



SOUND MANAGEMENT POLICY

1. OBJECTIVE

1. 1.1 The objective of this Policy is to ensure a quiet, controlled and efficient use of the egress passages at all times to manage noise escaping into the external seating area.
2. 1.2 The Policy minimises public nuisance from the following risks:
 1. Sound from interior of restaurant escaping during when using doors to terrace.

2. LOCATION

1. Level 10, St Michaels, Jacksons Row, Manchester M2



3. EXTERNAL HOURS OF OPERATION

3.1 The permitted hours of licensable activity are:

1. 3.1.1 Sunday to Thursday: 11:30 – 23:00
2. 3.1.2 Friday and Saturday: 11:30 – 23:00

4. DEDICATED TELEPHONE NUMBER

4.1 A dedicated telephone number for the Designated Premises Supervisor or the duty manager will be maintained for use by any person who may wish to speak to an appropriate member of staff for any issues arising, including sound nuisance from the premises at night.

5. GENERAL ENTRY/EGRESS

1. Door closers on all external doors (staff will monitor all customer access/egress)
2. Staff entry/exit points
3. Drinks service to patio only from patio bar
4. Dump stations to minimise flow of staff into restaurant
5. Speakers facing inwards towards restaurant
6. Short throw speakers
7. Music noise levels externally within planning Db levels
8. Full awning enclosure in use majority of the time which will dampen sound transmission
9. Terrace bar to be stocked to reduce requirement to go in and out
10. A direct telephone number for the manager at the premises shall be publicly available at all times the premises is open. This telephone number and/or is to be made available to residents and businesses in the vicinity.
11. Notices shall be prominently displayed at all exits requesting patrons to respect the needs of local residents and businesses and leave the area quietly and quickly.
12. The licence holder shall ensure that any queue to enter the terrace which forms is orderly and supervised by staff so as to ensure that there is no public nuisance and to limit the escape of noise.

11. GENERAL MANAGER'S ROLE

11.1 It is ultimately the responsibility of the General Manager and/or Designated premises supervisor to:

- a) ensure that any door supervisors, other managers and staff act effectively and responsibly to comply with this policy;
- b) Prioritise and assist wherever possible in ensuring a quiet and orderly dispersal as possible.