

Cosalea

Dispersal Policy

Purpose

- This policy gives guidance & direction on the dispersal of customers from the premises for management & employees
- We aim to prevent any unnecessary avoidable disturbance to our neighbours & will take the reasonable steps set out to achieve this
- All relevant staff will be trained using this policy to ensure an orderly & safe dispersal from the premise with minimum impact from noise nuisance & anti-social behaviour
- It is the responsibility of the Designated Premise Supervisor to ensure this policy is followed & updated with any relevant information

Dispersal

- Dispersal will take place via the rear door & front door as appropriate
- Signage will be in place at each exit to remind patrons to leave the premise quietly & asking them not to congregate outside, respecting our neighbours
- During drinking up time staff will focus on dispersal by collecting glasses promptly & asking customers if they require a taxi booking. Giving a clear message that the premise is closing & customers should be preparing for their departure.
- Music will be turned off during drinking up time
- A member of staff will be allocated to each exit to reinforce & remind customers to leave quietly & also ensure no glassware is taken from the premise

Noise Complaints

- Any noise complaints from neighbours related to dispersal should be directed to a Duty Manager immediately to be evaluated & dealt with as appropriate, the details of the neighbour (Address, telephone number, name) should be taken & they should be responded to within 24 hours in a helpful, courteous, respectful manner