

LICENSING ACT 2003

THE ARENA GRILL & LOUNGE LTD

ARENA GRILL AND LOUNGE, 307 HIGH STREET, CHATHAM, ME4 4BN

DISPERSAL POLICY

Key Definitions:

- **Customers** – those who have visited the Premises for the purpose of Licensable Activities
- **Dispersal** – the manner in which Customers and Staff leave the Premises and the immediate vicinity
- **Licensable Activities** – as per the Licensing Act 2003
- **Licensing Authority** – Medway Council
- **Licensing Objectives** – as per the Licensing Act 2003
- **Permitted Hours** – the hours for Licensable Activities as per the Premises Licence
- **Policy** – this Dispersal Policy
- **Premises** – Arena Grill and Lounge
- **Premises Licence** – TBC
- **Premises Licence Holder** – The Arena Grill and Lounge Limited
- **Quiet Marshals** – members of Staff employed by the Premises Licence Holder specifically to assist with the Dispersal of Customers
- **Responsible Authority** – as per the Licensing Act 2003
- **Responsible Authority Officer** – an officer of a Responsible Authority
- **SIA** – door supervisors licensed by the Security Industry Authority
- **Staff** – those who are employed by the Premises Licence Holder for the purpose of providing Licensable Activities

Objective:

To promote the Licensing Objectives, particularly The Prevention of Public Nuisance, the Premises Licence Holder will utilise this Policy to ensure a that Dispersal from the Premises and the immediate vicinity takes place in an orderly fashion.

The Premises Licence Holder will do this by:

1. Utilising a wind-down period at the end of Permitted Hours to assist with Dispersal. The wind-down period may include, for example, stopping or slowing sales of alcohol, increasing the lighting, stopping or slowing any music being played at the Premises.
2. Making sure that Staff are suitably briefed and trained in this Policy
3. Making sure that any externally contracted SIA are suitably briefed and trained in this Policy
4. Making sure that Staff are aware of the relevant transport links and are able to deal with queries from Customers
5. Making sure that any externally contracted SIA are aware of the relevant transport links and are able to deal with queries from Customers
6. Maintaining contact details for taxi firms
7. Asking Customers who appear to be waiting for a taxi to wait inside the Premises
8. Displaying appropriate and proportionate signage at exits from the Premises asking Customers to respect the needs of local residents and leave the Premises and the immediate vicinity quickly and quietly
9. Utilising Staff to reinforce the message conveyed by the above-mentioned signage
10. Not permitting Customers to take drinks with them when leaving the Premises
11. Utilising Quiet Marshals as and when required to assist with Dispersal
12. Requesting that SIA remain outside the premises for an appropriate and proportionate period after the last customer has left the Premises to ensure complete Dispersal
13. Recording any issues with Dispersal (whether caused by the Premises or not) as per the Premises' incident recording procedures
14. Reminding Staff and SIA leaving the Premises after their shifts that they too need to respect the needs of local residents and leave the Premises and the immediate vicinity quickly and quietly
15. Ensuring that a copy of this Policy is kept at the Premises and made available for inspection by Responsible Authority Officers
16. Keeping this policy under review and updating it as necessary

Local Transport Links:

- The nearest Taxi rank is Chatham Station.
- The designated local Taxi companies are Vokes Taxis and Windmill Taxis.

- The nearest National Rail station is Chatham
- The nearest Bus Stop is Anchorage House, which is served by the following routes 135, 142, 145, 149, 151, 156, 173, 174 & 197.
- Public transport information can be obtained from the following websites and social media accounts:
www.nationalrail.co.uk – @nationalrailenq
www.thetrainline.com – @thetrainline
- Customers may also wish to use ride hailing or ride sharing apps such as Uber, Gett etc.

This Policy is the property of the Premises Licence Holder and may be updated from time to time to reflect changes in current operating practices.

**For any queries regarding this Policy please contact
Ayodeji Awe Designated Premises Supervisor for the premises.**