

NOISE MANAGEMENT PLAN COMBERMERE ABBEY WEDDINGS

The aim of this Noise Management Plan (NMP) is to put in place reasonable measures to reduce the noise impact of sources associated with Combermere Abbey. It exists to promote the Prevention of Public Nuisance objective and as such seeks to reduce noise impact on the local community and neighbours.

Noise Element	Measures in place or to be taken accordingly
General	<ul style="list-style-type: none">• The manager shall ensure that all staff are briefed on the licensing objectives in particular, no underage drinking, no drunkenness on the premises or outside the premises, no use of drugs, no violence or anti-social behavior and that there is a need to protect children from harm.• An incident log will be maintained showing a detailed note of incidents.• The premises will be responsibly managed at all times.• There will be zero tolerance to drunken, anti-social behaviour.• All staff will be trained to promote quiet departure of patrons.• All training undertaken by staff members shall be fully documented and recorded and this should be completed every six months.• All events will be carefully managed to minimise the impact on neighbouring residential properties.• A dedicated telephone number will be provided to neighbouring residents and will be manned during operating hours.
Indoor Noise	<ul style="list-style-type: none">• No music will be played in the glasshouse after 21:00.• External doors and windows of the Pavilion will be kept closed from 21:00 when amplified music for the purposes of entertainment is being played above background level, except for access and egress. All staff are to be briefed during training to ensure they remain vigilant on closing doors and windows should they be opened by patrons.• Management will make music entertainment providers aware of the volume limit of 95dB, and check that they adhere to it.• Self-closers will be installed on the doors in the Pavilion to keep the doors closed whilst music is being played above background level in the building, except for access and egress.• Management will ensure music ends by midnight.• Management will make music entertainment providers aware of the responsible person on site and to ensure they know to accept instruction from them.
Outdoor Noise	<ul style="list-style-type: none">• Outdoor music will only be permitted between 10:00 – 21:00.• All outdoor music will be monitored by management to ensure it is kept to reasonable levels to avoid disturbing local residents.• Only instruments that have been agreed by management will be allowed to play outside.• Musicians performing outside will be briefed by the management to ensure they do not play at levels which could cause a nuisance.• Management will intervene should excessive noise be created by musicians outside and insist that the volume is reduced.

	<ul style="list-style-type: none"> • The manager on duty will encourage patrons leaving the premises to do so in such a manner that it does not unreasonably disturb residents by noise, unruly or antisocial behavior. • Signage will be displayed prominently inside and outside asking guests to respect the amenity of local residents and to leave the premises and the area quietly. • No fireworks shall be permitted.
Deliveries	<ul style="list-style-type: none"> • Only to be scheduled on between 8:00 – 21:00.
Customer Noise & Car Parks	<ul style="list-style-type: none"> • Taxi drivers to pick up from main car park only • Staff to leave site quietly. • Clients will be asked to encourage their guests to pre-book taxis for onward journeys from site to avoid delays. • Guests that have not pre-booked, will be offered local taxi phone numbers from the bar area. • Staff will manage guests as they leave site to avoid excessive noise and/or delays in departure.
Refuse & Recycling Bins	<ul style="list-style-type: none"> • Only to be stored in the waste-bin store area. • Emptying of waste glass into refuse collection containers will not take place after 22:00.

It is anticipated that the NMP will evolve further as information is gathered from events taking place. This form should be treated as a live document.

The NMP will be reviewed at least annually and should be updated when required.