

Hill Farm
Noise Management Plan
1st November 2021

Noise Management Plan

Noise Control at Events - Hill Farm

1.0 General Noise Management Procedures

- 1.1 Trained management staff will be on site throughout operational hours.
- 1.2 All staff will be fully aware of any conditions attached to the Planning Approvals and Premises Licence.
- 1.3 Other than for access to vehicles and to the external garden area, use by customers of the outside areas will be limited and controlled.
- 1.4 Venue staff will conduct regular circuits to ensure compliance with the Noise Management Plan and to monitor noise levels.
- 1.5 Any excessive noise will be managed by venue staff such that it is adequately reduced as quickly as possible.
- 1.6 No loading of glass or refuse into external bins will take place before 08:00 or after 21:00 hours.
- 1.7 There shall be no movement of beer kegs, bottles and other similar items to or within outside areas between 21:00 and 08:00.
- 1.8 No fireworks are permitted.

2.0 Access and Egress (Deliveries, Despatch, Car Parking, Transport)

- 2.1 All vehicles for use of attendees attending the venue are to use the clearly signed one way system to minimise disruption. Appropriate signage will be erected to effectively control vehicle movements in this way.
- 2.2 Contractors shall not arrive at the venue before 8am.
- 2.3 Attendees will be encouraged to respect neighbours' amenity by leaving quietly and signs to this effect will be placed at all exits from the premises, in places where they can be seen and easily read by the public.
- 2.4 Event end egress will be managed by venue staff to encourage attendees to leave the site quietly without ad-hoc groups forming for extended goodbyes taking place outside.
- 2.5 Notices requiring attendees to leave the premises and the area quietly and also to refrain from the unnecessary revving of engines or sounding of horns from vehicles either parked at the site or those visiting the venue to pick up attendees or staff will be displayed. Again signs to this effect will be placed around the car park and at all exits from the premises, in places where they can be seen and easily read by the public.
- 2.6 The Premises Licence Holder or their representative shall adopt a late night transportation policy which shall include details of late night transport together with details of access and egress after 20:00 which shall be made available upon request to patrons. Attendees leaving the site in the evening will be encouraged to book taxis or arrange transport in advance. Taxi information will be provided at the venue.

Hill Farm
Noise Management Plan
1st November 2021

3.0 Amplified Music - Design & Management Mitigation Steps

- 3.1 Without exception, all amplified music shall be played via the in-house directional Zone Array system and digital signal process-limiters only. No amplification shall be brought to the site by any visitor, attendee or entertainment personnel.
- 3.2 The output volume level within the venue will be limited and not exceed the following:

TBC Upon installation & Commissioning

These levels will be agreed with representatives of the local authority department before operations take place.

- 3.3 There shall be no increase in the set noise level without prior written agreement from representatives of the local authority.
- 3.4 All processing and amplification equipment, including limiters, shall be installed in a lockable rack in a back-of-house location that can only be accessed by venue management staff.
- 3.5 Management will be aware of the in-house speaker system setup and will ensure that no additional amplification equipment is brought onsite.
- 3.6 All venue management staff shall be trained in the use of, and procedures relating to, the in-house amplification system, and shall ensure that points 3.1 - 3.4 above are complied with at all times.
- 3.7 There shall be a single point of contact for complaints to promote consistency, to rate the complaint status, and to record these, along with actions taken in the Management Checklist. These documents shall be maintained and made available to local authorities in the event of complaints about noise.
- 3.8 A record of documentation after each annual speaker system service calibration shall be kept and made available to representatives of the local authority if required.
- 3.9 Except in the case of normal ingress and egress, all external doors and windows of the building shall be kept closed when regulated entertainment is being provided except in the event of an emergency. Notices shall be displayed at appropriate positions advising patrons not to open windows or doors except in an emergency.
- 3.10 The Premises Licence Holder or their representative shall conduct regular assessments of the noise coming from the premises and shall take the appropriate steps to reduce the level of noise if required.
- 3.11 There shall be a winding down of regulated entertainment 30 minutes before the end of any event.

Hill Farm
 Noise Management Plan
 1st November 2021

4.0 Fact Sheet for Clients and Entertainment Personnel

The management at Hill Farm take their responsibility to the environment very seriously. This includes noise pollution resulting from activities held on the farm. To minimise noise pollution, we have taken the following steps to meet conditions set by our local council.

All clients and visiting acts must note and adhere to:

4.1 Hill Farm has installed an in-house directional speaker system and digital signal process-limiter limited to the following volume levels:

TBC Upon installation & Commissioning

4.2 Amplified music is not permitted between 23:00 - 13:00 hours.

4.3 All amplified equipment shall be directed through the in-house speaker system and frequency specific Symetrix Prism process-limiter.

4.4 Visiting acts shall connect to the speaker system via an XLR patch point. Adaptors are available if required.

4.5 Bands shall only be allowed to perform if they comply with the following:

- a. Bands must finish their sets no later than 23:00.
- b. Bass equipment – all bass equipment shall be connected to the main mix by direct input (DI) only. No additional or standalone bass amplification equipment is permitted.
- c. Monitoring – bands shall use in-ear monitoring only.
- d. Guitars or additional equipment amplifiers – all such equipment shall be connected to the main mix via a direct line out connection from POD-type amp modelling/effects units.
- e. No visiting amplification equipment is permitted.

It is important that clients and visiting acts liaise with Hill Farm to ensure that their setup will be compliant and they fully understand how the system works.

If you have any questions about these procedures, please contact us on :

Telephone: TBC

I confirm I have been informed about the rules and procedures relating to noise management.

Clients

Print Name:

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Signed:

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Date:

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Visiting Acts

Print Name

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Signed:

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Date:

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Hill Farm
Noise Management Plan
1st November 2021

5.0 Management Checklist

The manager shall at all times be responsible to ensure that noise levels from any event at Hill Farm are managed in accordance with the Planning Approvals and Premises Licence.

- 5.1 Date of event:
- 5.2 Name of client:
- 5.3 Contact details:
- 5.4 Provided with fact sheet and signed on (date):
- 5.5 Name of person with overall responsibility for the event:
- 5.6 Contact details:
- 5.7 Provided with fact sheet and signed on (date):
- 5.8 Source of music & set times:
- 5.9 First inspection (before event):
- 5.10 Time:
- 5.11 Signed:

Regular inspections will be undertaken throughout the evening to determine if the conditions of the Planning Approvals and Premises Licence are being adhered to.

Final inspection of the in-house speaker system, including process-limiter, along with shutting down of the system.

- 5.12 Name of manager:
- 5.13 Signed:
- 5.14 Time:

Any additional comments relating to an inspection or evening entertainment to be made overleaf.

Hill Farm
Noise Management Plan
1st November 2021

6.0 Complaint Log

The manager shall at all times be responsible to ensure that any complaint is logged correctly and dealt with. All complaint logs should be stored and made available to the local authority when required.

6.1 Complaint log number:

6.2 Name of complainant:

6.3 Telephone number:

6.4 Address:

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6.5 Event date:

6.6 Time:

6.7 Reason for complaint:

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6.8 Was the manager able to resolve the complaint?

6.9 If so, how?

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6.10 Name of person who deals with complaint:

6.11 Signed:

Remember:

- Reassure them that their complaint will be looked into.
- Inform them that their complaint has been logged.
- Provide the complainant with the complaint log number.
- Recontact the complainant and advise them on what action has been taken.