expected to discuss only the noise issues) that the license did not cover the activity.

4. Jemma Price also had concerns relating to “off sales” at the premises. When hosting wedding functions, alcoholic drinks served for receptions and during meals are prepaid by the hosts, and therefore there is no sale on the day. A pay bar typically operates in the evening, although sometimes the host pays for the bar in advance. The purchase of a drink at the bar for consumption in the gardens or the Orangery is an off sale. The license issued to the previous operators was transferred to the us and did not include off sales. We subsequently submitted a change of DPS details to Wiltshire Council and an updated license was issued by Wiltshire Council on 20th March 2020. This copy of the license, which remained in effect throughout 2020, indicated that off sales were permitted. At a Teams meeting in October 2021 with the licensing officer, it was stated that the inclusion of off sales was a typographical error by Wiltshire Council and that was later removed in a subsequent issue. All of this is, to an extent, academic because no licensing offence actually took place on the occasions that we had a pay bar and a drink was consumed in the garden. The Business and Planning Act 2020 (as amended) permitted off sales by premises that were only allowed on sales. This was a temporary measure and extends only until September 2022. This variation application seeks, amongst other things, to make the provision of off sales permanent.
5. Through the variation application, we are seeking to address and regularise all of these issues with the license and those concerns raised through the representations and to adopt a new noise management plan that ensures ongoing mitigation of noise nuisance for our neighbours.
6. The company operates a number of successful venues, none of which has experienced any issues with the premises licenses held by the company. We have rigorous measures in place to ensure compliance and to promote the licensing objectives under The Licensing Act 2003. The Pear Tree has a general manager (GM) and bar manager (BM), both of whom are required to have a personal license

enabling them to act as the DPS. They are supported by the central bar support team managed by our Group Bar Manager, Scott Bradbury MBE. Scott is supported by three full-time bar managers, each with a personal license. Each member of staff at The Pear Tree, whether permanent or casual, is required to complete a licensing and social responsibility course via a third-party training provider within one month of their start date. Ongoing training and compliance measures include 6 monthly compliance refreshers, conflict awareness sessions and specific bar training. We also maintain thorough records of accidents and incidents, event reports, weekly bar system checks via Check-It, and quarterly central audits of the above.

7. The Pear Tree was made aware of complaints relating to noise nuisance by residents. A number of meetings were held on site including one on 9 August 2020 with six neighbours to discuss their concerns. It is a matter of some regret that on Wednesday 17th November 2021 I became aware of correspondence between my operations manager and a number of residents. The tone of these emails was rude, dismissive and condescending and in no way represent my views. They were sent without my knowledge, and I apologise absolutely for their content. I immediately set about endeavouring to meet with as many neighbours as I could. I met with Mary and Dave Nettleton as well as Sue and Chris Jenks on 18th November 2021. It is clear from our conversations that we have made their lives a misery over the last four months, and for that I must take full responsibility. I had not appreciated the depth of feeling of the residents, and in hindsight I would have handled the situation differently and communicated better. At our meetings I explained that a number of significant measures have already been undertaken to consider and mitigate the impact on the local community, as follows:
 - I offered to attend meetings of the parish council and updated parish councillor, Jacqui Lay, on progress with noise control measures (see appendix pp 14-18)
 - On 2 September 2021 (prior to the second site meeting with the EHO), we imposed new restrictions on outside music and entertainment including a total restriction on amplified instruments and specific instruments that are loud without amplification including saxophone, trumpet and drums.

- From 15 October 2021, we moved the evening entertainment from the Orangery to the internal part of the original building.
- We wrote to future booked couples to inform them of the changes (see appendix pp 19-23) and are holding regular and ongoing site meetings and phone calls with individual couples to discuss and ensure agreement to the changes.
- A noise management plan has been proposed as a condition of the license variation, subject to the agreement of Wiltshire Council environmental protection. Whilst the license variation and the investigation by the environmental protection team are ongoing, the measures therein have already been implemented or are in the process of being implemented. A copy of the noise management plan was provided to the local authority on 14 October 2021 for their input and has been updated to reflect points raised through the representations, including the representation from Tessa Hares from Wiltshire environmental health.
- We instructed a qualified acoustic consultant, Clear Acoustic Design, on 8 September 2021 to produce a report including a set of practical recommendations (see acoustic report attached). We have offered full access to the report and consultant to the local authority.
- Regular noise monitoring has been carried out at every event since 15 October 2021 at different times and locations throughout each event, with dB readings and relevant comments on prevailing conditions and the type of entertainment (see appendix pp 24-37 and p.49).
- Work has commenced on an acoustically insulated fence along the side of the outdoor patio area to attenuate direct sound transmission to nearest neighbours (see appendix p 38). The acoustic consultants have confirmed that this is likely to have a significant impact on noise attenuation. We also intend to install fencing along the side of the car park to attenuate noise from guests departing in the evening.

- Additional staff resources have been employed to ensure doors remain closed in the evening while music is being played indoors above background level and to deal with loud guests in the outside areas.
 - Outside doors have been adjusted to auto-close and further closers have been fitted.
 - Additional signage requesting that guests respect our neighbours' peace and quiet has been put in place.
 - The noise limiter in the new evening entertainment space has been recalibrated to ensure effective operation.
8. During this time, we have been providing full cooperation to the local authority with regard to the investigation into noise complaints (see appendix pp 39-47). We have sought understand the nature of the issues arising from their investigation and to respond quickly. A meeting was held on site between management and Tessa Hares (Environmental Health Officer) and Jemma Price (Public Protection Officer Licensing) on 18 August 2021 and a further site meeting was held with Brett Warren (Senior Environmental Health Officer) and Jemma Price on 7 October 2021 which I attended. It was confirmed in the meeting on 7 October 2021 that the noise investigation process is still ongoing.
9. The environmental protection team indicated at the meeting on 7 October 2021 that the playing of loud music and associated celebration by guests in the Orangery appeared to be a primary cause of noise issues, particularly given that part of the building features so much glazing and numerous doors and windows. It was reported that music could be clearly heard in neighbours' gardens. Measures put in place by The Pear Tree from 15 October 2021 mean that any evening disco or any source of music above background level must now all be located well inside the main building and controlled by a noise limiter. This change has presented an enormous challenge to the business but is one which we have undertaken prior to the conclusion of the local authority investigation.

10. The new music and entertainment location has no external doors or windows. In effect, the Orangery now acts as a large sound lobby, with the noise contained inside the original part of the building. Further sound-absorbent materials will be introduced into the internal areas such as heavy drapes and acoustic insulation panels as part of a full redesign associated with the change. The plan attached (see appendix p 48) illustrates the impact of the change in location of the evening music and celebration, together with the impact of the installation of the acoustic fencing along the side of the terrace. The old music location and source of noise escape is indicated in orange, the new location and containment of noise is indicated in magenta.
11. The impact of this change has been significant, with noise levels dramatically reduced as evidenced by the regular noise monitoring that has been carried out at every event since the change. In addition to taking detailed dB measurements at regular intervals throughout all events, it is reported by staff carrying out the monitoring that music and noise from the new location is scarcely audible or inaudible beyond the property boundary. The change has also had a beneficial impact on guest behaviour with guests gravitating more to the internal area of the building. Tessa Hare's representation acknowledges the change and states that ***"monitoring carried out on 30th October 2021 showed a vast improvement and music was not heard"***.
12. Additional staff resources are now employed during events to ensure that doors and windows remain closed while music is playing inside the venue above background levels. A night porter is also employed to manage the departure of guests at the end of events, including managing the booking of taxis and collection of passengers by taxi drivers from reception rather than outside. Further consideration is being given to how to manage guests' behaviour in the outside areas, including employing staff whose role includes asking any particularly loud groups or individuals outside to quieten down out of consideration for our neighbours. It is also proposed as a new condition of the Noise Management Plan that the gardens are closed from 10.30pm.

13. Additionally, and in acknowledgement of the representations, I make the following amendments to my variation:

- A **reduction** in the standard finish time for the sale of alcohol from 01:00 to 00:00
- A **reduction** in the non-standard timings for New Year's Eve from the proposed finish time of 03:00 to 01:30
- **Removal altogether** of the application to supply alcohol in the outside areas
- A **reduction** of the standard finish time for the supply of late-night refreshment (ie. teas, coffees and hot food) to from 05:00 to 00:30
- A **reduction** in the standard finish time for playing music outdoors (which will remain at background level at all times) from 19:00 to 18:00
- A **reduction** in the standard finish time for playing music indoors from 01:00 to 00:00
- A **reduction** in the standard hours the premises are open to the public, excluding overnight guests, from 01:30 to 00:30 (sufficient given the proposed change to standard hours above to facilitate a more gradual departure of guests)
- **Removal altogether** of the application to have music above background level in the Orangery 20 times per year

14. All of the above, together with the updated noise management plan, should give confidence that the Orangery and outside space will be correctly managed going forward. Indeed, the license variation is an opportunity for the local authority to agree the noise management plan with the venue as a condition of the license for the benefit of local residents. The current license carries no such protections. The Licensing Authority representation states that the measures proposed by The Pear Tree need to be more detailed and conditioned especially in relation to management controls and noise management. The proposed noise management plan was submitted to the local authority for their input on 14 October 2021 and an updated version has been submitted with the variation taking into account all the points raised in the representation by Tessa Hares.

15. We understand there have been two reported incidents of cars parking on the verge on the public highway rather than in the car park of The Pear Tree. It is unclear why this has happened given there is sufficient car parking on site, but our terms will be updated to stipulate that all cars must be parked within the venue and staff will ask guests whose vehicles are parked on the highway to relocate them to the carpark.
16. This has been an incredibly challenging time for venues coming out of lockdown. Nearly all of our wedding bookings were postponed during the course of 2020 and the first half of 2021, mainly into the second half of 2021. We have therefore gone from being totally shut down to suddenly managing an unusually high concentration of weddings in the months after opening, against a background of difficulties in hiring hospitality staff. It has also been our experience, one shared right across the industry, that guest behaviour coming out of lockdown has been unusually exuberant. Both these factors have now significantly diminished. However, we accept that there has been an unacceptable level of noise during this period for our neighbours. We want to continue to work closely with environmental health and our neighbours to understand the nature of any remaining issues and to come up with effective solutions.
17. We wish to be here for the long term as part of the Purton community, coexisting happily with our neighbours and bringing employment, amenity and prosperity to the area as a high-quality hospitality business. We purchased The Pear Tree at a point when the previous business had reached a point of commercial failure and had closed its doors and made its staff redundant. We have since spent millions on pounds on the redevelopment as well as absorbing the cost of keeping the business going during the forced closure of the Covid restrictions. The business currently employs directly on site 9 full time staff and 37 casual workers, with plans to recruit further staff, and generates significant trade for surrounding suppliers and the tourism and hospitality industry.

18. We are not looking to create an antisocial 24/7 party venue; we simply want to trade successfully, operating in a way that does not create conflict with our neighbours. We regret that our relations with our neighbours have deteriorated, and we also recognise that our poor communication in response to their concerns has contributed to this. We are determined to rebuild positive relationships going forward.

19. Weddings and events are a vital component of our business which enable The Pear Tree to be commercially viable where the previous business was not. The hours and license conditions proposed including the further changes above are the true minimum required to be commercially viable. Without these variations, The Pear Tree will simply be unable to survive and continue to have a positive impact on the local economy and employment.

20. The closure of the business cannot be deemed a good outcome for the local community, the business, our customers, or the numerous local people we employ and businesses for which we generate trade. We hope it is recognised that the variation application is fair and reasonable. Whilst we fully recognise that we should have made the necessary changes to the premises license prior to opening in 2020, we are taking all practicable measures to address effectively the licensing objectives, and this is an opportunity to regularise the position whilst building in a comprehensive set of operational conditions for the benefit of local residents.

Angus Hastie

Encl:

Appendix

20th March 2020

Venue Catering and Events
Suite 2A
Rossett Business Village
Rossett
Wrexham
LL12 0AY

Public Protection Services
Licensing Team
Wiltshire Council
Monkton Park
Chippenham
Wiltshire
SN15 1ER

Our ref: LN/000003080

Dear Sir/Madam

Re: Licensing Act 2003
Premises: Purton Hall Limited, The Pear Tree, Purton, Swindon, Wiltshire

Further to your recent application to amend the licence for the above premises, please find enclosed an amended copy of the Premises Licence and Premises Licence Summary.

Please read the Licence and attached conditions carefully. Note that the mandatory conditions in Annex 1 are attached to all Premises Licences, but only apply in those premises where the specified activities take place.

Please also ensure that the following requirements are met.

- The Licensing Act 2003 requires that the Premises Licence Summary, or a certified copy, be displayed on the premises in a prominent position.
- The Premises Licence, or a certified copy, is kept at the premises in the custody of, or under the control of, either the Licence Holder or a person who has been nominated in writing for this purpose.

It should be noted that a Constable or an authorised person may require the Premises Licence, or a certified copy, to be produced for examination at any time that licensable activities are taking place.

Continued over .../

Please note that if your Licence is subject to an annual fee, the Licensing Act 2003 has been amended to require Licensing Authorities to suspend a Premises Licence/Club Premises Certificate if the annual fee is not paid within 21 days of the due date.

The penalty for conviction for offences under the Licensing Act 2003 is up to £20,000, up to 6 months imprisonment or both.

Should you require any further information please do not hesitate to contact the Licensing Team.

Please note:

1. If you run a food business, you must tell Wiltshire Council about any premises you use for storing, selling, distributing or preparing food (food business includes sale of alcohol) by formally registering the food business. You can do this online by following the link below. Notification must be received 28 days prior to the start of trading. You will receive automatic confirmation of your food business registration when you submit the form.

The link to the webpage that you will need to add is:

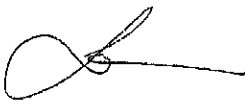
<http://www.wiltshire.gov.uk/communityandliving/publicprotection/foodsafety/foodsafetyinformationforbusinesses/foodbusinessregistration.htm>

2. Gaming machine notices must be held by the current premises licence holder. Unfortunately these cannot be transferred from one licence holder to another, therefore a new application must be made if you wish to have gaming machines at the premises, or if there are already gaming machines at the premises and the premises licence has been transferred over to you. If you wish to apply for a notification of 2 or less gaming machines at the premises you can do this online by following the link below.

<http://www.wiltshire.gov.uk/businesssupportandadvice/licencestreettrading/applyforalicense/gamblingact2005.htm>

3. It is a requirement of the Regulatory Reform (Fire Safety) Order 2005 that a Fire Risk Assessment is completed for all licensed venues and that the significant findings are recorded. For further guidance on your responsibilities under this legislation please refer to the Dorset and Wiltshire Fire and Rescue Service website www.dwfire.org.uk or contact the Fire Safety team on 01722 691717.

Yours faithfully



Linda Holland
Licensing Manager
Tel.: 01249 706555
Email: publicprotectionnorth@wiltshire.gov.uk

Licensing Act 2003
Premises Licence Summary

LN/000003080

ISSUING LOCAL AUTHORITY

Wiltshire Council

PART 1 – PREMISES LICENCE SUMMARY & LICENCE HOLDER DETAILS

POSTAL ADDRESS OF PREMISES, OR IF NONE, ORDNANCE SURVEY MAP REFERENCE OR DESCRIPTION

Purton Hall Limited, The Pear Tree, Purton, Swindon, Wiltshire, SN5 4ED

NAME, (REGISTERED) ADDRESS AND CONTACT DETAILS OF HOLDER OF PREMISES LICENCE

Venue Catering and Events
Suite 2A, Rossett Business Village, Rossett, Wrexham, LL12 0AY
Tel: 020 8916 2146 Email: sarah.sweeney@peartreepurton.co.uk

REGISTERED NUMBER OF HOLDER, FOR EXAMPLE COMPANY NUMBER, CHARITY NUMBER

05134595

NAME OF DESIGNATED PREMISES SUPERVISOR WHERE THE PREMISES LICENCE AUTHORISES THE SUPPLY OF ALCOHOL

Sarah Jennifer Sweeney

ISSUING AUTHORITY AND PERSONAL LICENCE NUMBER HELD BY DESIGNATED PREMISES SUPERVISOR WHERE THE PREMISES LICENCE AUTHORISES FOR THE SUPPLY OF ALCOHOL

LN/1995 - Tamworth Borough Council

WHERE THE LICENCE IS TIME LIMITED - THE DATES AND TIMES

Not Applicable

WHERE THE LICENCE AUTHORISES SUPPLIES OF ALCOHOL WHETHER THESE ARE ON AND / OR OFF SUPPLIES

ON and OFF Sales

STATE WHETHER ACCESS TO THE PREMISES BY CHILDREN IS RESTRICTED OR PROHIBITED

Where applicable the provisions of Section 145 of the Licensing Act 2003 apply

PART 2 – LICENSABLE ACTIVITIES & TIMINGS

LICENSABLE ACTIVITIES AUTHORISED BY THE LICENCE						
Licensable activities	Location	Day	Time From	Time To	Time From	Time To
Alcohol Sales	ON Sales	Sunday	12:00	23:30		
		Monday	11:00	00:00		
		Tuesday	11:00	00:00		
		Wednesday	11:00	00:00		
		Thursday	11:00	00:00		
		Friday	11:00	00:00		
		Saturday	11:00	00:00		
Non-Standard Timings & Seasonal Variations	On New Year's Eve - from the end of permitted hours on New Year's Eve to the start of permitted hours on the following day.					

Licence Commencement Date

24th November 2005

Prig

Licensing Officer

Last Amendment Date

19th February 2020

Prig

Licensing Officer

**Licensing Act 2003
Premises Licence**

LN/000003080

ISSUING LOCAL AUTHORITY

Wiltshire Council
Where everybody matters

PART 1 – PREMISES & LICENCE HOLDER DETAILS

POSTAL ADDRESS OF PREMISES, OR IF NONE, ORDNANCE SURVEY MAP REFERENCE OR DESCRIPTION

Purton Hall Limited, The Pear Tree, Purton, Swindon, Wiltshire, SN5 4ED

NAME, (REGISTERED) ADDRESS AND CONTACT DETAILS OF HOLDER OF PREMISES LICENCE

**Venue Catering and Events
Suite 2A, Rossett Business Village, Rossett, Wrexham, LL12 0AY
Tel: 020 8916 2146 Email: sarah.sweeney@peartreepurton.co.uk**

REGISTERED NUMBER OF HOLDER, FOR EXAMPLE COMPANY NUMBER, CHARITY NUMBER

05134595

NAME AND ADDRESS OF DESIGNATED PREMISES SUPERVISOR WHERE THE PREMISES LICENCE AUTHORISES THE SUPPLY OF ALCOHOL

**Sarah Jennifer Sweeney
54 Rycote Close, Grange Park, Swindon, SN5 6AR**

ISSUING AUTHORITY AND PERSONAL LICENCE NUMBER HELD BY DESIGNATED PREMISES SUPERVISOR WHERE THE PREMISES LICENCE AUTHORISES FOR THE SUPPLY OF ALCOHOL

LN/1995 - Tamworth Borough Council

WHERE THE LICENCE IS TIME LIMITED - THE DATES AND TIMES

Not Applicable

WHERE THE LICENCE AUTHORISES SUPPLIES OF ALCOHOL WHETHER THESE ARE ON AND / OR OFF SUPPLIES

ON and OFF Sales

STATE WHETHER ACCESS TO THE PREMISES BY CHILDREN IS RESTRICTED OR PROHIBITED

Where applicable the provisions of Section 145 of the Licensing Act 2003 apply

PART 2 – LICENSABLE ACTIVITIES & TIMINGS

LICENSABLE ACTIVITIES AUTHORISED BY THE LICENCE						
Licensable activities	Location	Day	Time From	Time To	Time From	Time To
Alcohol Sales	ON Sales	Sunday	12:00	23:30		
		Monday	11:00	00:00		
		Tuesday	11:00	00:00		
		Wednesday	11:00	00:00		
		Thursday	11:00	00:00		
		Friday	11:00	00:00		
		Saturday	11:00	00:00		
Non-Standard Timings & Seasonal Variations	On New Year's Eve - from the end of permitted hours on New Year's Eve to the start of permitted hours on the following day.					

Licence Commencement Date
24th November 2005

Price

Licensing Officer

Last Amendment Date
19th February 2020

Price

Licensing Officer

ANNEX 1 - MANDATORY CONDITIONS

Supply of Alcohol

1. Where this Licence authorises the supply of alcohol:

No supply of alcohol may be made under this licence:

- (a) At a time when there is no Designated Premises Supervisor in respect of the Premises Licence.
- (b) At a time when the Designated Premises Supervisor does not hold a Personal Licence or his Personal Licence is suspended.

Every retail sale or supply of alcohol made under this licence must be made or authorised by a person who holds a Personal Licence.

Exhibition of Films

1. Where a premises licence authorises the exhibition of films, the licence must include a condition requiring the admission of children to the exhibition of any film to be restricted in accordance with this section.
2. Where the film classification body is specified in the licence, unless subsection (3)(b) applies, admission of children must be restricted in accordance with any recommendation by that body.
3. Where:-
- (a) The film classification body is not specified in the licence, or
 - (b) The relevant licensing authority has notified the holder of the licence that this subsection applies to the film in question; admission of children must be restricted in accordance with any recommendation made by that licensing authority.
4. In this section "children" means any person aged under 18; and "film classification body" means the person or persons designated as the authority under Section 4 of the Video Recordings Act 1984(c39) (authority to determine suitability of video works for classification).

Irresponsible Promotions

1. The responsible person must ensure that staff on relevant premises do not carry out, arrange or participate in any irresponsible promotions in relation to the premises.
2. In this paragraph, an irresponsible promotion means any one or more of the following activities, or substantially similar activities, carried on for the purpose of encouraging the sale or supply of alcohol for consumption on the premises—
- (a) games or other activities which require or encourage, or are designed to require or encourage, individuals to—
 - i. drink a quantity of alcohol within a time limit (other than to drink alcohol sold or supplied on the premises before the cessation of the period in which the responsible person is authorised to sell or supply alcohol), or,
 - ii. drink as much alcohol as possible (whether within a time limit or otherwise);
 - (b) provision of unlimited or unspecified quantities of alcohol free or for a fixed or discounted fee to the public or to a group defined by a particular characteristic in a manner which carries a significant risk of undermining a licensing objective;

- (c) provision of free or discounted alcohol or any other thing as a prize to encourage or reward the purchase and consumption of alcohol over a period of 24 hours or less in a manner which carries a significant risk of undermining a licensing objective;
- (d) selling or supplying alcohol in association with promotional posters or flyers on, or in the vicinity of, the premises which can reasonably be considered to condone, encourage or glamorise anti-social behaviour or to refer to the effects of drunkenness in any favourable manner;
- (e) dispensing alcohol directly by one person into the mouth of another (other than where that other person is unable to drink without assistance by reason of disability)

Free Tap Water

1. The responsible person must ensure that free potable tap water is provided on request to customers where it is reasonably available. (This means that responsible persons at all premises must ensure customers are provided with potable (drinking) water for free if they ask for it.)

Age Verification Policy

- (a) The premises licence holder or club premises certificate holder must ensure that an age verification policy is adopted in respect of the premises in relation to the sale or supply of alcohol.
- (b) The designated premises supervisor in relation to the premises licence must ensure that the supply of alcohol at the premises is carried on in accordance with the age verification policy.
- (c) The policy must require individuals who appear to the responsible person to be under 18 years of age (or such older age as may be specified in the policy) to produce on request, before being served alcohol, identification bearing their photograph, date of birth and either—
 - i. a holographic mark, or
 - ii. an ultraviolet feature.

Drink Volume Measures

1. The responsible person shall ensure that:
 - (a) where any of the following alcoholic drinks is sold or supplied for consumption on the premises (other than alcoholic drinks sold or supplied having been made up in advance ready for sale or supply in a securely closed container) it is available to customers in the following measures:
 - i. beer or cider: ½ pint;
 - ii. gin, rum, vodka or whisky: 25 ml or 35 ml; and
 - iii. still wine in a glass: 125 ml.
 - (b) these measures are displayed in a menu, price list or other printed material which is available to customers on the premises; and
 - (c) where a customer does not in relation to a sale of alcohol specify the quantity of alcohol to be sold, the customer is made aware that these measures are available.

Permitted Price

1.
 - (a) A relevant person shall ensure that no alcohol is sold or supplied for consumption on or off the premises for a price which is less than the permitted price.
 - (b) For the purposes of the condition set out in paragraph 1—
 - A. "duty" is to be construed in accordance with the Alcoholic Liquor Duties Act 1979;
 - B. "permitted price" is the price found by applying the formula—

$$P = D + (D \times V)$$
 where—
 - i. P is the permitted price,

- ii. D is the amount of duty chargeable in relation to the alcohol as if the duty were charged on the date of the sale or supply of the alcohol, and
- iii. V is the rate of value added tax chargeable in relation to the alcohol as if the value added tax were charged on the date of the sale or supply of the alcohol;

C. "relevant person" means, in relation to premises in respect of which there is in force a premises licence—

- i. the holder of the premises licence,
- ii. the designated premises supervisor (if any) in respect of such a licence, or
- iii. the personal licence holder who makes or authorises a supply of alcohol under such a licence;

D. "relevant person" means, in relation to premises in respect of which there is in force a club premises certificate, any member or officer of the club present on the premises in a capacity which enables the member or officer to prevent the supply in question; and

E. "value added tax" means value added tax charged in accordance with the Value Added Tax Act 1994.

2. Where the permitted price given by Paragraph B of paragraph 2 would (apart from this paragraph) not be a whole number of pennies, the price given by that sub-paragraph shall be taken to be the price actually given by that sub-paragraph rounded up to the nearest penny.

3.

(1) Sub-paragraph (2) applies where the permitted price given by Paragraph B of paragraph 2 on a day ("the first day") would be different from the permitted price on the next day ("the second day") as a result of a change to the rate of duty or value added tax.

(2) The permitted price which would apply on the first day applies to sales or supplies of alcohol which take place before the expiry of the period of 14 days beginning on the second day.

Door Supervision (except theatres, cinemas, bingo halls and casinos)

1. Where a premises licence includes a condition that at specified times one or more individuals must be at the premises to carry out a security activity, each such individual must:
 - (a) be authorised to carry out that activity by a licence granted under the Private Security Industry Act 2001; or
 - (b) be entitled to carry out that activity by virtue of section 4 of the Act.
2. But nothing in subsection (1) requires such a condition to be imposed:
 - (a) in respect of premises within paragraph 8(3)(a) of Schedule 2 to the Private Security Industry Act 2001 (c12) (premises with premises licences authorising plays or films); or
 - (b) in respect of premises in relation to:
 - i. any occasion mentioned in paragraph 8(3)(b) or (c) of that Schedule (premises being used exclusively by club with club premises certificate, under a temporary event notice authorising plays or films or under a gaming licence), or
 - ii. any occasion within paragraph 8(3)(d) of that Schedule (occasions prescribed by regulations under that Act).
3. For the purposes of this section:
 - (a) "security activity" means an activity to which paragraph 2(1)(a) of that Schedule applies, and, which is licensable conduct for the purposes of that Act, (see Section 3(2) of that Act) and
 - (b) paragraph 8(5) of that Schedule (interpretation of references to an occasion) applies as it applies in relation to paragraph 8 of that Schedule.

- ii. D is the amount of duty chargeable in relation to the alcohol as if the duty were charged on the date of the sale or supply of the alcohol, and
- iii. V is the rate of value added tax chargeable in relation to the alcohol as if the value added tax were charged on the date of the sale or supply of the alcohol;

C. "relevant person" means, in relation to premises in respect of which there is in force a premises licence—

- i. the holder of the premises licence,
- ii. the designated premises supervisor (if any) in respect of such a licence, or
- iii. the personal licence holder who makes or authorises a supply of alcohol under such a licence;

D. "relevant person" means, in relation to premises in respect of which there is in force a club premises certificate, any member or officer of the club present on the premises in a capacity which enables the member or officer to prevent the supply in question; and

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 - (b) paragraph 8(5) of that Schedule (interpretation of references to an occasion) applies as it applies in relation to paragraph 8 of that Schedule.

ANNEX 2A – CONVERTED CONDITIONS

The premises must be bona fide used for the purpose of:

- Habitually providing the customary main meal at midday or in the evening, or both, for the accommodation of persons frequenting the premises.
- Habitually providing for reward board and lodging including breakfast and at least one of the other customary main meals.
- Intoxicating liquor shall not be sold or supplied on the premises otherwise than to persons taking table meals there and for consumption by such a person as an ancillary to his meal.
- Suitable beverages other than intoxicating liquor (including drinking water) shall be equally available for consumption with or otherwise as an ancillary to meals served in the licensed premises.
- There shall be afforded in the premises for persons provided with board and lodging for reward, adequate sitting accommodation in a room not used or to be used for sleeping accommodation for the service of substantial refreshment or for the supply or consumption of intoxicating liquor.
- Persons residing there or their private friends, bona fide entertained by them at their own expense, and for consumption by such a person or his private friend so entertained by him either on the premises, or with a meal supplied at but to be consumed off the premises.

ANNEX 2B - OPERATING SCHEDULE

PREVENTION OF PUBLIC NUISANCE

- None

PUBLIC SAFETY

- None

PROTECTION OF CHILDREN FROM HARM

- None

PREVENTION OF CRIME AND DISORDER

- None

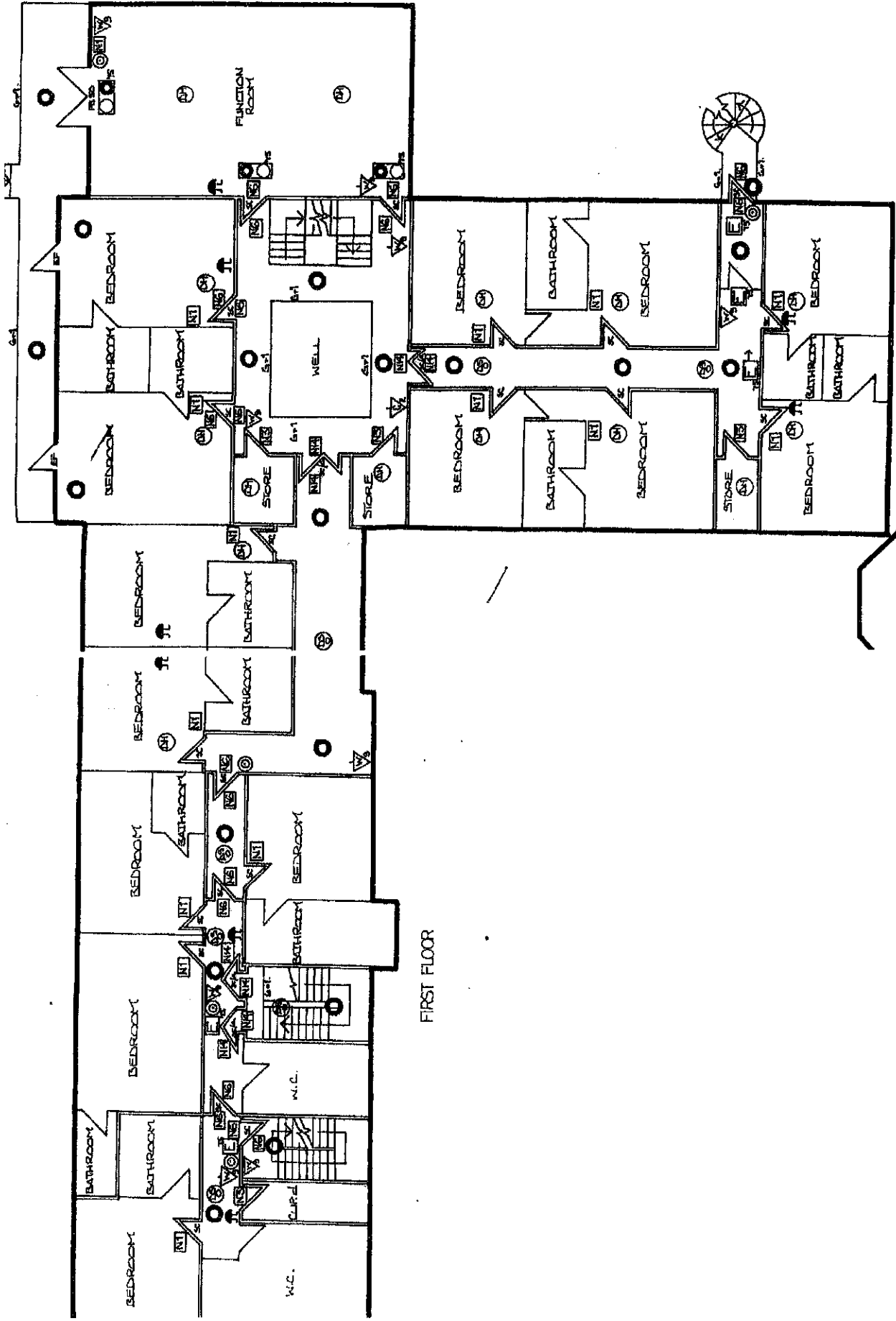
ANNEX 3 - CONDITIONS ATTACHED AFTER HEARING

None

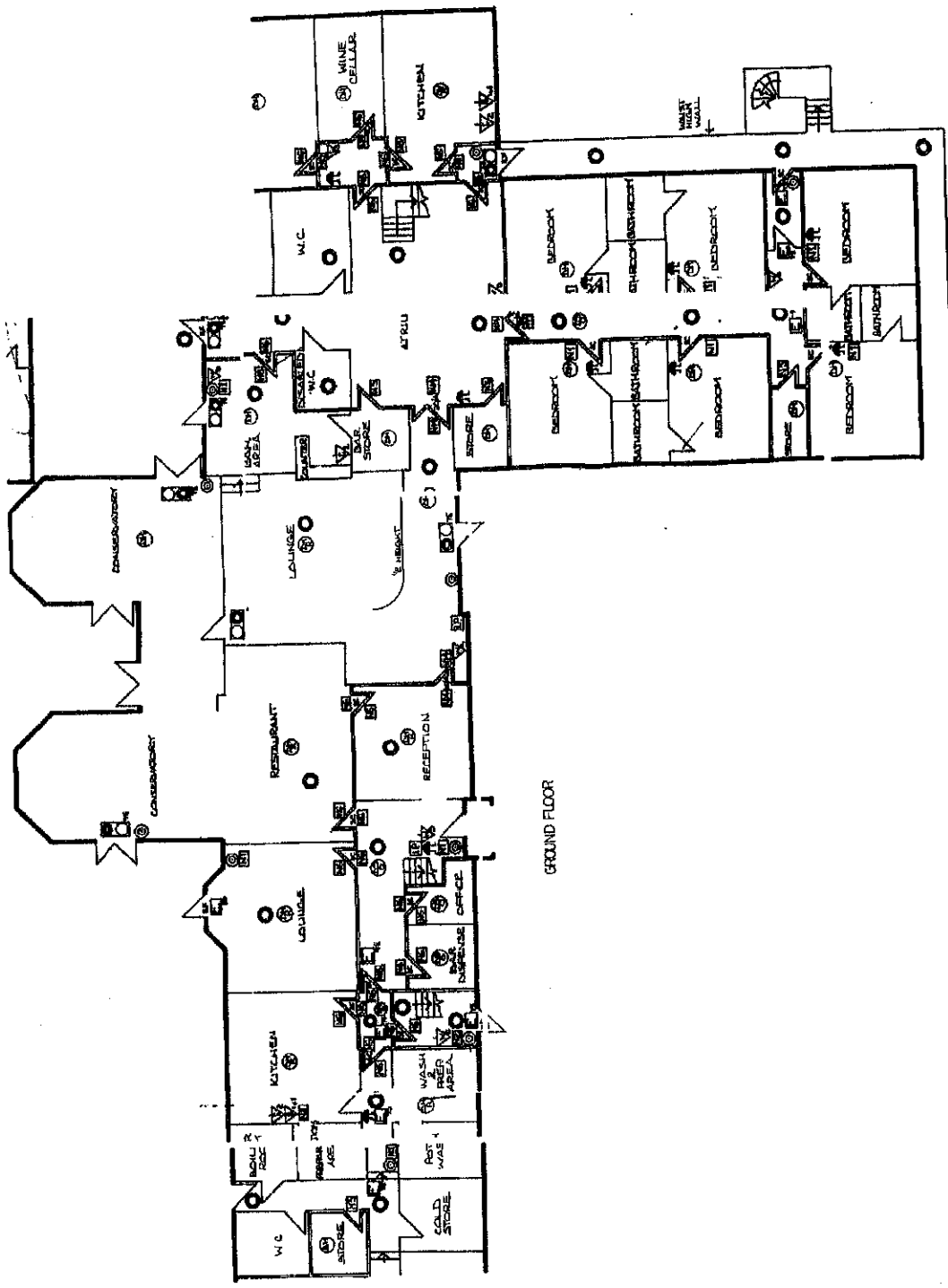
ANNEX 4 - PLANS

Attached, dated: 24th November 2005

1st floor



FIRST FLOOR



GROUND FLOOR

From: "Lay, Jacqui" <Jacqui.Lay@wiltshire.gov.uk>
Subject: RE: The Pear Tree at Purton
Date: 11 October 2021 at 16:57:42 BST
To: Angus Hastie <angus.hastie@peartreepurton.co.uk>

Hi Angus – I think at this stage probably best to be further ahead with any proposals you might want to do to address the issues and then once you know what you are planning to do to then be in contact with Deborah Lawrence the parish clerk and see if she would like you to attend or it may be a written report would be sufficient for them to relay back to anyone else who might have had issues and perhaps not contacted Wiltshire Council as I think it was well known that the residents from Church End were in touch with the Council and The Pear Tree.

Deborah's contact details are as follows: - Deborah Lawrence
deborah.lawrence@purtonparishcouncil.gov.uk

I will however mention tonight at their meeting your offer so if they feel differently then I can let you know.

Jacqui

From: Angus Hastie <angus.hastie@peartreepurton.co.uk>
Sent: 11 October 2021 16:42
To: Lay, Jacqui <Jacqui.Lay@wiltshire.gov.uk>
Subject: Re: The Pear Tree at Purton

Hi Jacqui

Just thinking, would it be helpful if I were to attend a parish council meeting to speak to any local residents who might want to discuss this directly? I'm very happy to engage with the local community - the issue until now is that we haven't really know what the problem has been or what solutions might work, so didn't want to give an incorrect steer on any of this. If you think that would be helpful, just let me know.

Kind regards
Angus

On 8 Oct 2021, at 13:50, Lay, Jacqui
<Jacqui.Lay@wiltshire.gov.uk> wrote:

Hi Angus – this all sounds really positive. The Pear Tree and the family who operated the old Hotel has been in the past an active part of our community and good to keep that relationship going for the future. It is a shame that the venue cannot also be used as a restaurant etc. for private parties but perhaps that is something that might evolve in the future if the opportunity arises.

Are you aware of the Redhouse Club at the Village Centre? This is part of one of the charities in the village which the parish councillors are trustees for! They have been revamping it and making it potentially a more used space. Just thought I would mention it as a point of interest of other venues that people go to for parties etc. There is a licensed bar and it regularly has events in the past there and in the future.

The area includes the football pitch, tennis courts, bowls area and children's play park.

Jacqui

From: Angus Hastie <angus.hastie@peartreepurton.co.uk>
Sent: 08 October 2021 13:40
To: Lay, Jacqui <Jacqui.Lay@wiltshire.gov.uk>
Subject: Re: The Pear Tree at Purton

Hi Jacqui

Thanks for this link. One of the measures we're looking at implementing asap is to erect some fencing along the side of the garden behind the patio area that has acoustic insulation. That should have a meaningful impact on the direct travel of sound. We're also looking at closers on doors (and how to prevent people from propping them open!).

Probably most importantly, we're looking at moving the music in the evening out of the orangery altogether and into the bar area. We are already communicating to any new bookings that outdoor music must be acoustic only and that certain instruments (including saxophones, trumpets, and bagpipes) are not permitted, even unamplified, because the sound carries so far.

I'm confident that we will get this right - I really do appreciate how stressful it must be for local residents to have the quiet enjoyment of their homes disturbed. We pride ourselves on having good relations with our neighbours everywhere we operate, so this needs fixing. We need to find a way to coexist so that we can trade successfully whilst not creating a nuisance.

You'll appreciate that things take some time to work through the system with wedding bookings - couples have booked a long time in advance (particularly because of covid) based on a certain understanding of how they may use the venue, and as we change that we need to bring them along with us and work through existing bookings, some of which might not fall in line with how we wish to operate going forward.

I'll keep you posted as we work through all this and look at the noise management plan with the environmental protection team. In the meantime, we're getting on with all the things above rather than waiting.

Best

Angus

On 8 Oct 2021, at 13:15, Lay, Jacqui
<Jacqui.Lay@wiltshire.gov.uk> wrote:

[Increase of acoustic dampening sails - \(shadesailblinds.com\)](http://shadesailblinds.com) - this was a company I found locally in Calne – might be useful for you – Jacqui

From: Lay, Jacqui

Sent: 08 October 2021 13:13

To: Angus Hastie <angus.hastie@peartreepurton.co.uk>

Subject: RE: The Pear Tree at Purton

Dear Angus – this looks positive and hopefully a few changes on site will help with the noise. In hindsight perhaps it might have been better to have encouraged people to come out to the south of the new building towards the bank as this would have absorbed some of the noise of people. Noise in Purton does move around in a strange way! I live at the bottom of the village backing onto the railway. I get a short burst of noise from the railway as a train goes through but elsewhere in the village the train can be heard approaching in both directions! I also hear the football pitch and supporters yelling when I am at the back of the house more so than the front which actually faces the pitch. It does all depend on the weather at the time – calm days it is noisier!

Hopefully your acoustic consultants will come up with some schemes – I believe you can get these acoustic sails – which can also look quite architectural and pleasing – there is a company in Calne who do these! Not sure if they are outdoor ones as well! Also a self-closer on the outside doors might help keep noise indoors!

Shame the outside kitchen and serving area couldn't also have been on the south side by the bank but I suspect limited by the existence of the existing indoor kitchen.

I will let the parish council know of the current situation as they have also had the residents contacting them.

Kind regards
Jacqui

From: Angus Hastie <angus.hastie@peartreepurton.co.uk>
Sent: 08 October 2021 12:12
To: Lay, Jacqui <Jacqui.Lay@wiltshire.gov.uk>
Subject: Re: The Pear Tree at Purton

Hi Jacqui

I hope all's well.

I just wanted to give you a quick update on The Pear Tree.

I attended a really helpful meeting with the environmental protection and licensing officers on site yesterday to discuss their findings on the noise issues. As things currently stand, the level of noise is clearly unacceptable for our neighbours. We really do want to get this resolved and there are immediate measures we're looking to put in place to try to mitigate the problem.

Ultimately, we want to agree a noise management plan with the environmental protection team, so that is something we'll be working towards. We have also appointed our own acoustic consultants to report back to us on the range of possible solutions that can form part of that plan.

Jemma Price from the licensing team will be the point of liaison between The Pear Tree and our neighbours, so I don't want to cut across that line of communication, but I thought you'd appreciate an update that you might want to share with the neighbours.

Kind regards

Angus

By email only.

01st September 2021

Dear *Mr Smith, and Miss Jones,*

Like you, we are really looking forward with great excitement to your forthcoming big day at The Pear Tree. Having only been able to recommence operations during the Spring, it has been a very busy few months indeed. That said, we've also had plenty of fun along the way and each celebration has been a tremendous success.

We recognise that getting the entertainment right is an important part of creating the perfect atmosphere at every wedding celebration. It is for this reason that we are writing to you with the latest developments and information which will help you and your guests enjoy the party throughout the evening.

We have been working alongside the local licensing authority representatives to establish how evening parties at Pear Tree can be hosted with courtesy and minimal impact to the local residents and surrounding neighbours living in this idyllic village. Regrettably, there have been several complaints submitted. Although we responded promptly, investing in professional sound attenuation consultation to create a strategy and adopting this advice by implementing many noise reduction developments across the venue and site, we will need to implement restrictions on *some* instruments which, even when played within reasonable levels, can still create a disturbance.

In order to comply with the licensing conditions, we have installed a high-quality noise measuring device which will monitor the sound being produced to keep it within the permitted limit. This will help your entertainment personnel to manage their sound output effectively. If however, the sound rises above 95 decibels the device will cut power to their equipment. Presuming your chosen supplier works regularly they will be well-used to such systems. This decibel level still ensures you can host a fantastic evening reception and the volume will be more than loud enough for a party.

It is important to note, that in addition to the measures above, the following entertainment policy will be applicable from 01st November 2021:

1. NOISE LIMITATION:

A decibel measuring and limitation device is installed and constantly in operation in the Orangery. This is set to a maximum level of 95db. If the measuring device registers the maximum level has been reached for more than 3 seconds, the limiter will cut the electrical supply to all power sockets.

A traffic light system shows if the current noise level is:

- Green - acceptable
- Amber - becoming a concern
- Red - in danger of cutting power if it remains red for 3 seconds

Your entertainer/s will be shown how to read this system when they arrive onsite by the Events Manager coordinating proceedings. For obvious reasons we are not able to render the device inoperable at any stage. All entertainers and/or musicians must play through this device and not attempt to circumvent it by using an uninterpretable power supply.

2. AREAS DESIGNATED FOR MUSIC AND DANCING:

GROUNDS AND GARDEN SPACES AROUND THE VENUE:

- No amplified music at anytime
- Acoustic (only) until 18:00

CEREMONY ROOM – BLOSSOM:

- Acoustic can be played during your ceremony.
- Amplified music until 18:00
- Speakers must not be placed facing open doorways

ORANGERY:

- Acoustic until 23:30
- Amplified until 23:30
- Doors and windows to remain closed from 21:00
- Speakers must be placed facing towards the front of the venue

MUSICAL INSTRUMENTS AND SPEAKERS PROHIBITED AT ALL TIMES ANYWHERE AT THE PEAR TREE:

- Saxophones
- Sub-woofers
- All brass/woodwind instruments – except for light jazz bands
- Regular drums. **Only electronic drum kits can be used**

We trust you will find this information helpful.

Please confirm within 7 days that you have received this message and that you will arrange the musical entertainment at your wedding in accordance with the entertainment policy. Our team are on hand to discuss any of the details with you.

Yours sincerely,
The Pear Tree Events Team.



The
PEAR TREE
PURTON · WILTSHIRE

By email only.

19TH October 2021.

IMPORTANT UPDATE REGARDING YOUR WEDDING AT THE PEAR TREE.

We are writing to you with further information about the evening party for your wedding at The Pear Tree.

The great news post lockdown is that we've finally been able to throw open the doors of The Pear Tree to host so many special wedding celebrations, and we are delighted that our wonderful venue has already been enjoyed by so many.

Our aim when designing The Pear Tree was to create versatile spaces so that couples like you could personalise their wedding based on the number of guests attending and the range of entertainment they wished to provide. Several couples since launch have chosen to hold the final stage of their wedding day with the disco and dancefloor in The Orangery. Unfortunately, the noise generated from this space has resulted in several complaints from our neighbours and this has led to intervention from the council with whom we are working closely to resolve the issues which have arisen.

In cooperation with the council, solutions include placing the heart of the evening party and music in Bartlett, our dedicated evening space, together with clarification of the music policy. Many of our couples have been enjoying their evening party in Bartlett anyway as this was originally intended to be the primary space for evening music and dancing. This area is more intimate, next to the bar, and naturally darker, particularly during the long summer evenings, so the disco lights can really work to full effect. There are also considerably better acoustics to create a brilliant nightclub atmosphere, ideal for your first dance and to party with friends and family in style.

With Bartlett and The Orangery directly connected via wide links at either end, you can make use of both spaces in the evenings, with The Orangery ideal for break out seating spaces, evening food service and additional entertainment such as photobooths, sweet carts and casino games, and of course the cake cutting. Bartlett can also be set up for the evening entertainment during the day without disturbing your wedding breakfast in The Orangery.

For clarity, here is a copy of The Pear Tree's [music policy](#).

Whilst this is all new news to us too, we actually see it as an opportunity to make The Pear Tree even better. We have already engaged with our design consultants and over the next few months we intend to enhance this space, including a change to the décor, lighting and flooring to create the perfect vibe for a dedicated evening party space. The following [link](#) illustrates the changes and

The Pear Tree, Church End, Purton, Swindon SN5 4ED
T. 01793 781270 – weddings@peartreepurton.co.uk – peartreepurton.co.uk

Company Registration Number 12435879



enhancements that are already planned for this space as well as line drawings to show suggested formats.

As final details and styled shoots are available, we will share those with you, and of course we are on hand at any point if you'd like to discuss how the many spaces at The Pear Tree can be customised for your own wedding day.

The quickest way to answer any immediate questions is to send these by email to our events team on eventsteam@peartreepurton.co.uk and they will quickly reply. If you'd like to arrange a call to discuss things further, then please email sharon.lindon@wedding-venues.co.uk who leads the wedding office, and we'll arrange a specific time to call you to chat everything through. Alternatively, we will be arranging a few events for booked couples over the coming months where we will dress the venue ready to party so you can come and see exactly how the space can be best used and ask any questions at that point.

Whilst much of your day will remain unchanged, we're here to answer any questions, plan your perfect wedding, share great ideas for how to use each space in the evening, and make sure that yours is a night to remember!

Speak soon

The Pear Tree Events Team

The Pear Tree, Church End, Purton, Swindon SN5 4ED
T. 01793 781270 – weddings@peartreepurton.co.uk – peartreepurton.co.uk

Company Registration Number 12435879

Date	Time	Courtyard at the outside kitchen	Lawn	Pavillion	Bartlett	Inside Orangery	Main road entrance at the drive	Public walkway	Notes
15/10/2021	17:30	57	55	52	77	76	50	47	
	18:30	55	53	48	71	85	51	51	Road noise, no noise from us
	19:30	48	45	53	65	82	49	55	Taxi arriving with evening guests
	20:00	71	63	55	90	82	51	70	Church bells ringing
	20:30	53	47	53	81	64	50	49	Church bells ringing. Band sound check peak reached 94.6
	21:00	62	60	57	93	83	72	53	No venue noise audible from outside
15/10/2021	21:30	75	61	63	78	82	51	48	Some traffic noise
	22:00	67	54	70	93	79	67	48	Band on break
	22:30	63	58	66	87	80	48	63	Band back on
	23:00	61	63	57	94	75	47	49	
	23:30	63	50	44	87	74	50	44	2 Taxis idling. All music ceased.
	Average	62	55	56	83	78	53	53	
Max	75	63	70	94	85	72	70		

Music Type	Band
Music Location	Bartlett
Equipment used to take readings	Martek MK09
Manager	Mark

Date	Time	Courtyard at the outside kitchen	Far end of Carpark by Sam's container	Pavillion	Inside Orangery	Main road entrance at the drive	Public walkway by the gate	Public walkway far end of grassed area	Notes
16/10/2021	15:00	46	43	46	76	57	47	44	
	16:00	50	46	46	76	50	49	42	Some traffic noise
	17:30	51	50	49	76	57	63	71	Loud motorbike in area
	18:30	71	49	55	80	62	46	49	Kids playing outside
	19:00	71	54	70	78	58	54	51	Kids playing outside DJ soundcheck 80dB.
	20:00	65	47	47	73	70	49	47	
	20:30	71	49	55	71	50	49	48	
	21:00	78	53	55	79	54	47	45	
	21:30	68	48	50	73	51	67	45	
	22:00	67	46	48	71	57	46	46	Guests starting to leave
22:30	56	56	50	77	50	47	44		
23:00	65	46	48	75	48	45	45	People in courtyard	
Average		63	49	52	75	56	51	48	
Max		78	56	70	80	70	67	71	

Music Type	DJ
Music Location	Bartlett
Equipment used to take readings	Meterk MK09
Manager	Mark

Date	Time	Courtyard at the outside kitchen	Far end of Carnark by Sam's container	Pavillion	Inside Orangerie	Bartlett	Main road entrance at the drive	Public walkway by the gate	Public walkway far end of grassed area	Notes
	15:00	50	55	50	53		50	49	48	Sunny day, light traffic
	16:00	47	48	46	72		50	47	46	Start of wedding breakfast
	16:45	45	43	43	72		45	43	43	All blue notices in place
	17:30	47	43	43	73		46	43	42	Light traffic
	18:15	45	42	43	84		45	44	42	Speeches in orangerie
	19:30	48	43	44	83		46	46	52	Light traffic
17/10/2024	20:00	48	40	44	79	87	49	46	48	Disco in flow
	20:30	78	60	52	78	82	53	45	43	Loud guest laughing, guests sitting outside
	21:00	65	52	52	74	79	54	43	42	Cars passing
	21:30	53	43	56	75	80	45	43	40	Guests having photos
	22:00	52	42	45	74	80	45	43	42	
	22:30	56	42	44	75	82	45	43	42	
	23:00	60	43	44	74	85	45	42	41	Traffic
Average		53	46	47	74	82	48	44	44	
Max		78	60	56	84	87	54	49	52	

Music Type	DI
Music Location	Bartlett
Equipment used to take readings	Meterk MK09
Manager	Scott

Date	Time	Courtyard at the outside kitchen	Far end of Carpark by Sam's container	Pavillion	Inside Orangerly	Main road entrance at the drive	Public walkway by the gate	Public walkway far end of grassed area	Notes
21/10/2021	15:30	52	51	66	76	66	55	57	
	16:30	48	44	52	71	53	47	45	
	17:30	54	54	48	73	64	52	51	
	18:30	56	51	50	74	64	61	54	Band practice
	19:30	53	51	53	72	54	56	54	First dance
	20:30	64	49	54	82	49	52	52	
	21:15	75	50	55	83	52	53	49	BBQ on and guests outside
	22:00	56	52	46	78	65	49	47	Motorbike passing
	23:00	53	47	46	79	56	50	49	
Average		57	50	52	77	58	53	51	
Max		75	54	66	83	66	61	57	

Music Type	Band
Music Location	Bartlett
Equipment used to take readings	Meterk MK09
Manager	Ben

Date	Time	Courtyard at the outside kitchen	Far end of Carpark by Sam's container	Pavillion	Inside Orangery	Main road entrance at the drive	Public walkway by the gate	Public walkway far end of grassed area	Notes
23/10/2021	15:30	54	47	50	76	51	50	47	No music in the Orangery
	16:30	49	47	49	76	53	52	47	Harpist in Orangery
	17:30	49	47	47	82	51	51	47	Harpist in Orangery
	18:30	50	45	46	81	49	49	47	
	19:30	55	48	48	83	52	51	47	DJ Started
	20:15	56	50	52	83	52	50	51	Guests by pizza oven
	21:00	53	46	48	80	52	51	47	
	21:45	51	46	48	84	51	50	46	
	22:15	53	46	47	83	51	51	46	
	23:00	51	46	46	76	50	49	46	
Average		52	47	48	80	51	50	47	
Max		56	50	52	84	53	52	51	

Music Type	DJ
Music Location	Bartlett
Equipment used to take readings	Meterk MK09
Manager	Ben

Date	Time	Courtyard at the outside kitchen	Far end of Carpark by Sam's container	Pavillion	Bartlett	Inside Orangerly	Main road entrance at the drive	Public walkway by the gate	Public walkway far end of grassed area	Notes
24/10/2021	14:00	54	35	39	78	68	42	42	35	Saxophone inside
	15:00	55	37	40	75	70	43	41	36	light traffic
	15:30	65	40	40	70	68	43	41	35	Raining, wedding breakfast started
	16:30	52	40	40	60	82	46	41	33	Lots of smokers outside
	17:00	70	37	38	63	79	42	40	33	
	17:30	75	36	38	62	80	40	40	36	
	18:00	42	42	40	60	75	41	37	37	Speeches
	18:30	42	40	39	60	78	37	37	36	Light rain
	19:00	43	40	39	72	63	37	37	36	Speeches in Orangerly
	19:30	60	40	39	88	78	37	36	36	
	20:00	72	54	40	91	80	39	36	37	
	20:30	75	54	39	95	80	37	37	35	Asked to turn music down
21:00	60	52	40	95	82	38	37	37		
21:30	65	54	39	96	80	38	35	47	Could hear people laughing outside	
22:00	62	53	39	98	80	38	35	39	Asked DJ to turn music down	
22:30	58	50	38	94	80	38	33	39	Outside lights off	
Average		59	44	39	79	76	40	38	37	
Max		75	54	40	98	82	46	42	47	

Music Type	DI with SAX
Music Location	Bartlett
Equipment used to take readings	Waterk MKU9
Manager	Scott

Date	Time	Courtyard at the outside kitchen	Far end of carpark by Sam's container	Pavillion	Inside Orangery	Main road entrance at the drive	Public walkway by the gate	Public walkway far end of grassed area	Notes
25/10/2021	17:30	55	49	61	61	73	57	50	Traffic noise
	18:30	61	47	61	64	54	55	48	
	19:00	50	49	51	60	56	46	47	DJ sound check 86dB
	19:30	55	46	47	75	47	45	42	Some noise from outside games
	20:00	55	46	46	75	38	47	44	Some noise from outside games
	20:30	57	48	55	73	47	44	54	
	21:00	49	47	47	74	47	46	46	
	22:00	62	46	48	73	47	47	49	Outdoor games being put away
	22:30	51	46	46	71	63	44	46	Some guests leaving
	23:00	46	44	47	57	47	46	46	
Average		45	46	43	52	50	44	47	End of evening
Max		53	47	50	67	52	47	47	
		62	49	61	75	73	57	54	

Music Type	DJ
Music Location	Bartlett
Equipment used to take readings	Meterk MK09
Manager	Mark

Date	Time	Courtyard at the outside kitchen	Far end of Carpark by Sam's container	Pavillion	Inside Orangery	Main road entrance at the drive	Public walkway by the gate	Public walkway far end of grassed area	Notes
26/10/2021	17:00	51	49	53	73	50	45	48	
	18:00	47	48	49	72	49	46	48	
	19:00	46	49	50	74	50	47	46	Band sound check - average of 95dB
	19:30	47	48	49	81	48	46	52	
	20:00	52	46	49	77	61	48	47	Traffic noise
	20:30	71	51	47	79	54	46	48	
	21:00	64	47	46	75	56	49	51	
	21:30	55	47	49	77	50	42	47	
	22:00	52	47	48	78	52	44	46	
	22:30	52	46	46	82	53	47	44	
Average	23:00	50	50	51	79	54	49	47	
	23:30	47	48	44	72	50	47	46	
		53	48	48	77	52	46	48	
Max		71	51	53	82	61	49	52	

Music Type	Band
Music Location	Bartlett
Equipment used to take readings	Meterk MK03
Manager	Mark

Date	Time	Courtyard at the outside kitchen	Far end of Carpark by Sam's container	Pavillion	Bartlett	Inside Orangery	Main road entrance at the drive	Public walkway by the gate	Public walkway far end of grassed area	Notes
28/10/2021	16:00	55	49	49	68	72	48	47	47	
	16:30	54	48	49		75	48	49	47	Meal Service
	17:00	51	48	49		75	49	50	50	Meal Service
	17:30	51	49	50		76	49	50	49	Meal Service Speeches
	18:00	52	48	49		75	49	51	49	
	18:30	54	49	49		72	49	49	47	
	19:00	54	49	49		75	48	46	47	Band Practice
	19:30	70	49	75	60	58	48	46	47	Cheering for photo. Spatdler's.
	20:00	50	47	48	98	80	54	52	52	First Dance - sound cut out
	20:30	50	48	47	72	88	52	52	52	Rainning light wind
	21:00	52	53	49	74	65	49	47	47	
	21:30	52	54	49	82	75	49	47	47	
	22:00	49	50	48	95	82	47	48	48	Lots of singing
22:30	48	50	49	102	82	47	48	48	Singing	
23:00	47	46	49	92	81	47	47	47		
Average		53	49	51	81	74	49	49	48	
Max		70	54	75	102	82	54	52	52	

Music Type	Bard
Music Location	Bartlett
Equipment used to take readings	Masterk MK09
Manager	Scott

Date	Time	Courtyard at the outside kitchen	Far end of Carpark by Sam's container	Pavillion	Bartlett Orangery	Inside entrance at the drive	Main road walkway by the gate	Public walkway by far end of grassed area	Notes
30/11/2021	16:00	50	47	45	52	47	46	46	
	16:30	48	47	45	60	47	45	46	
	17:00	47	47	46	60	45	45	47	
	17:30	47	48	47	55	47	46	47	
	18:00	48	47	45	55	50	46	46	
	18:30	48	48	45	58	48	48	47	Speeches
	19:00	48	47	45	82	47	45	45	Band Practice
	20:00	47	49	46	87	46	46	47	First dance
	20:30	50	48	44	98	48	47	47	Light rain
	21:00	49	43	44	94	43	45	45	
21:30	48	43	43	80	44	43	43		
22:00	47	44	44	79	43	44	44		
22:30	45	44	43	89	42	43	43		
23:00	46	43	43	90	43	44	44		
Average		48	46	45	72	46	45	46	
Max		50	49	47	87	50	48	47	

Music Type	Band
Music Location	Bartlett
Equipment used to take readings	Meterk MWK09
Manager	Scott

Date	Time	Courtyard at the outside kitchen	Far end of Carpark by Sam's container	Pavillion	Inside Orangery	Main road entrance at the drive	Public walkway by the gate	Public walkway far end of grassed area	Notes
	16:30	58	46	49	76	45	52	47	
	16:30	58	45	49	77	46	53	42	
	17:00	57	46	49	78	46	50	43	
	17:30	58	45	52	75	52	52		
	18:00	57	49	77	70	53	55		Large group in garden laughing, asked to move.
	18:30	56	48	80	75	54	56		
	19:00	70	55	85	73	63			
	19:30	54	53	52	81	55	54		
01/11/2021	20:00	58	52	52	86	54	53		
	20:30	69	46	54	79	53	52		
	21:00	72	70	61	79	56	53		
	21:30	75	67	59	85	54	54		
	22:00	73	69	49	80	56	53		
	22:30	70	46	49	79	47	52		
	23:00	68	48	50	80	46	51		
Average		64	52	58	78	52	53	44	
Max		75	70	85	86	63	56	47	

Music Type	DJ
Music Location	Bartlett
Equipment used to take readings	Meterk MK09
Manager	Lee

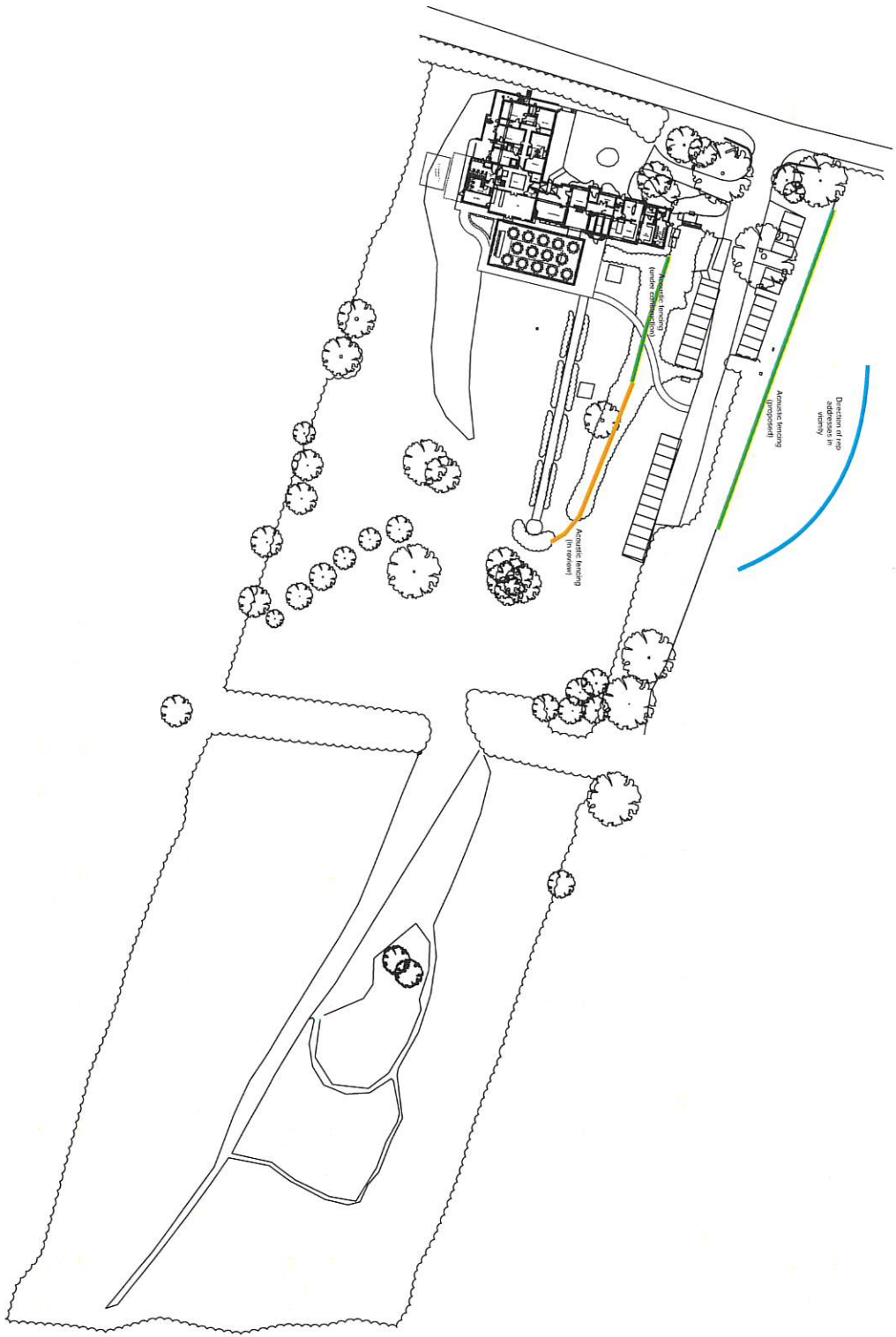
Date	Time	Courtyard at the outside kitchen	Far end of Carpark by Sam's container	Pavillion	Bartlett	Inside Orangery	Main road entrance at the drive	Public walkway by the gate	Public walkway far end of grassed area	Notes
06/11/2021	16:00	49	51	49		75	44	44	43	
	16:30	45	48	48		73	43	46	46	Wedding breakfast
	17:00	44	49	49		75	43	43	43	Wedding breakfast
	17:30	46	48	48	58	72	46	45	45	Wedding breakfast
	18:00	44	47	50	60	75	49	49	49	Fireworks in village
	18:30	43	47	50	60	60	55	55	49	Fireworks in village
	19:00	68	49	49	60	60	50	48	48	Outside group photo, clapping.
	19:30	43	39	92		39	37	39	37	First dance in orangery
	20:00	44	37	76	85	37	39	39	36	Band playing
	20:30	44	37	75	84	39	40	40	35	Fireworks
21:00	44	37	76	89	42	40	43	35		
21:30	42	50	80	87	43	39	52	42	Fireworks in village	
22:00	44	40	39	89	86	37	39	39		
23:00	39	37	37	92	92	34	34	35		
Average		45	44	60	76	60	43	44	42	
Max		68	51	92	92	86	55	55	49	

Music Type	Live Band
Music Location	Bartlett
Equipment used to take readings	Wetech MK09
First Dance In Orangery Manager	Scott

Date	Time	Courtyard at the outside kitchen	Far end of Carpark by Sam's container	Pavillion	Inside Orangeray	Main road entrance at the drive	Public walkway by the gate	Public walkway far end of Brass area	Notes
	17:00	45	45	55	77	44	43	45	
	17:30	43	44	56	78	43	45	46	
	18:00	46	42	47	74	48	44	47	
	18:30	46	42	49	76	46	46	47	
	19:00	46	44	49	69	49	47	44	
12/11/2021	19:30	46	56	57	70	57	55	51	Church bells ringing
	20:00	55	44	42	75	48	48	43	
	21:00	47	64	53	75	64	68	70	Church bells ringing
	22:00	47	48	57	81	47	44	47	
	23:00	46	42	40	81	48	48	46	
	23:30	47	45	41	79	46	46	45	Guests leaving and band packing up.
Average		47	47	50	76	49	49	48	
Max		55	64	57	81	64	68	70	

Music Type	Band
Music Location	Bartlett
Equipment used to take readings	Waterk MK09
Manager	Mark

Date	Time	Courtyard at the outside kitchen	Far end of Carpark by Sam's container	Pavillion	Bartlett	Inside Orangery	Main road entrance at the drive	Public walkway by the gate	Public walkway far end of grassed area	Notes	Music Type	Band and Sax
13/11/2021	15:30	57	57	57	57	76	69	70	53	Lawnmower, football noises	Music Location	Bartlett
	16:30	51	45	52	45	77	55	51	45	Wedding Breakfast		
	17:30	54	44	52	43	80	49	49	43	Band set up, crockery moving in kitchen	Equipment used to take readings	Meterk MK09 Scott/Ben
	18:30	54	42	43	80	44	46	43	43	no issues		
	19:00	50	43	43	95	80	45	45	43	band practice		
	19:30	49	43	48	60	80	54	52	52	Light traffic and fireworks		
	20:00	47	43	45	62	81	45	45	45	cake cutting (clapping)		
	20:30	45	45	56	88	75	47	45	45	First dance		
	21:00	45	45	52	68	70	46	45	45	guest outside laughing		
	21:30	45	43	51	70	69	45	44	43	background music		
	22:00	45	46	50	70	82	44	44	43	Music restarted		
	22:30	43	44	48	72	90	45	43	43	music		
	23:00	43	44	46	70	88	45	43	44	Music off		
Average		48	45	49	73	79	49	48	46			
Max		57	57	57	95	90	69	70	53			



From: Angus Hastie <angus.hastie@peartreepurton.co.uk>
Subject: Re: Noise complaints at The Pear Tree
Date: 13 October 2021 at 18:01:32 BST
To: "Hares, Tessa" <Tessa.Hares@wiltshire.gov.uk>
Cc: "Price, Jemma" <Jemma.Price@wiltshire.gov.uk>, "Warren, Brett" <brett.warren@wiltshire.gov.uk>

Dear Tessa

Thank you for your email.

We had a really constructive meeting with Jemma and Brett last week. We went into that meeting to listen and understand the nature of the problem, and they were clear that the noise issues were very significant. So whilst we have a process to follow to agree a noise management plan, we are already implementing the measures we think will make the greatest difference now. The most significant change is the relocation of the evening music which we are moving out of the orangery and into the heart of the main building. We have begun that process already, starting with tomorrow's wedding. It's fair to say that the change is not being universally well received by our couples and we're facing a considerable commercial challenge, but that's ultimately our problem.

I've been speaking to our acoustic consultant this afternoon too. They are still reviewing their monitoring data but they will share their report and recommendations with you when ready. In the meantime, we're looking to erect some acoustic fencing along the north edge of the patio which, together with the change to evening music arrangements, should result in a marked improvement, with further measures to come.

We are working on a draft noise management plan which I'll forward to you asap and which we will include in draft form, subject to approval, with our license variation application. I look forward to working with you further to resolve the noise issues.

Kind regards

Angus
07878735236

On 13 Oct 2021, at 15:24, Hares, Tessa
<Tessa.Hares@wiltshire.gov.uk> wrote:

Dear Mr Hastie,

Thank you for your email and I am sorry I was unable to attend the meeting with my colleagues last week.

It is good to know you are taking matters seriously as I can honestly say it really has been very intrusive for your neighbours.

I am just looking at the TENS applications and will email you shortly regarding my understanding of what is happening and where the music will be sited.

Kind regards
Tessa

Mrs Tessa Hares
Environmental Health Officer
Environmental Control and Protection (North and West)
Monkton Park
Chippenham
Wiltshire
SN15 1ER

tessa.hares@wiltshire.gov.uk
01249 706406

Please note I do not work Mondays

-----Original Message-----

From: Angus Hastie <angus.hastie@peartreepurton.co.uk>

Sent: 11 October 2021 16:32

To: Warren, Brett <brett.warren@wiltshire.gov.uk>

Cc: Hares, Tessa <Tessa.Hares@wiltshire.gov.uk>; Price, Jemma <Jemma.Price@wiltshire.gov.uk>; Sarah Sweeney

<sarah.sweeney@peartreepurton.co.uk>; Simon Robson

<simon@venue-catering.co.uk>; Scott Bradbury

<scott.bradbury@venue-catering.co.uk>; Matthew Wilson

<matthew.wilson@venue-catering.co.uk>

Subject: Noise complaints at The Pear Tree

Dear Brett

Thank you for your time on Thursday. There was a lot to take in but it was a very helpful meeting.

We are keen to resolve the noise issues by implementing a range of practical measures. There are a number of steps we think we can take that will mitigate the problems, including physical changes (e.g. door closers, acoustic fencing), management measures (e.g. guest management and notices, restrictions on certain instruments) and, most significantly of all, moving the location of any evening parties deeper into the building so we are less susceptible to noise escape from the orangery. It is our intention to submit a comprehensive range of measures in a noise management plan for your approval which will then form part of our premises license variation. We have already appointed our own independent noise consultant to report on the issues and propose a range of practical solutions. We would be happy to give you direct access to our consultant and their conclusions.

We have already started to make a number of these changes on site. I hope it is evident that we wish to work with your team and our neighbours to achieve an outcome that addresses any noise nuisance whilst allowing The Pear Tree to continue to trade successfully.

I look forward to speaking to you further as your investigation progresses.

Kind regards

Angus Hastie
Director, The Pear Tree

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From: Angus Hastie <angus.hastie@peartreepurton.co.uk>
Subject: The Pear Tree: noise issues
Date: 20 October 2021 at 09:51:03 BST
To: Tessa Hares <tessa.hares@wiltshire.gov.uk>, Brett Warren
<brett.warren@wiltshire.gov.uk>
Cc: Jemma Price <Jemma.Price@wiltshire.gov.uk>
Bcc: Simon Robson <simon@venue-catering.co.uk>, Stuart Owens
<stuart.owens@wedding-venues.co.uk>, Sarah Sweeney
<sarah.sweeney@peartreepurton.co.uk>

Dear Tessa and Brett

Further to our recent meeting about noise issues at The Pear Tree, as discussed we have started to make significant changes to the way we operate in order to mitigate any problems.

The most significant (and contentious!) change is to move the evening party at weddings from the Orangery into the bar area in the main part of the building, together with changes to our music policy. This has been addressed already with all of our remaining 2021 bookings and this morning we are writing to all future bookings for 2022 and 2023. I have copied below the message that we are sending out with a link to the letter.

From the monitoring we have carried out since making this change, it appears to have been highly effective with the music in the evening inaudible at neighbours' property boundaries.

I look forward to speaking to you to understand the next steps in the process.

Kind regards

Angus

Dear Stuart & Sarah,

Please select the link below for an important update regarding your Pear Tree Wedding on 12/02/2022.

[Letter Regarding your Wedding at The Pear Tree](#)

Kind regards

The Pear Tree Wedding Office Team



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From: Angus Hastie <angus.hastie@peartreepurton.co.uk>
Subject: Re: The Pear Tree license variation application
Date: 12 November 2021 at 12:08:17 GMT
To: "Hares, Tessa" <Tessa.Hares@wiltshire.gov.uk>
Cc: Carl Bruder <carl.bruder@vclaw.co.uk>, "Price, Jemma" <Jemma.Price@wiltshire.gov.uk>, Brett Warren <brett.warren@wiltshire.gov.uk>

Dear Tessa

I hope you're well.

I wondered if there was any update on the noise complaints at The Pear Tree, your findings from your own investigations, and the process from here? Also, did you have any comments on the proposed noise management plan submitted with our premises license variation?

We continue to take noise level readings and observations for all events and see a dramatic improvement following the relocation of the evening entertainment to the internal lounge area and restrictions on outside music that we have set out in our noise management plan.

Kind regards

Angus

On 14 Oct 2021, at 14:28, Hares, Tessa <Tessa.Hares@wiltshire.gov.uk> wrote:

Dear Mr Hastie,

Thank you for keeping me updated. I am happy to look at the noise management plan however it will not be possible today due to other work commitments.

I will get back to you during the consultation period to advise on my

thoughts on the NMP application.

Kind regards
Tessa

Mrs Tessa Hares
Environmental Health Officer
Environmental Control and Protection (North and West)
Monkton Park
Chippenham
Wiltshire
SN15 1ER

tessa.hares@wiltshire.gov.uk
01249 706406

Please note I do not work Mondays

-----Original Message-----

From: Angus Hastie <angus.hastie@peartreepurton.co.uk>
Sent: 14 October 2021 12:36
To: Hares, Tessa <Tessa.Hares@wiltshire.gov.uk>
Cc: Carl Bruder <carl.bruder@vclaw.co.uk>; Price, Jemma
<Jemma.Price@wiltshire.gov.uk>
Subject: Re: The Pear Tree license variation application

Dear Tessa

Just to keep you in the loop, Carl (who is advising us on the license application) has spoken to Jemma and agreed that we will submit the application as is. We can then make any tweaks as required. I will therefore remove the DRAFT heading and watermark from the noise management plan but for the avoidance of doubt, that is not an assumption by us that it is approved by you. I just wanted to flag that in advance.

I look forward to hearing from you with your feedback on the noise management plan and the investigation process.

Kind regards

Angus



Public walkway
by the gate

Main road
entrance at the
drive

Purton Remount
Depot Memorial

Courtyard
Kitchen

The Pear Tree

Pavilion

Swindon Paintball

Church End

Church End

Public walkway
far end of
grassed area

NOISE MANAGEMENT PLAN (Appendix B)

The aim of this Noise Management Plan (NMP) is to put in place reasonable measures to reduce the noise impact of sources associated with events held at The Pear Tree. It exists to promote the Prevention of Public Nuisance objective and as such seeks to reduce noise impact on the local community and neighbours.

Noise must be managed in accordance with this NMP. Any changes to the NMP will be agreed in writing by the Local Authority. The NMP will be reviewed every 3 months and may be updated as required.

Revised: 22 November 2021

Noise Element	Measures
General	<ul style="list-style-type: none"> • The manager shall ensure that all staff are briefed on the licensing objectives in particular, no underage drinking, no drunkenness on the premises or outside the premises, no use of drugs, no violence or anti-social behavior and that there is a need to protect children from harm. • An incident log will be maintained showing a detailed note of incidents and the log will be inspected and signed by the DPS or the bar manager. • The premises will be responsibly managed at all times. • There will be zero tolerance to drunken, anti-social behaviour. • All staff will be trained to promote quiet departure of patrons. • All training undertaken by staff members shall be fully documented and recorded and this should be completed every six months. • All events will be carefully managed to minimise the impact on neighboring residential properties. • A dedicated telephone number will be provided to neighbouring residents and will be manned during operating hours.
Indoor Noise	<ul style="list-style-type: none"> • Music in the orangery will be restricted to background volume levels at all times. • All performance or playing of amplified live or recorded music indoors above background volume levels will be restricted to the areas within the main part of the building (outlined in green) and subject to a noise limiter at all times set to a level where music is not audible at residential dwellings. • External doors and windows of the Orangery will be kept closed at any time when amplified music for the purposes of entertainment is being played above background level inside any areas of the building, except for access and egress. • Self-closers will be installed on the doors in the orangery in order to keep the doors closed whilst music is being played above background level in the building, except during access and egress. • Management will make music suppliers aware of the venue closing times and require them to adhere to this. • Management will ensure music suppliers are aware of the responsible person on site and the requirement to accept instruction from them. • Management must be permitted to control volume levels.
Outdoor Noise	<ul style="list-style-type: none"> • Outdoor music will only be permitted between 10:00 – 18:00. • All outdoor music will be limited to background volume levels only. • Only instruments that have been agreed by management will be allowed to play outside. No brass, saxophones, bagpipes, or drums will be permitted outside. • Live music outdoors will be acoustic (unamplified) only.

	<ul style="list-style-type: none"> • Periodic monitoring and record keeping of dB levels at the property boundary and at points close to the boundary with residential properties will be undertaken, with target noise levels agreed with the EHO. Monitoring locations are shown in the appendix to the variation application. • Written observations of music and people noise shall be made at agreed points on the perimeter of the premises and corrective actions will be noted. • Management will control volume levels. • Acoustically insulated fencing will be erected in the land behind the outdoor kitchen. • Regular staff patrols will be made to ensure people noise is kept to a minimum. • The manager on duty will encourage patrons leaving the premises to do so in such a manner that it does not unreasonably disturb residents by noise, unruly or unsociable behavior. • Signage will be displayed prominently inside and outside asking guests to respect the amenity of local residents and to leave the premises and the area quietly. • The garden and terrace will be closed to the public from 10.30pm. Staff will instruct any guests in the garden and terraced areas as this time to move indoors. Smokers will be required to use the front courtyard area after 10.30pm. • No alcohol sales will be made outside. • Late night refreshment will be restricted to indoors only. • The immediate lawn and terrace outside the orangery will be the designated area for alcohol consumption. • No fireworks shall be permitted.
Deliveries	<ul style="list-style-type: none"> • Deliveries will only be scheduled on weekdays between 8:00 – 18:00, excluding public holidays.
External Seating Areas	<ul style="list-style-type: none"> • Tables and chairs must not be repositioned late at night.
Customer Noise & Car Parks	<ul style="list-style-type: none"> • Clients will be encouraged to ask their guests to pre book taxis in advance. • For those without taxi bookings, a dedicated phone will be provided in the reception area for booking taxis to discourage guests from standing outside trying to find a phone signal. • Taxi companies will be recommended and guests will be encouraged to wait in the reception area until the taxi has arrived. • Taxi companies will be asked to instruct their drivers to collect passengers from inside the venue. • A designated member of staff will manage guest departure. • Staff will leave site quietly, checking the car park on exit. • Guests leaving together will be encouraged to share transport
Refuse & Recycling Bins	<ul style="list-style-type: none"> • Refuse and recycling will only be stored in the waste-bin store area. • Glass crates will not be emptied into glass bins after 22:00

REPORT



The Pear Tree Hotel Environmental Noise Assessment

Date of Issue: 19/11/2021

Compiled By: Stefan Hannan BSc(Hons) PGDip MIOA

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1.0 Introduction

Clear Acoustic Design has been appointed to carry out an environmental noise assessment in relation to the Pear Tree Hotel, wedding and events venue in Purton, Swindon.

The venue has recently reopened following years of re-development and has recently received noise complaints from local residents. The noise complaints mainly relate to entertainment noise from the Orangery, which is an extension to the main building and has been holding the evening events. The highly glazed nature of this space means noise can escape more easily, especially when internal noise levels are at high level from live bands or DJ's.

The venue also has an outdoor kitchen and outdoor seating area to allow guests to be outside during the warmer weather. Concerns have also been raised by local residents regarding noise from guests in this outdoor area.

In recent weeks the entertainment has been moved to the existing Bartlett Lounge area, which is a more internal space in the main building. It is hope that by moving the entertainment into this space that the noise impact on nearby residents will be reduced.

This report assesses the noise created from entertainment noise, both from the Orangery and the Bartlett Lounge, people outside and the car park, and uses an acoustic model to look at the effectiveness of external noise barriers in controlling noise levels.

This report has been compiled and issued by Stefan Hannan of Clear Acoustic Design who holds full corporate membership of the Institute of Acoustics (MIOA), and 15 years of consulting experience.

2.0 Performance Standards & Guidance

2.1 Local Authority Requirements

There are no specific requirements from the local authority at this stage. The standards which have been applied are seen to be in line with the typical requirements of this local authority, and as such are seen to be appropriate.

2.2 National Planning Policy – NPSE, NPPF, PPG-Noise

The Noise Policy Statement for England (NPSE) was published in 2010 and sets out the governments vision and guiding principles regarding noise and sustainable development.

The vision and policy aims are summarised below.

Noise Policy Vision

Promote good health and a good quality of life through the effective management of noise within the context of Government policy on sustainable development.

Noise Policy Aims

Through the effective management and control of environmental, neighbour and neighbourhood noise within the context of Government policy on sustainable development:

- **avoid significant adverse impacts on health and quality of life;**
- **mitigate and minimise adverse impacts on health and quality of life; and**
- **where possible, contribute to the improvement of health and quality of life.**

The National Planning Policy Framework (NPPF), updated in 2021, sets out the governments planning policies and how these should be applied. This framework along with the Planning Policy Guidance for noise (PPG-Noise) advises on how planning can manage potential noise impacts in new development.

The National Planning Policy documents and guidance do not provide any specific design targets or acceptable noise levels that can be followed for a specific scenario. Therefore, every development and situation are deemed to be different and needs to be assessed on its own merits and context.

The PPG for Noise explains the principle of 'observed effect levels'. The 3 main observed effect levels are described below.

- Significant observed adverse effect level: This is the level of noise exposure above which significant adverse effects on health and quality of life occur.
- Lowest observed adverse effect level: this is the level of noise exposure above which adverse effects on health and quality of life can be detected.
- No observed effect level: this is the level of noise exposure below which no effect at all on health or quality of life can be detected.

It also states the following:

"Although the word 'level' is used here, this does not mean that the effects can only be defined in terms of a single value of noise exposure. In some circumstances adverse effects are defined in terms of a combination of more than one factor such as noise exposure, the number of occurrences of the noise in a given time period, the duration of the noise and the time of day the noise occurs."

A noise exposure hierarchy table is also provided, which provides further explanation of the response and outcomes based on the different observed effect levels. This Table is shown overleaf.



Response	Examples of outcomes	Increasing effect level	Action	dB LAeq
No Observed Effect Level				30
Not present	No Effect	No Observed Effect	No specific measures required	
No Observed Adverse Effect Level				35
Present and not intrusive	Noise can be heard, but does not cause any change in behaviour, attitude or other physiological response. Can slightly affect the acoustic character of the area but not such that there is a change in the quality of life.	No Observed Adverse Effect	No specific measures required	
Lowest Observed Adverse Effect Level				40
Present and intrusive	Noise can be heard and causes small changes in behaviour, attitude or other physiological response, e.g. turning up volume of television; speaking more loudly; where there is no alternative ventilation, having to close windows for some of the time because of the noise. Potential for some reported sleep disturbance. Affects the acoustic character of the area such that there is a small actual or perceived change in the quality of life.	Observed Adverse Effect	Mitigate and reduce to a minimum	
Significant Observed Adverse Effect Level				55
Present and disruptive	The noise causes a material change in behaviour, attitude or other physiological response, e.g. avoiding certain activities during periods of intrusion; where there is no alternative ventilation, having to keep windows closed most of the time because of the noise. Potential for sleep disturbance resulting in difficulty in getting to sleep, premature awakening and difficulty in getting back to sleep. Quality of life diminished due to change in acoustic character of the area.	Significant Observed Adverse Effect	Avoid	
Present and very disruptive	Extensive and regular changes in behaviour, attitude or other physiological response and/or an inability to mitigate effect of noise leading to psychological stress, e.g. regular sleep deprivation/awakening; loss of appetite, significant, medically definable harm, e.g. auditory and non-auditory.	Unacceptable Adverse Effect	Prevent	65

Table 2.1 Noise exposure hierarchy table

2.3 BS 8233: 2014

BS 8233:2014 provides a range of internal noise level targets for many building types, including residential buildings. This British Standard is commonly used by planning authorities to place design targets on new residential developments near major sources of noise, such as transportation networks. The guideline internal noise levels for residential buildings, taken from BS 8233:2014 are shown in Table 2.2 below.

Activity	Location	Day (0700-2300)	Night (2300-0700)
Resting	Living Room	35 dB $L_{Aeq, 16hour}$	---
Dining	Dining Room / Area	40 dB $L_{Aeq, 16hour}$	---
Sleeping (Daytime Resting)	Bedroom	35 dB $L_{Aeq, 16hour}$	30 dB $L_{Aeq, 8hour}$

Table 2.2 BS8233:2014 internal noise level criteria

The 2014 version of this British Standard does not give guideline values for L_{Amax} noise levels in bedrooms at night. Maximum noise levels have the potential to cause excessive night time awakenings and it is recommended that this be considered in the assessment.

The World Health Organisation provides a guideline value of 45 dB L_{Amax} and states that this should not normally be exceeded more than 10-15 times in one night. These recommendations have therefore been used to carry out an assessment of maximum noise levels in bedrooms at night.

2.4 BS 4142: 2014

BS 4142: 2014 is a method of assessing the noise impact of industrial noise on sensitive receptors. This is done by comparing the proposed new sources of industrial noise (Rating Level $L_{A,T}$) against the existing level of background noise (L_{A90}).

BS4142:2014 suggests that the rating noise level should be designed to not exceed the existing background noise level, depending on the context. If this is achieved, it is a positive indication that the noise impact will be low.

BS 4142:2014 states that it is not intended to be applied to the assessment of sound from:

- a) Recreational activities
- b) Music and entertainment
- c) Shooting grounds
- d) Construction and demolition
- e) Domestic animals
- f) People
- g) Public address systems for speech; and
- h) Other sources falling within scopes of other standards or guidance

2.5 WHO Guidelines for Community Noise

The WHO issued a guidance document in 1999 relating to community noise (or environmental noise). The WHO guidance document states the following with regards to residential developments and associated outdoor areas.

To protect the majority of people from being seriously annoyed during the daytime, the outdoor sound level from steady continuous noise should not exceed 55 dB $L_{Aeq,T}$ on balconies, terraces and in outdoor living areas. To protect the majority of people from being moderately annoyed during the daytime, the outdoor sound level should not exceed 50 dB $L_{Aeq,T}$.

This provides a useful guide when assessing environmental noise in outdoor amenity areas, however the WHO recognise that this cannot be realistically achieved in all urban areas, where the provision of external amenity may still be desirable despite elevated noise levels.

3.0 Site Description and Noise Climate

The Pear Tree is situated in Purton, just outside of Swindon. Figure 3.1 below provides an overview of the site, and the site layout.

The site and surrounding area are deemed quiet, due to its rural location, with the main source of noise affecting the site being road traffic from the adjacent road to the West.

There is a paintball centre to the South of the Pear Tree, however this was not in use during our site visit. It is expected that this Paintball site produces a degree of noise when operational. Also to the South East of the Pear Tree site is Purton Cricket Club which will also likely create a degree of noise at certain times but was also not operational on our site visit.



Figure 3.1 Site Overview

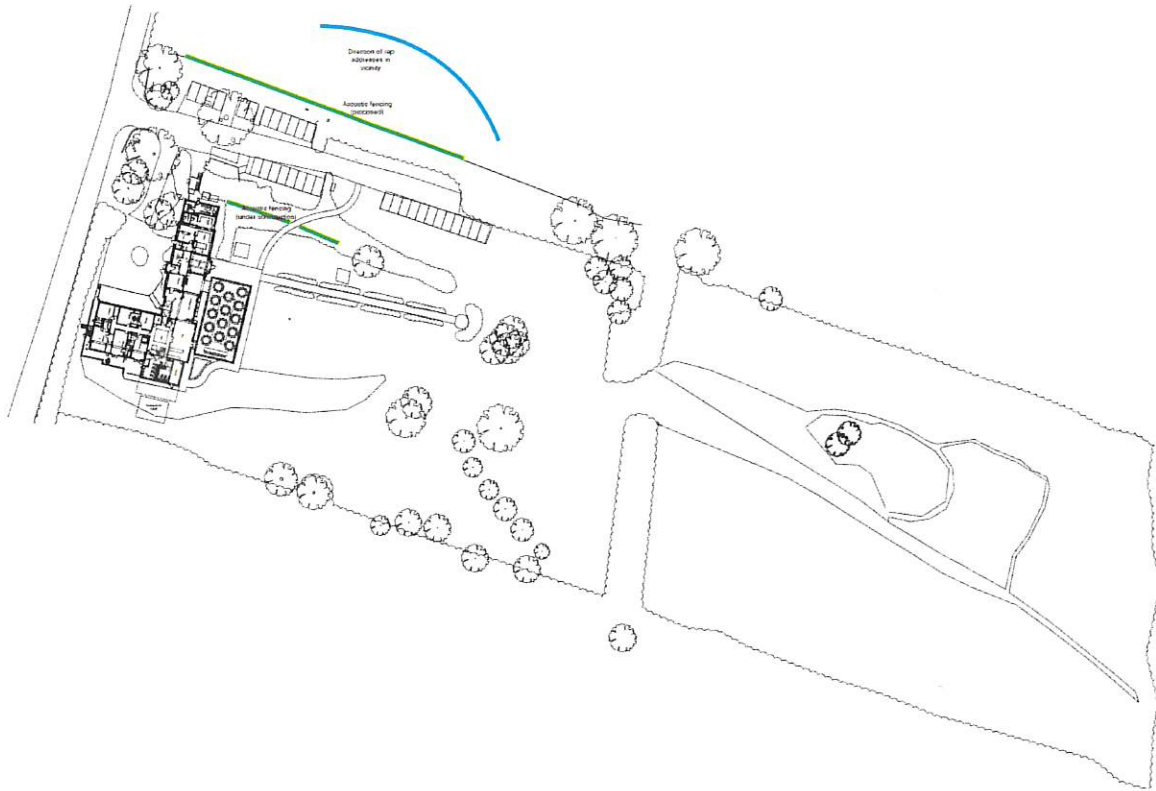


Figure 3.2 Site map

4.0 Environmental Noise Survey

In order to obtain a detailed picture of the environmental noise climate on site, un-attended noise monitoring was undertaken.

Noise levels were measured over an approximate week period to try and capture noise levels during a series of events at the Pear Tree, and also the noise levels when there were no events.

Weather conditions during this survey were erratic and often blustery which makes analysing the data more difficult as bad weather can significantly increase noise levels.

Noise levels were measured using 5-minute and 1-minute samples, in 1 fixed position, from 30/09/2021 – 07/10/2021. The fixed noise monitoring position is indicated in Figure 4.1 and is referred to as F1.

4.1 Measurement Equipment

Equipment	Serial Number	Calibration Date
NTi XL2 sound level meter – Class 1	A2A-16925-E0	28/11/2019
NTi Microphone Capsule - MC230A	A17732	28/11/2019
NTi Preampfier - MA220	8657	28/11/2019

Table 4.1 Measuring equipment used for survey

4.2 Noise Monitoring Location

Figure 4.1 below provides the noise monitoring location



Figure 4.1 Noise Monitoring Location – F1

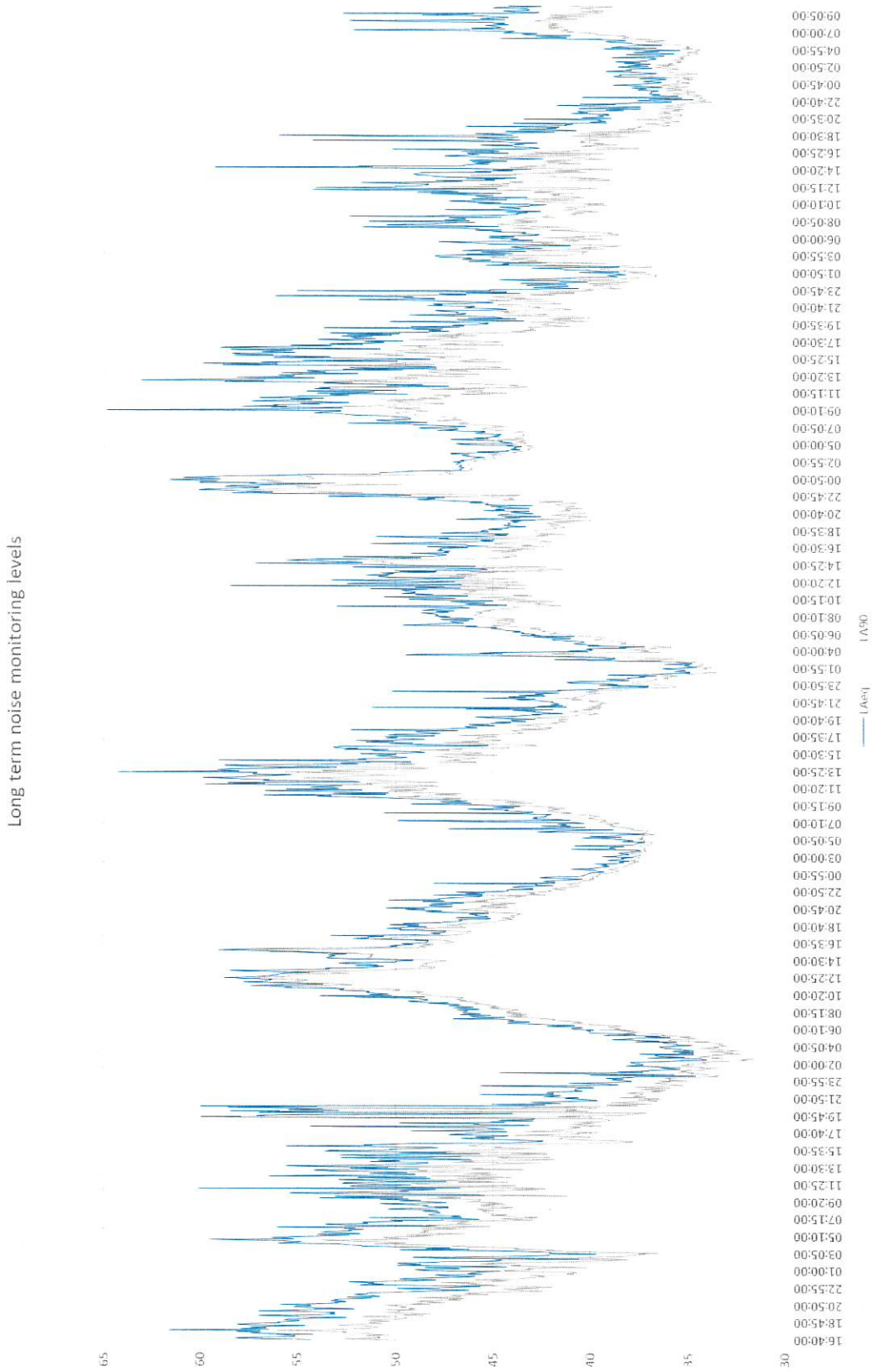


Figure 4.2 - Long term measured data at position F1

4.3 Results Analysis – Fixed Long Term Noise Monitoring

As mentioned previously the weather, especially the level of wind, was very erratic for most of the week. As the measurement position was near the closest residents' garden, and in close proximity to many large trees and bushes, any high or even moderate winds will have potentially significantly increased the ambient noise levels.

For this reason, only selected parts of the data have been analysed where weather conditions are deemed stable. By using the Pear Tree events and entertainment schedule we can see when significant events were taking place in the Orangery and can therefore attempt to spot any increase in noise that correlates with the events.

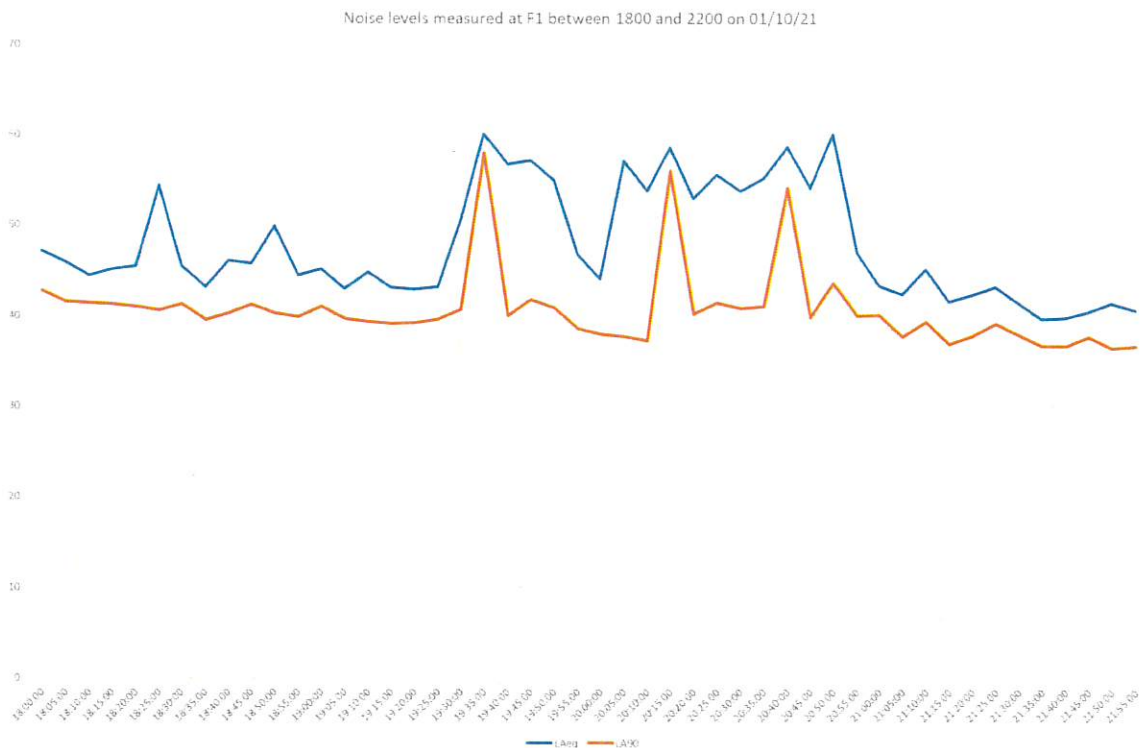


Figure 4.3 – Noise data measured between 1800-2200 on 01/10/21

Figure 4.3 shows the $L_{Aeq,5min}$ noise levels measured on 01/10/21. The events schedule provided by the Pear Tree indicates that a full band was playing in the evening on this day, although the exact timings are unknown. This day appears to be one of the calmer days of the



week and the general ambient noise levels throughout the day are stable and appear representative of normal conditions.

It can be seen in Figure 4.3 that the L_{Aeq} noise levels sharply rise at measurement position F1 at around 19:30 and fall again at around 21:00. This also seems consistent with when an evening band might perform.

The average noise level measured between 19:30 and 21:00 at position F1 was 56 dB L_{Aeq} . The noise level at the same position in the hours immediately before and after this time period were approximately 45 dB L_{Aeq} .

The measured L_{A90} levels, which are percentile values that represent the noise level exceeded for 90% of the time, show that the noise level at F1 is not constant at the same level. If the noise level was fully continuous then the L_{Aeq} and the L_{A90} would be very close together.

The measured L_{A90} noise levels indicate that for at least 10% of the time, noise levels were as low as 40 dB L_{Aeq} at the measurement position F1. This is true for most of the 5-minute sample across this time period. This is not seen to be due to the band stopping and starting, as this would be too many stops during typical band performance, it therefore seems to be due to the doors being opened regularly on the North facing elevation of the Orangery. The door on this elevation is the main access point, both in and out of the space, linking to the outdoor terrace and kitchen area.

It cannot be guaranteed that the higher average noise level of 56 dB L_{Aeq} is due to mainly entertainment noise with a door open, but it is deemed likely at this stage.

Date	Time	Measured Ambient Noise Level, dB L_{Aeq}
01/10/21	19:30 – 21:00	56
01/10/21	18:30 – 19:30 21:00 – 22:00	45

Table 4.2 Summary of measured ambient noise on 01/10/21

The quietest evening measured was the evening of Wednesday 06/10/21. There were no entertainment events on this date according to the Pear Tree events schedule. The weather on this day based on historical weather data was dry and calm, with much lower wind speeds. The ambient noise level on this day could therefore be considered an accurate representation of noise levels in the general area without any entertainment noise present, and calm weather.

Noise levels measured on 06/10/21 between 19:00-23:00 were in the region of 41 dB L_{Aeq}.

Date	Time	Measured Ambient Noise Level, dB L _{Aeq}
06/10/21	19:00 – 23:00	41

Table 4.3 Summary of measured ambient noise on 06/10/21

Wed 06, Oct 2021

Max: 15°C
 Moonrise: 05:54 AM

Min: 7°C
 Moonset: 05:57 PM

Sunrise: 06:16 AM
 Phase: Waxing Crescent

Sunset: 05:34 PM
 Illum: 7 %

Time	Weather	Temp	Feels	Wind	Gust	Rain	Humidity	Cloud	Pressure	Vis
00:00		8 °C	5 °C	19 km/h from W	33 km/h	0.0 mm	91%	27%	1015 mb	Excellent
03:00		7 °C	4 °C	19 km/h from WNW	33 km/h	0.0 mm	95%	39%	1017 mb	Excellent
06:00		7 °C	4 °C	17 km/h from WNW	31 km/h	0.0 mm	94%	18%	1020 mb	Excellent
09:00		10 °C	8 °C	21 km/h from WNW	27 km/h	0.0 mm	78%	11%	1021 mb	Excellent
12:00		15 °C	13 °C	18 km/h from NW	21 km/h	0.0 mm	61%	5%	1023 mb	Excellent
15:00		15 °C	15 °C	15 km/h from WNW	17 km/h	0.0 mm	57%	12%	1023 mb	Excellent
18:00		11 °C	10 °C	10 km/h from W	20 km/h	0.0 mm	82%	28%	1025 mb	Excellent
21:00		9 °C	8 °C	7 km/h from WSW	15 km/h	0.0 mm	90%	45%	1026 mb	Excellent

Figure 4.4– Historical weather data on 06/10/21 – taken from www.worldweatheronline.com

5.0 Noise Impact Assessment

This section provides a noise impact assessment of noise levels at the nearest residential receptor based on entertainment noise in the Orangery space and external noise from people. The Orangery is where the entertainment took place during the long-term noise survey.

5.1 Proposed Assessment Criteria

Various performance standards and guides are introduced in section 2 of this report. There are no universally agreed performance standards for wedding/entertainment venues, and no single standard/document that can be used to set a suitable design target.

Location	External Noise Level, L_{Aeq} dB
External Amenity Areas - NOAEL	35
External Amenity Areas - LOAEL	40
External Amenity Areas - SOAEL	55

Table 5.1 Proposed assessment criteria

Clear Acoustic Design recommend the assessment criteria presented in Table 5.1.

The proposed assessment criteria are based on the National Planning Policy Guidance for noise, issued by Gov.uk, and in particular the Noise Exposure Hierarchy Table shown in Table 2.1.

National planning policy documents such as the NPSE, NPPF and PPG for noise, do not provide specific design targets and it is therefore it is down to interpretation and context as to what the exact values should be. Clear Acoustic Design have therefore added recommended values to the Noise Exposure Hierarchy Table, these can be found in the last column of Table 2.1.

The NPSE states that where noise levels fall between the LOAEL and SOAEL, all reasonable steps should be taken to mitigate and minimise adverse effects on health and quality of life



whilst also taking into account the guiding principles of sustainable development. This does not mean that such adverse effects cannot occur.

It also states that noise levels above the SOAEL should generally be avoided but not necessarily prevented.

Therefore, it is advised that if noise levels in private external amenity areas are greater than 40 dB L_{Aeq} , but less than 55 dB L_{Aeq} , then steps should be taken to mitigate noise levels as much as practically and reasonably possible. This would not however mean that the development should be avoided or prevented.

Noise levels below 40 dB L_{Aeq} in external amenity areas are seen to be below the LOAEL and also below the existing ambient noise levels at the receptors without any event noise, see Table 4.3. This does not mean that noise will not be audible, or not have any effect, but means that noise is unlikely to cause an adverse effect below this level.

5.2 Predicted Noise Levels – Orangery & External Sources

A computer-generated noise model has been built to accurately assess the spread of noise from the building to the residential receptors to the North.

The noise sources included in the modelling are entertainment noise from the Orangery extension, car park noise from the lower car park, and people noise from the outdoor kitchen area. These are the noise sources that are deemed predictable enough to warrant noise modelling. The free movement of individuals and small groups across the site cannot be easily modelled as this behaviour is highly unpredictable.

Smaller groups of people and individuals moving around the site will be less likely to create high noise levels as higher noise levels are usually a result of larger groups with individuals competing, and therefore raising their voices further, to be heard above the crowd.

It would be impossible to model every scenario of people moving across the site. This is also seen as unnecessary as unpredictable noise like this could happen on any site or development that has an outdoor area, not just a hotel, wedding and events venue. This would be better controlled in the noise management plan with measures to prevent larger groups forming in problematic areas.

It is understood that the building was formerly used as hotel, which hosted weddings and events and would also have had many guests, a car park, and a garden area, and therefore would also have created unpredictable noise at certain times from people in the external areas, especially in the summer months.

5.2.1 Modelling Results

Table 5.2 provides the predicted noise levels at 3 locations to the North of the site. One of these locations is the fixed measurement position and the other two are in the garden areas of the nearby residents to the North.

The façade of the building has been modelled using details taken from the architectural drawings and the known material specifications.

The internal reverberant noise level, for the purpose of the modelling, has been set at 100 dB L_{Aeq} , which is a high noise level and representative of a full live rock/pop band.

The model has been run with all doors closed and then with one of the double doors being open. The door open in the model is one of the doors that face North towards the residents in that direction.

The lower car park has been modelled with 60 spaces, with each space being used once in a 1-hour period, therefore 60 car movements per hour.

The external area by the outdoor kitchen has been modelled with an outdoor occupancy of 80 people. It has been assumed for the purpose of the model that a maximum of 50% of people will be talking at any one time and will all be using raised voices.

The model predicts L_{Aeq} noise levels for a worst case 1-hour period and includes all the noise sources outlined above.

Table 5.2 presents the results of this noise model.

Receptor	Orangery Door open / closed	Predicted Noise Level, dB $L_{Aeq, 1-hour}$	With proposed noise protection barriers, dB $L_{Aeq, 1-hour}$
Fixed Position	Closed	43.8	39.5
North Receptor	Closed	42.3	38.3
North East Receptor	Closed	39.0	36.5
Fixed Position	Open	57.2	53.1
North Receptor	Open	55.8	52.0
North East Receptor	Open	52.8	50.1

Table 5.2 Predicted noise from Orangery, car park and people

It can be seen in Table 5.2 that noise levels are significantly increased when a door is opened on the North facing elevation of the Orangery.

The predicted noise levels are consistent with the measured data at the fixed monitoring position.

It is assumed that the doors are frequently opened when events are taking place in the Orangery, especially in the warmer months when people will be outside talking, eating, and drinking.

The façade sound insulation of the Orangery is deemed to be good when the doors are all closed, with noise levels predicted to be in the region of 39-42 dBA at the residential gardens to the North. This level of noise is roughly equal to the existing ambient noise level without any event noise present.

The noise levels can potentially be reduced further at the residential receptors, with the introduction of noise barrier fencing, see the following section.



Figure 5.1 Model receptor locations

5.2.2 Noise Mitigation - Barrier Fencing

It is currently proposed to install barrier fencing in 2 locations. The first is on the high ground at the edge of the outdoor kitchen area. The second is along the northern edge of the car park. The proposed fencing locations can be seen in Figure 3.2 indicated by green lines.

The fences are proposed to be 2 metres high and have been included in the noise model.

Table 5.2 shows the predicted noise with the barriers included in the model. The predicted noise levels with the proposed fencing are in the region of 3-4 dBA lower overall at the receptors.

With the proposed fencing in place the predicted noise levels are below 40 dB L_{Aeq} , with doors closed. This is seen to be below the proposed LOAEL level and deemed unlikely to cause adverse effect. This noise level is also deemed to be below the existing ambient noise level at the receptors, without any event noise present.

With a door open noise levels with the proposed fencing are in the region of 50-53 dB L_{Aeq} . This is above the LOAEL level and would be seen to cause an adverse impact but fall just short of the SOAEL level for a significant adverse impact.

The modelling indicates that the key to keeping noise levels below the LOAEL level is to ensure that all doors can remain closed to reduce the entertainment noise break-out.

Figure 5.2 shows the individual contribution from each noise source in the noise model, at each receptor point, with and without the proposed noise barriers. The elements that start with a 'G' represent the various glazed doors around the Orangery.

It can be seen in Figure 5.2 that the dominant sources at the receptors are the open door, followed by the people in the outdoor kitchen area, and then the lower car park. When the door is closed however the dominant sources are the outdoor area, followed by the lower car park.



The noise levels could potentially be lowered further with higher barrier fencing, although this may not be practical for other reasons.

Source name	Level w/o Barriers	Level w Barriers	Source name	Level w/o Barriers	Level w Barriers
	Day dB(A)	Day dB(A)		Day dB(A)	Day dB(A)
Fixed Position - Total Noise Level	57.2	53.1	Garden North - Total Noise Level	55.8	52
G-D60	23.9	20.3	G-D60	22.7	19.3
G-D61	23.8	20.4	G-D61	22.7	19.5
G-D62	22.5	19.9	G-D62	21.3	19.1
G-D63	22.3	20.7	G-D63	21.2	17.4
G-D64	22.2	18.4	G-D64	21.1	17.3
G-D65	22.1	18.2	G-D65	21.1	17.2
G-D66	22	18.1	G-D66	21	17.1
G-D67	21.9	18	G-D67	20.9	17
G-D68	21.8	17.8	G-D68	20.8	16.8
G-D69	14.1	14.1	G-D69	14.3	14.3
G-D70	13.1	13.1	G-D70	13.2	13.2
G-D71	12.5	12.5	G-D71	12.4	12.4
G-W16	12	12	G-W16	13.9	13.9
G-W17	14.1	14.1	G-W17	15.7	15.7
G-W18	13.7	13.7	G-W18	15.5	15.5
G-W19	12.8	12.8	G-W19	13.8	13.8
G-W34	11.3	11.3	G-W34	10.3	10.3
lower parking	38.4	33.9	lower parking	36.4	32.6
Opening Door	57	52.9	Opening Door	55.6	51.8
Outdoor kitchen area	41.7	37	Outdoor kitchen area	40.3	35.8
Rooflight	24.4	24.4	Rooflight	23.1	23.4
Garden North East - Total Noise Level	52.8	50.1			
G-D60	21.6	20			
G-D61	20	19.4			
G-D62	18.8	18.8			
G-D63	18.8	18.8			
G-D64	18.7	18.7			
G-D65	18.6	18.6			
G-D66	18.6	18.6			
G-D67	18.5	18.5			
G-D68	18.5	18.5			
G-D69	13	13			
G-D70	12.1	12.1			
G-D71	11.4	11.4			
G-W16	13.3	13.3			
G-W17	13.2	13.2			
G-W18	13.2	13.2			
G-W19	11.1	11.1			
G-W34	8.2	8.2			
lower parking	32.3	30			
Opening Door	52.6	49.9			
Outdoor kitchen area	37.1	33.9			
Rooflight	21.1	21.1			

Figure 5.2 Noise contributions from each source in noise model – Orangery door open

5.3 Relocation of Internal Entertainment

It is understood that since the long-term noise survey, all forms of entertainment have been moved to a different internal area of the main building. This has been done with the aim of reducing the noise levels from the Orangery at the receptors and may allow the door to be opened without causing an adverse effect on nearby residents. It is also expected that this relocation will have the effect of drawing people more into the building and away from the terraced area outside the Orangery.

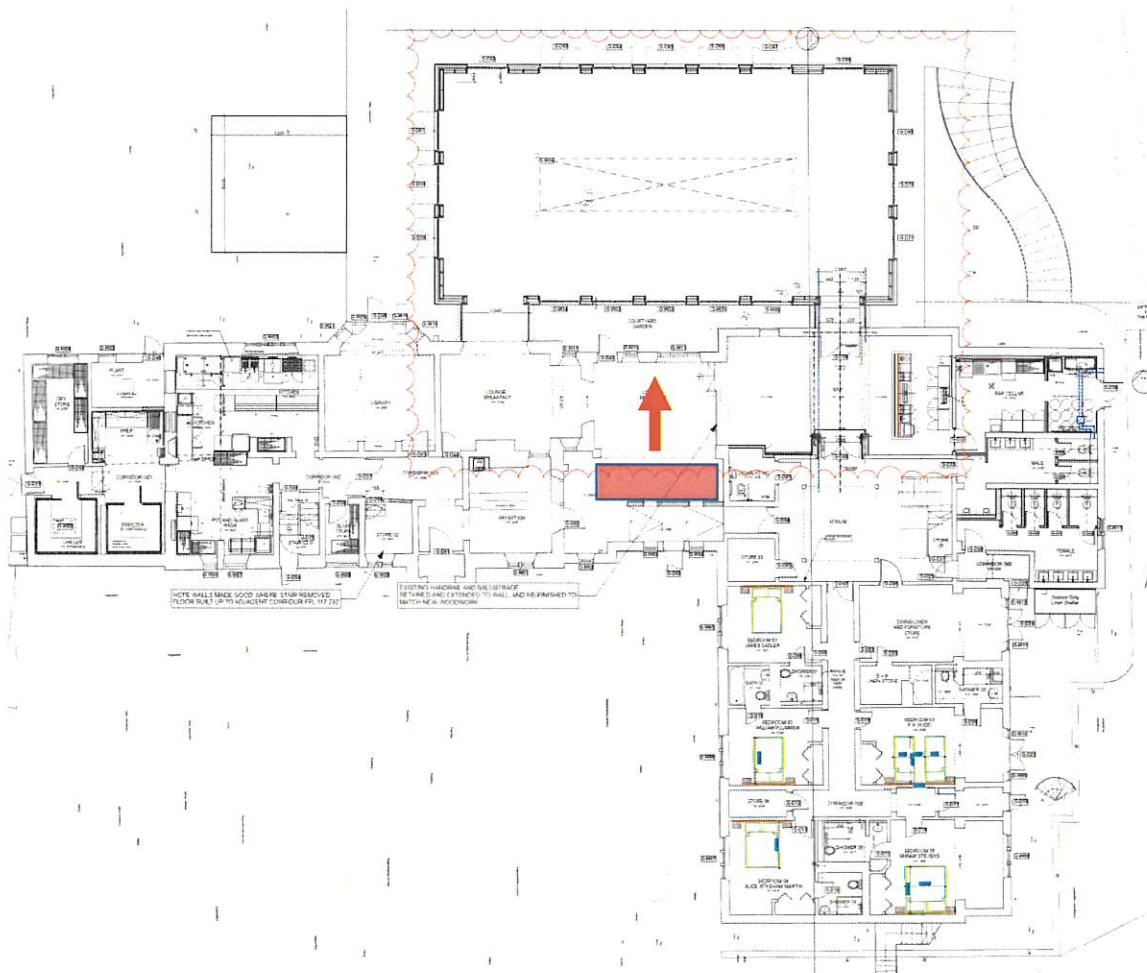


Figure 5.3 New location for Entertainment – shown in red

Internal noise level readings taken by The Pear Tree show maximum noise levels of 95-100 dB L_{Aeq} during live music in the Bartlett Lounge, with average levels below 95 dB L_{Aeq} . This is consistent with what we would expect and consistent with our assumptions in our noise models.

Our noise model has used an internal noise level of 100 dB $L_{Aeq,1-hour}$ and could therefore be considered a robust worst-case assessment of this noise source.

Noise readings have also been taken in the Orangery, whilst live music was taking place in the Bartlett Lounge. This shows that noise levels are approximately 20 dBA lower in the Orangery, which again is in line with our expectations.

5.4 Predicted Noise Levels – Bartlett Lounge & External Sources

A computer-generated noise model has again been built to accurately assess the spread of noise from the building to the residential receptors to the North.

The noise sources included in the modelling are entertainment noise from the Bartlett Lounge, the Orangery, car park noise from the lower car park, and people noise from the outdoor kitchen area.

5.4.1 Modelling Results

Table 5.3 provides the predicted noise levels at 3 locations to the North of the site. As previously, one of these locations is the fixed measurement position and the other two are in the garden areas of the nearby residents to the North.

The façade of the building has been modelled using details taken from the architectural drawings and the known material specifications.

The internal reverberant noise level in the Bartlett Lounge, for the purpose of the modelling, has been set at 100 dB L_{Aeq} , which is a high noise level and representative of a full live rock/pop band together with crowd noise. The noise level in the Orangery has been set at 80 dB L_{Aeq} as noise will spill into this space as there is an open corridor.

Again the model has been run with all doors closed and then with one of the double doors of the Orangery being open.



The lower car park has been modelled with 60 spaces, with each space being used once in a 1-hour period, therefore 60 car movements per hour.

The external area by the outdoor kitchen has been modelled with an outdoor occupancy of 80 people. It has been assumed for the purpose of the model that a maximum of 50% of people will be talking at any one time and will all be using raised voices.

The model predicts L_{Aeq} noise levels for a worst case 1-hour period and includes all the noise sources outlined above.

Table 5.3 presents the results of this noise model after moving the entertainment noise.

Receptor	Orangery Door open / closed	Predicted Noise Level, $dB L_{Aeq, 1-hour}$	With proposed noise protection barriers, $dB L_{Aeq, 1-hour}$
Fixed Position	Closed	43.4	38.8
North Receptor	Closed	41.8	37.5
North East Receptor	Closed	38.4	35.4
Fixed Position	Open	44.3	39.8
North Receptor	Open	42.8	38.6
North East Receptor	Open	39.4	36.5

Table 5.3 Predicted noise from Bartlett Lounge, Orangery, car park and people

With the entertainment moved to the Bartlett Lounge, and proposed fencing in place, the predicted noise levels are comfortably below 40 $dB L_{Aeq}$, with doors closed and with a door open in the Orangery. This is seen to below the proposed LOAEL level and deemed unlikely to cause adverse effect.

These predicted noise levels are also below the existing ambient noise level at the receptors, without any event noise.

The modelling indicates that the main benefit of moving the entertainment noise is that the North facing door to the Orangery can be used whilst entertainment is ongoing in the Bartlett Lounge and still comply with the proposed LOAEL noise level at the residential gardens.

Figure 5.4 shows the individual contribution from each noise source in the noise model, at each receptor point, with and without the proposed noise barriers. The elements that start with a 'G' represent the various glazed doors around the Orangery.

It can be seen in Figure 5.4 that the dominant sources in the model, at the residential receptors, are the people in the outdoor kitchen area, followed the lower car park and open door which are at a similar level.

It should be noted that the contribution of the entertainment noise is now shown to be between 30-32 dB L_{Aeq} , which is approximately 10 dB below the existing ambient noise level at the residential garden receptors when no events are taking place at the hotel.

The noise from the car park has been based on a worst-case 1-hour period, and will only occur at specific times, and possibly might not occur at all. Without the car parking noise included the predicted noise level in the gardens would be approximately 35-37 dB L_{Aeq} .



Source name	Level w/o Barriers	Level w Barriers	Source name	Level w/o Barriers	Level w Barriers
	Day dB(A)	Day dB(A)		Day dB(A)	Day dB(A)
Fixed Position - Total Noise Level	44.3	39.8	Garden North - Total Noise Level	42.8	38.6
bartlett window 1	5.8	5.8	bartlett window 1	4.6	4.6
bartlett window 2	5.3	5.3	bartlett window 2	4	4
bartlett window 3	13.4	13.4	bartlett window 3	12.4	12.4
bartlett window 4	9	9	bartlett window 4	8	8
entrance side 1	-0.9	-4.7	entrance side 1	-2.3	-5.9
entrance side 2	-8.6	-8.6	entrance side 2	-9.7	-9.7
G-D60	3.9	0.3	G-D60	2.7	-0.7
G-D61	3.8	0.4	G-D61	2.7	-0.5
G-D62	2.5	-0.1	G-D62	1.3	-0.9
G-D63	2.3	0.7	G-D63	1.2	-2.6
G-D64	2.2	-1.6	G-D64	1.1	-2.7
G-D65	2.1	-1.8	G-D65	1.1	-2.8
G-D66	2	-1.9	G-D66	1	-2.9
G-D67	1.9	-2	G-D67	0.9	-3
G-D68	1.8	-2.2	G-D68	0.8	-3.2
G-D69	-5.9	-5.9	G-D69	-5.7	-5.7
G-D70	-6.9	-6.9	G-D70	-6.8	-6.8
G-D71	-7.5	-7.5	G-D71	-7.6	-7.6
G-W16	-8	-8	G-W16	-6.1	-6.1
G-W17	-5.9	-5.9	G-W17	-4.3	-4.3
G-W18	-6.3	-6.3	G-W18	-4.5	-4.5
G-W19	-7.2	-7.2	G-W19	-6.2	-6.2
G-W34	-8.7	-8.7	G-W34	-9.7	-9.7
lower parking	38.4	33.9	lower parking	36.4	32.6
Opening Door	37	32.9	Opening Door	35.6	31.8
Outdoor kitchen area	41.7	37	Outdoor kitchen area	40.3	35.8
Rooflight	4.4	4.4	Rooflight	3.1	3.4
Garden North East	39.4	36.5			
bartlett window 1	1.4	1.4			
bartlett window 2	3.9	3.9			
bartlett window 3	9.6	9.6			
bartlett window 4	5.4	5.4			
entrance side 1	-6.1	-9.3			
entrance side 2	-11.4	-11.5			
G-D60	1.6	0			
G-D61	0	-0.6			
G-D62	-1.2	-1.2			
G-D63	-1.2	-1.2			
G-D64	-1.3	-1.3			
G-D65	-1.4	-1.4			
G-D66	-1.4	-1.4			
G-D67	-1.5	-1.5			
G-D68	-1.5	-1.5			
G-D69	-7	-7			
G-D70	-7.9	-7.9			
G-D71	-8.6	-8.6			
G-W16	-6.7	-6.7			
G-W17	-6.8	-6.8			
G-W18	-6.8	-6.8			
G-W19	-8.9	-8.9			
G-W34	-11.8	-11.8			
lower parking	32.3	30			
Opening Door	32.6	29.9			
Outdoor kitchen area	37.1	33.9			
Rooflight	1.1	1.1			

Figure 5.4 Noise contributions from each source– Music in Bartlett Lounge - Orangery door open

6.0 Conclusion

Clear Acoustic Design have carried out a long-term environmental noise survey and carried out extensive computer modelling, to understand the spread of noise from The Pear Tree and assess the likely noise impact.

With live music in the Orangery, and with a door open, noise levels have been measured and modelled to be in excess of the LOAEL and SOAEL levels and would constitute an adverse effect.

With the proposed noise barriers in place, and all other variables unchanged from above, the situation is improved, and noise levels are predicted to drop below the SOAEL level but remain well above the LOAEL level at the residential gardens to the North.

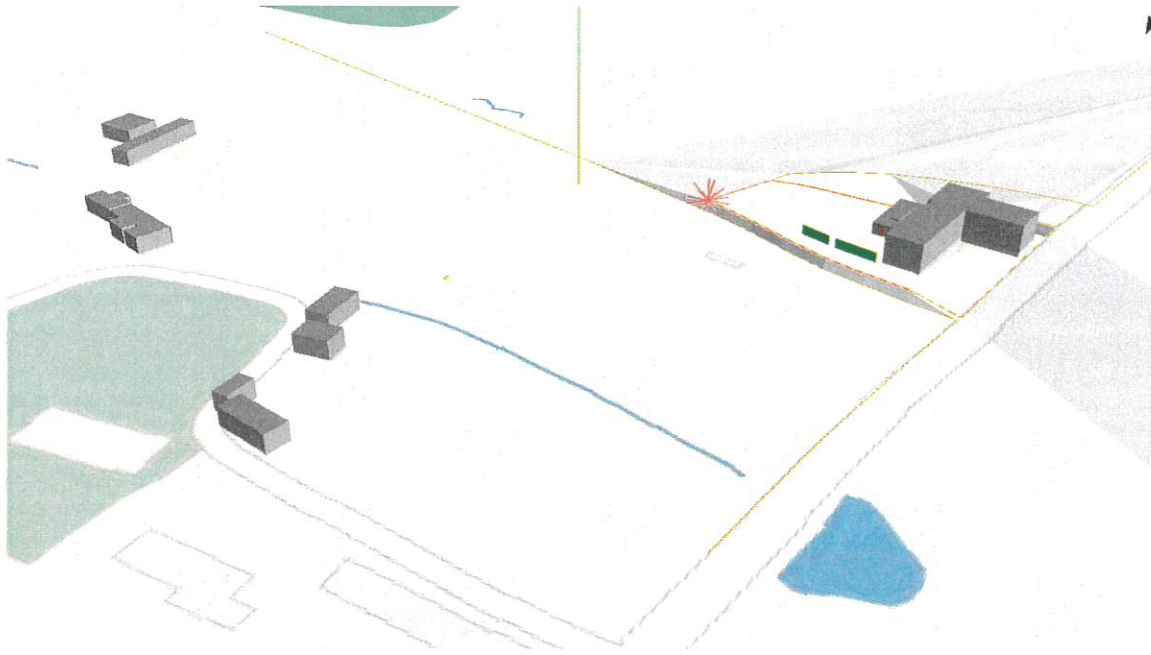
With all doors to the Orangery closed, and the proposed noise barriers in place, noise levels are seen to be greatly reduced. In this case noise levels have been predicted to be below the LOAEL level and there is not deemed to be any adverse effect. This does not mean there will be no effect at all, as this is still above the NOAEL, but an adverse effect is seen to be avoided.

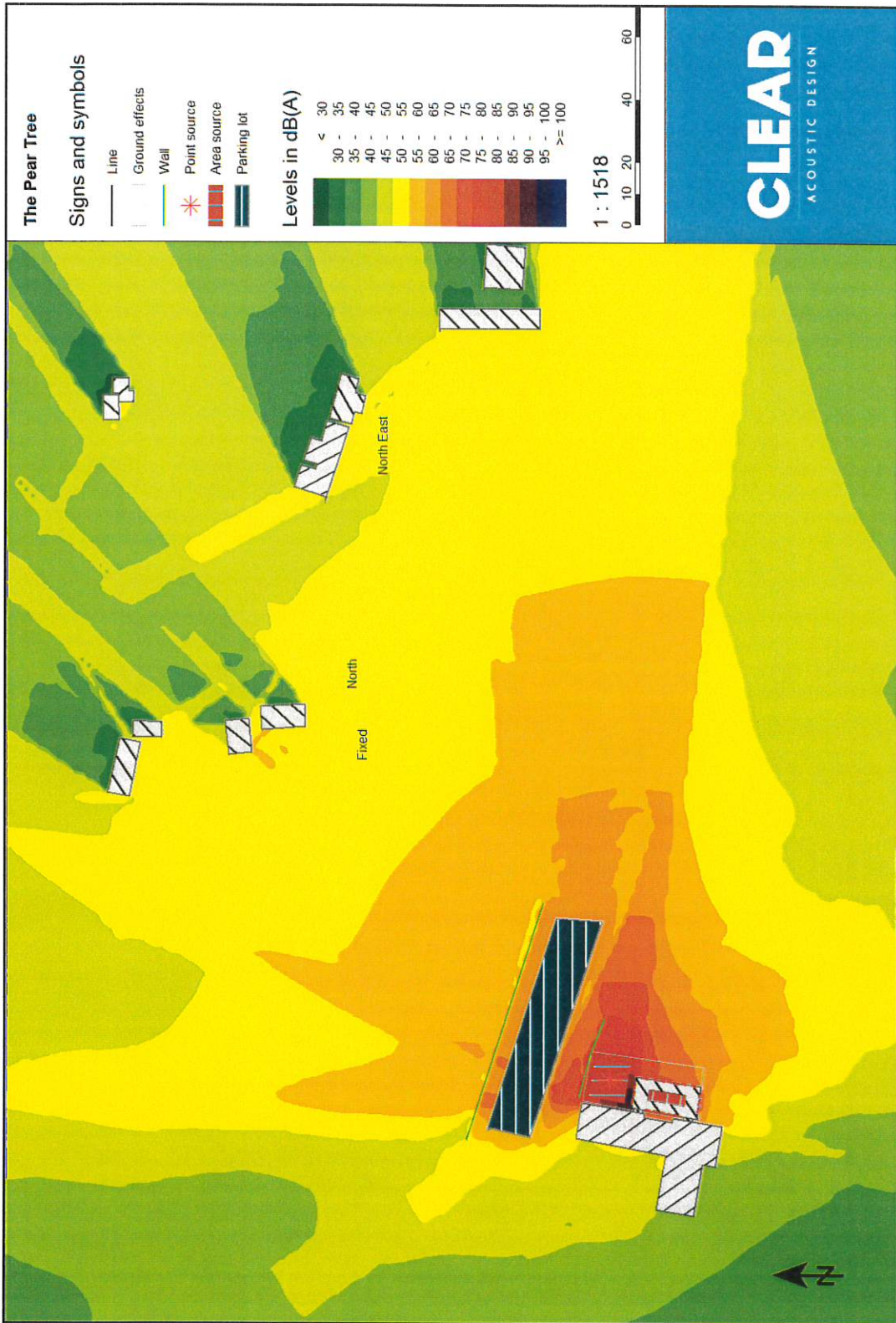
In order to further improve the situation, the entertainment has been moved to another more internal part of the hotel. Additional noise modelling has been carried based on this change with all external noise sources kept the same.

With the entertainment moved the contribution of entertainment noise in the gardens is 30-32 dB L_{Aeq} , which is approximately 10 dB below the existing ambient noise level at the residential garden receptors when no events are taking place at the hotel. Overall noise levels are predicted to be 37-39 dB L_{Aeq} with the other external noise sources having higher contributions.

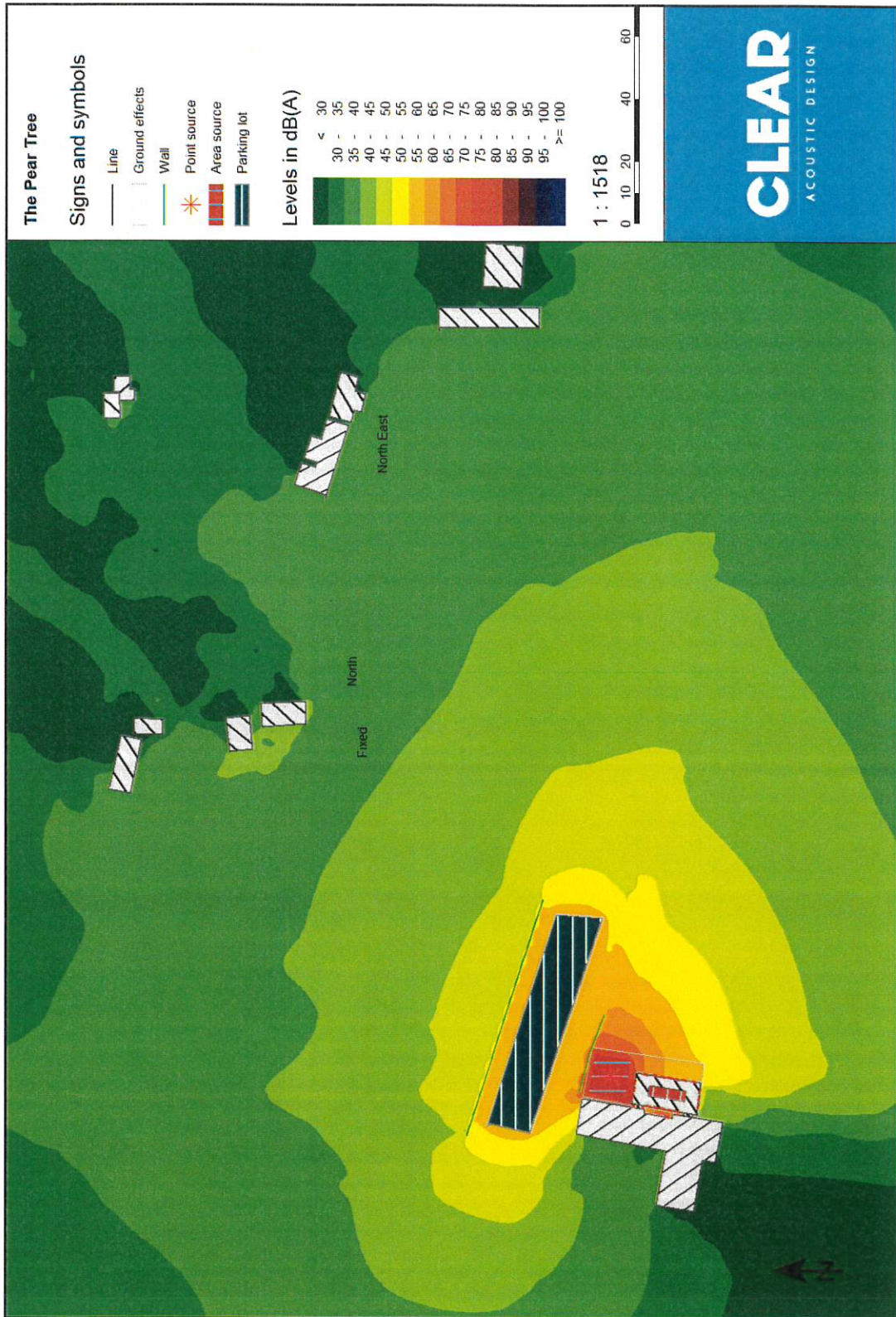
The moved entertainment has brought the modelled noise levels down below the LOAEL level, even with the door open to the Orangery, and with the car park and external terrace noise contributions. This is seen to be an acceptable noise level and follows significant efforts made by the hotel to lower the noise impact.

Appendix A – Noise Mapping Images





Entertainment in The Orangery – With Noise Barriers – Orangery door open



Entertainment in The Bartlett Lounge – With Noise Barriers – Orangery door open