

Haymarket Theatre Dispersal Policy

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Next Review	

Contents

1. POLICY
2. Working Relationships
3. Dispersal
 - 3.1 Customer behaviour management
4. Drinking up
5. Signs
6. Management and Staff Presence
7. Taxi Service
8. Music
9. Monitoring
10. Disposal of bottles

Haymarket Theatre General Dispersal Policy

1. The Haymarket Theatre operates a "good neighbour" policy throughout its estate. The Company has always emphasised building and maintaining close relationships with local residents and the Company's premises are run and managed accordingly. The premises manager is expected to deal with any complaints from local residents quickly and effectively. If complaints cannot be resolved on a premises basis, then they are done so with the involvement of area management.
2. In addition, the Company ensures that it enjoys close working relationships with the statutory authorities including the police and the local authority to ensure that is aware of local issues.
3. In relation to dispersal, all our premises are aware of and operate the following procedures and systems, as required, to ensure that our premises operate in a neighbourly manner:-
 - 3.1 Effective management of customer behaviour whilst in the premises. This is achieved through:
 - high staff/management to customer ratio management presence front-of-house at all times
 - award winning management and staff training, in particular in specific area of customer management
 - senior premises management to be SIA trained and registered in due course
 - adoption of the Company's Responsible Drinks Retailing Policy to minimise risk of anti social behaviour away from the premises
 4. A 30 minute drinking up time which is incorporated into the licence for the purposes of the Licensing Act 2003 which assists with gradual dispersal of all customers in the premises at the end of the evening.
 5. Appropriate signage will be placed at exit doors.
 6. A strong management and staff presence in the customer area during the closing time period to ensure all customers leave quietly.
 7. Providing appropriate information to customers who require a taxi.
 8. At our theatre premises keeping music as a minor influence within our premises, with it either being played at appropriate levels. Our experience is that because people have not been shouting/talking against loud music throughout the time they are in the premises they tend to leave more quietly. This is because they are not unwittingly still using raised voices to converse.
 9. Where the premises have windows which may be opened then these, together with entrance doors, will be monitored and kept closed where appropriate during the evening to ensure that neighbours are not disturbed. This also means that there is no risk of disturbance caused by music breakout.
 10. External disposal of bottles/refuse at a reasonable time.

Experience shows that our premises tend to reach their peak occupancy at least one hour before closing time and therefore we don't anticipate any of our premises being at their limit at closing time.