DISPERSAL POLICY
SELFLESS

The purpose of this Dispersal Policy is to ensure, so far as it is possible, that minimum disturbance or nuisance is caused to our neighbours and to ensure that the operation of the premises makes the minimum impact upon the neighbourhood in relation to potential nuisance and anti-social behaviour. This will be achieved by exercising pro-active measures towards and at the end of the evening.

By ensuring that this Dispersal Policy document is brought to the attention of Management and Staff we will seek to encourage the efficient, controlled and safe dispersal of our patrons during our closing period.

1. At the end of the evening management and staff will assist with the orderly and gradual dispersal of patrons and remind any customers in high spirits to bear neighbours in mind when they are leaving the premises.

2. During the latter stages of service, the service points at the bar will be reduced in number and some staff will be reallocated to collecting glasses and beginning to assisting with customer departure.

3. On closure of the restaurant/bar, the primary responsibility of staff will become collecting glasses and beginning to assisting with orderly customer departure. On closure of the premises, lighting levels will be increased and ambient ‘walkout’ music will be played to encourage the gradual dispersal of patrons.

4. Staff Members (including door personnel when employed) will advise patrons to leave the premises quickly and quietly out of respect for our neighbours.

5. Notices will be displayed requesting our customers to leave quietly and in an orderly manner out of consideration to neighbours and their attention will be drawn to these notices by members of staff.

6. We will ensure the removal of all bottles and drinking receptacles from any patron before exiting the premises (this does not apply in the case of consumption in any delineated external drinking area).

7. We will actively discourage our customers from assembling outside the premises at the end of the evening.

8. Telephone numbers for taxi firms will be displayed in prominent locations within the premises. Any recommended taxi firms will be required to collect customers efficiently and quietly.

9. The premises will operate a taxi call back service ensuring taxis collecting customers do not beep their horns.

10. Customers will be directed to various taxi drop/off pick up points and to Piccadilly Transport Interchange (in close proximity to the venue) by door supervisors should they require directions.