



DISPERSAL POLICY – END OF EVENING EVENTS (INCLUDING FUNCTIONS)

This policy is designed to provide guidance for the management and employees and set out the terms for the dispersal of customers from the premises. The purpose of this policy is to set out the reasonable steps the premises will undertake to prevent unnecessary avoidable disturbance to residents, services and other businesses operating in the vicinity of the premises. It is the stated intention of the premises to operate in a manner which causes the minimum impact from noise nuisance and anti-social behaviour from our customers to neighbours and other members of the public. To this end all relevant staff will be trained in this policy and other appropriate skills to achieve an orderly and safe dispersal from the premises. All staff are compelled by their contract of employment to comply with and actively implement this dispersal policy; where their job role includes these responsibilities. It is the responsibility of the Designated Premises Supervisor to ensure that this policy is enforced at the premises and to regularly update the policy to meet the requirements of the business.

There are various options for transport to and from the premises are available to customers and guests. The location is well serviced by taxis in the Shepherd's Bush Green area. Shepherd's Bush Underground Station, Shepherd's Bush Overground Station, Goldhawk Road Underground Station and numerous bus stops are within a 5-minute walk of the premises. Information regarding local transport links is attached to this policy.

1. The staff at the hotel will operate the following procedures and systems, as required, to ensure that the premises are operating in a responsible manner with regard to the dispersal of patrons, particularly later in the evening and following organised functions within the function room.
2. Reception and food & beverage staff shall be alert to the number of non-resident patrons on the premises in the later evening.
3. Clear and legible notices shall be displayed at all exits requesting the public to respect the needs of local residents to leave the premises and area quietly.

4. Supervision of the entrance lobby towards the end of the evening and terminal hour for functions shall be maintained by dedicated hotel staff (reception staff) as long as the premises are open to non-residents.
5. CCTV supervision will be provided to the entrance/exits at all times.
6. At the end of a function, hotel staff will be visible at exits of the hotel to ensure appropriate behaviour by customers leaving the premises.
7. All members of staff involved in the provision of licensable activities will be aware of the conditions on the Premises Licence.
8. During the last 30 minutes of a function, the number of service points in relation to the bar will be reduced with staff reallocated to collecting glasses and offering customer service in the cloakroom to assist customer departure.
9. Volumes of music will be reduced gradually towards the end of functions to encourage gradual dispersal of patrons from any later evening functions.
10. Appropriate announcements will be made towards the end of functions encouraging guests to disperse gradually and to remind customers of consideration for neighbours.
11. Staff will: -
 - a. Encourage customers to drink up and progress to exit the premises in an orderly manner.
 - b. Draw attention to exiting customers to the notices and asking them to be considerate to neighbours.
 - c. Ensure the removal of glass / bottles from any customers who attempts to leave the premises carrying one.
 - d. Actively encourage customers not to assemble outside the premises.
 - e. Direct customers to local transport links
 - f. Direct customers to nearest taxi ranks and/or call taxis for customers as appropriate.
 - g. The external areas will be cleared of customers in accordance with conditions on the Premises Licence.

Attachments.

Local transport links

Local transport links

Buses

A towards White City Bus Station >

228

B towards White City Bus Station >

31 49 207 237 260 316 607 CI

C towards Acton, Harlesden or Turnham Green >

207 237 260 607

D towards Kensington or Ladbroke Grove >

31 49 228 316 CI

E towards Goldhawk Road or White City >

94 148 N207

F towards Hammersmith >

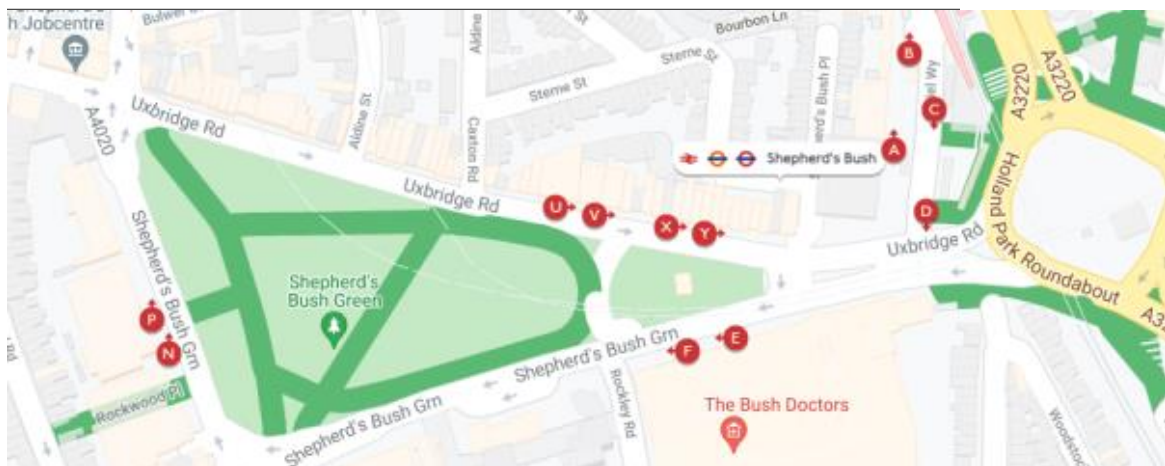
72 95 220 272 283 295 N72

X towards Notting Hill Gate >


94 148 N207


Y towards Ladbroke Grove >


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 Taxi Ranks

 Uxbridge Road (Shepherd's Bush Station)
Hammersmith and Fulham

 Holland Park Avenue (London Kensington Hilton)
Kensington and Chelsea

 White City/Shepherd's Bush, underground carpark (Westfield Shopping Centre)
Hammersmith and Fulham

 Santander Cycles

Shepherd's Bush Road North, Shepherd's Bush

Queensdale Road, Shepherd's Bush

Hansard Mews, Holland Park

Westfield Southern Terrace, Shepherd's Bush

Woodstock Grove, Shepherd's Bush

London Overground

Platform 1

Clapham Junction Rail Station

Platform 2

Stratford (London) Rail Station



