

# Queens Arms, Ivy Street, Salisbury.

## NOISE MANAGEMENT PLAN

- ✓ During any events involving live or amplified music (other than low level background music), all windows will be kept closed. External doors will also be kept closed, except where necessary for access and egress, i.e. the doors will not be secured open and will be fitted with self-closers if necessary.
- ✓ Speakers will not be positioned outside at any times.
- ✓ Noise from music and voices emanating from the premises between 23:00 – 09:00 will be inaudible at the boundary of the nearest residential premises.
- ✓ Regulated entertainment will not take place more frequently than twice in any week within the existing lounge Bar area and will not be permitted at all in the area known as The Barn.
- ✓ The doors/windows at Ground level around the main bar area will be kept closed to reduce noise impact on residential properties. This will be monitored by Manager/supervisor at all times.
- ✓ The licensee or nominated representative will receive and respond to any complaints made throughout the duration of all music events, in accordance with the company's noise management policy (see attached copy).
- ✓ The cooking extraction system will be switched off when not required.
- ✓ The disposal of empty bottles into outdoor storage receptacles will not take place between 19:00 – 07:00.
- ✓ Arrangements will be put in place to ensure that waste collection contractors do not collect refuse between 19:00 – 07:00.
- ✓ Arrangements will be put in place to ensure that deliveries of consumables will not take place between the hours of 19:00 – 07:00.
- ✓ So as to minimise disturbance to local residents late at night staff will be given appropriate instructions and training to encourage customers to leave the premises quietly and not to loiter in the vicinity of the premises.
- ✓ At each exit point a prominent and clear notice will be displayed to the effect that customers should be considerate to local residents by leaving the premises and the area quietly.

QUEENS ARMS, IVY STREET, SALISBURY

COMPONENT Noise Management Plan- Measures in place/to be taken

<p>Inside Music Noise</p>	<p>Good Management control to keep doors &amp; windows closed and control of hours &amp; volumes with a reduced volume for the last period of activity. Consideration will be given to the location of speakers, if they can be placed on rubber to absorb/prevent noise ingress within building structure and any impact on neighbours. No live music or Disco's to be permitted in the Barn Area. Bass elements of music to be minimised and monitored as these are noticeable outside.</p>
<p>Deliveries and Collections</p>	<p>Arrangements will be put in place to ensure that waste collection contractors do not collect refuse between 19.00 – 07.00. Arrangements will be put in place to ensure that consumables will not take place between the hours of 19.00 – 07.00.</p>
<p>Smoking Areas</p>	<p>External areas will be monitored and cleaned regularly and signage will be used to request that patrons respect neighbours and cause minimal noise. The Smoking area is located in the Yard Area. No smoking will be permitted in Brown Street and the entry/exit doors located in Brown Street will not be used . Access to the Barn area will be from Ivy Street. All external areas of the property will be monitored by staff to ensure that noise is controlled and anyone smoking in Ivy Street will be asked to consider neighbours and pedestrians. Signs are displayed in the bar area asking customers to consider neighbours when entering or leaving the premises.</p>
<p>Customers and car park/dispersal</p>	<p>Particularly Disruptive customers will be warned and an exclusion policy introduced. Customers will be requested to refrain from loud or anti social behaviour and management will monitor people leaving the premises to prevent loitering and chatting. A good relationship has been forged with a responsible licensed taxi/private hire operator with customers encouraged to contact this operator whilst within the premises and encouraging drivers to come to the door to collect passengers rather than sound their horn.</p>