

Dispersal policy

As owner/operators of two bars in Manchester city centre (North Westward Ho and The Gas Lamp) both of which have excellent records of operation, we have demonstrated over the past 16 years we are capable of maintaining quiet and staggered dispersal of customers. The need for extended hours is partly so that we can have a strategic dispersal of customers rather than an 11pm exodus.

Strategies:

Pre-emptive indicators:

Reduce music volume in the last 30 minutes before closure. Music will be calm background music throughout operation but reducing and then stopping music encourages calmer and staggered leaving.

Increase lighting levels in the last 30 mins to make customers aware of the time, and encourage calmer and staggered leaving.

Staff communication:

Call last orders promptly.

Signal to customers we are closing throughout the final period.

Have staff visible to customers to help them leave and to remind them of the time.

Help customers to get home by providing public transport info and taxi numbers if needed.

Environment:

Display signage and notices to leave quietly.

Ensure doors are closed and not held open by customers.

Remove all glasses and drinks from customers before they leave.

Public transport info and taxi numbers will be made available at the bar.

Post Closure

If customers loiter, staff will move them away from the immediate vicinity and stay there until customers have completely left.

Staff will perform a final check of the area after everyone has left to make sure it is clear and remove any obstructions or litter that may have been left by customers.