

Customer  
dispersal policy



## **The Sherborne**

**THIS IS A LIVING DOCUMENT AND WILL BE SUBJECT TO ON GOING  
REVIEW AS SET OUT BELOW**

### **Dispersal Policy (“DP”)**

The purpose of this DP is to detail the measures which will be implemented at The Sherborne with the consideration of the Premises Licence.

The DP exists, and should be read, in conjunction with the Operating Management Plan

This is a working document that will continue to be updated. This document will initially be reviewed at regular intervals as events develop. It will then be reviewed quarterly, or more regularly as and when circumstance dictates

The Plan will be in writing and a copy will be available for inspection by the licensing officer, police officer or environmental protection officer on request.

Many factors that feed into our Premises Licence are addressed in detail in the Operating Management Plan. The areas covered in this Dispersal Policy provide relevant context, referring specifically to the proposed safe dispersal methods of our patrons, addressing potential impact on local residents and the surrounding areas.

We will continue to collaborate and communicate with all parties, taking on board relevant feedback, complaints or incidents, should they arise



Whilst these measures do not constitute additional conditions on the Premises Licence they are implemented as standard procedures, in conjunction with relevant licence conditions, to ensure that effective controls are in place at the premises.

The measures that we will take will depend on the nature of the event being held at the Premises and the terminal hour for the provision of any licensable activities.

We want to ensure that whilst our guests enjoy their visit, that they leave the Sherborne as quickly, quietly, safely and efficiently as possible

### **Hours of Operation**

TBC

### **Hours for the provision of licensable activities**

TBC

### **Dispersal Policy**

1. This policy is to be used at the end of trading at the premises to ensure that customers leave the area quickly and quietly.
2. It is important to recognise that customers can cause a disturbance to residents in the local vicinity and that it is the responsibility of the management to minimise this.
3. The later the premises closes, the more care needs to be taken to prevent disturbance- in particular when people may be asleep.

### **Management (and staff) will:**

4. Ensure that notices are displayed requesting customers to leave quietly



5. Ensure that there is sufficient staffing in place to assist with a quick and quiet dispersal of customers at the end of trading
6. Provide a local taxi number to customers and ensure that the taxi company is briefed by management not to honk horns or wait outside of residential properties.
7. A pick up point will be agreed between the taxi company and management of the premises to ensure that a minimum of disruption is caused to local residents
8. Politely ask customers who congregate outside to move on quickly and quietly

**It will be the manager's responsibility to:**

9. Ensure all staff have read and understand this policy
10. Make sufficient staffing provision to ensure that it is complied with
11. Ensure that any residential complaints are acted upon and recorded in a complaints book
12. Work with the police and council licensing team to ensure that best practise is used in dispersing customers
13. Periodically revisit this policy and update it as necessary

**Review**

14. This is a working document that will continue to be updated. This document will initially be reviewed at regular intervals, as operations develop. Following this, it will then be reviewed quarterly, or more regularly as and when circumstance dictates.



