

CECCONI'S



POOL BAR



EVENTS



RECEPTION



Brighton Soho House Dispersal Policy

Management

The Soho House team are responsible for the operational management of the above-named spaces and will put in place a robust management structure to ensure compliance with statutory regulations and to ensure public safety. Senior management staff will be on hand seven days a week to deal with any matters arising.

Soho House have a depth and breadth of management staff and are experienced in running restaurants, bars, clubs and take away operations including Café Bohème, Cecconi's, Chicken Shop, Dirty Burger, Dean Street Townhouse, Electric Diner, High Road Brasserie, White City House, Pizza East and Shoreditch House.

The Soho House team will manage the operation in accordance with the commitments set out in this document to ensure the operation does not detrimentally affect the surrounding area and its visitors, employees and residents.

Dispersal Policy

When customers are leaving The Premises at night, their noise in the area must be minimised by implementing the following:

- Gradually turn the lights up and the Music down
- Smoking area to be closed 30 mins before the premises close
- All guests to exit the premises via Madeira Drive only
- Ensure that no customers leave the premises with drinks. No drinks are allowed outside the domain of the premises at any time.
- A taxi company details to be provided to all customers and staff member to assist bookings.
- Customers will be encouraged to wait inside for their transport rather than in the street to reduce disturbance to neighbours.
- Allow extra time for drinking up and clearing out so that customers leave the Premises over a longer period of time. This should minimise the congregation of crowds outside the Premises
- If customers begin to congregate outside the Premises at closing time on any given night, a staff /security member must facilitate the dispersal of these customers to minimise noise and eliminate flash points.
- Staff must ensure that guests leave the premises quietly and disperse promptly to avoid impacting on local residents.

- The venue and the area immediately outside the entrance will be monitored by CCTV. 31 days of footage will be stored which can be used when discussing and monitoring any concerns if matters do arise.
- If complaints are received CCTV footage should be reviewed to attempt to identify the source of complaint and appropriate action should be taken and logged.
- Any noise complaints from residents to be communicated to the senior manager on duty immediately. Where possible, staff must respond to the complaint in a respectful and helpful manner and deal with the noise issue raised
- Signs requesting that patrons leave the premises quietly will be displayed at the exit
- Encourage patrons to leave gradually via the appropriate exits at the end of the night and avoid large numbers of patrons all leaving at the same time
- Door Supervisors will be aware of patrons venturing into the street / road as they leave the premises and control this in order to promote Public Safety and prevent the potential for accidents and injuries.
- Prior to closing the premises to check the perimeter of the premises is all clear of litter
- Door Supervisors Licensed by the Security Industry Authority will be employed by the premises based upon the risk assessment carried out.
- Remind people who are leaving to do so quietly and direct their attention to the signs displayed
- A suitable member of staff or a Door Supervisor will be visible at each public entrance / exit to control the dispersal, to remind people to leave quietly and to prevent patrons from re-entering the premises
- Prioritise and assist wherever possible ensuring that customers leave as safely, quietly and in an orderly manner as possible.