

PROPOSED NOISE AND NUISANCE MANAGEMENT STRATEGY FOR BOTANIC INN
WELLINGTON PARK HOTEL AND THE COMMON BEER GARDEN

Please also see Noise Management Strategy provided by FR Mark and Associates dated
January 2018

INTRODUCTION

The intention of this management strategy is to ensure that so far as is reasonably practicable we, as a company, minimise noise and nuisance disturbance that might emanate from our premises. The strategy will have at its core a robust complaints procedure. However, we intend to ensure that the strategy is not one that functions solely on a complaints-based response. Rather, we will take a pro-active role in identifying and controlling noise disturbance such that our neighbours, both residential and commercial, are protected against unacceptable levels of noise.

In compiling this strategy we have consulted with the Environmental Protection Unit of Belfast City Council, FR Mark Noise and Acoustic Consultants, all levels of our own Management team and the company that provides our door staff. We have carefully considered the recommendations given in relation to noise mitigation measures in guidance such as that issued by the Institute of Acoustics and the British Beer and Pub Association.

We have also paid close attention to comments and proposals arising out of our recent meeting with the Lower Malone Residents Association.

IDENTIFICATION OF NOISE AND NUISANCE SOURCES

Our business welcomes a broad spectrum of people. We have, for example a young and vibrant student clientele who mostly use the Botanic Inn and the Beer Garden while the Hotel is used by many people who demand a more sedate experience. It is clear that we have a vested interest in ensuring that noise disturbance is minimised especially in relation to the residential guests in the Hotel.

In that regard, it is of great advantage that our company exercises control over the cluster of facilities that comprise the Botanic Inn, the Wellington Park Hotel and the common Beer Garden area.

We accept that noise and nuisance disturbance can issue from the following sources;

1. Noise breakout from activities within the Botanic Inn and the Wellington Park Hotel. Such activities include the nightclub and sporting events in the Botanic Inn and wedding and Christmas parties in the Hotel.
2. The open nature of the Beer Garden.
3. Crowd behaviour immediately outside our premises.
4. The arrival of taxis.
5. Dispersal of customers and the coming and going of vehicles in our car park including the slamming of car doors.
6. The departure of entertainers from the premises.
7. Deliveries and collections
8. Air-conditioning and ventilation equipment.

CONTROL MEASURES

1. Noise breakout from activities within the Botanic Inn and the Wellington Park Hotel.

The entertainment licence in force for the Botanic Inn is as follows;

DAY	HOURS	COMMENT
Sunday	12.30pm to 12 midnight	
Monday	11.30am to 1.00am	
Tuesday	11.30am to 1.00am	
Wednesday	11.30am to 1.00am	Granted to 2.00am on first floor
Thursday	11.30am to 1.00am	Granted to 2.00am on first floor
Friday	11.30am to 1.00am	
Saturday	11.30am to 1.00am	Granted to 2.00am on first floor
Further relaxation is available to 2.00am for Christmas Eve, New Years Eve, Easter Monday, St Patricks Day, May day and Halloween where the fall on a Sunday, Monday Tuesday or Friday.		

The entertainment licence in force for the Wellington Park is as follows;

DAY	HOURS	COMMENT
Sunday	12.30pm to 10pm	
Monday	11.30am to 1.00am	
Tuesday	11.30am to 1.00am	
Wednesday	11.30am to 1.00am	
Thursday	11.30am to 1.00am	
Friday	11.30am to 1.00am	
Saturday	11.30am to 1.00am	

We have made application for an extension to 3am for our indoor entertainment licence for the Botanic Inn.

Following a meeting with LMRA 19.5.16 we accept that the proposal made to commence with an initial one day trial period would be reasonable. We propose that day to be a Wednesday.

It is obvious that noise breakout from within our premises will peak when entertainment is underway. Up until 11.00pm most of that noise will be masked by the ambient noise of traffic on the busy Malone Road. After 11.00pm, ambient noise levels are likely to be reduced and the potential for noise disturbance from our premises will be enhanced. We have engaged FR Mark Noise and Acoustic Consultants to conduct a noise survey and advise on measures to mitigate such noise breakout. They have provided us with their Report

dated January 2018. The key measures that have been recommended in the Report by FR Mark and Associates relating to the internal areas of the Botanic Inn and the Wellington Park Hotel are;

(B) With respect to the internal areas of the Botanic Inn and the Hotel, the report acknowledges that the attenuation properties of the structural envelope and orientation of the buildings will permit relatively high internal noise levels and thus there is no requirement made in the Report to employ automatic sound limiting equipment. However, the Report also acknowledges that noise breakout can occur where doors are opened. In that regard the Report advises that this should be properly managed. All our door staff have been given clear instruction to reduce the time that any door is open where that door would serve to attenuate noise breakout.

We undertake to comply with all recommendations made in the Report from FR Mark as well as any stipulations that are made by the Environmental Protection Unit of Belfast City Council.

A condition of our entertainment licence is to attend, as required, liaison meetings with the PSNI and the Lower Malone Residents Association. It is our commitment to give the fullest attention to the outcome of these meetings and to put in place any measures necessary to minimise disturbance to our neighbours.

2. The open nature of the Beer Garden.

We have made an application for the grant of an entertainment licence for the Beer Garden.

Our intention here is to allow certain major sporting events to be viewed on big-screen TV and for a softer approach to music provision than might be available inside the premises. In that regard we would intend to provide, for example, a two-piece jazz band from time to time.

The key measures that have been recommended in the Report by FR Mark and Associates relating to the Beer Garden are;

An Apart Sound Block System should be employed to limit music noise. The levels are to be set in conjunction with the Environmental Protection Unit of Belfast City Council. The Report recommends a reduction of the set limit after 23.00 hours, however, we have no intention of permitting entertainment beyond 23.00 hours not least of all because we will want to minimise nuisance to guests in the hotel bedrooms.

The duty manager will ensure that the limiter is properly employed.

We undertake to comply with all recommendations made in the Report from FR Mark as well as any stipulations that are made by the Environmental Protection Unit of Belfast City Council.

We will also;

- ensure that live performances and speakers are arranged such that sound is not directed towards Wellington Park Avenue.
- consider the provision of appropriately located sound attenuation screening. Note that this is not called for in the Report by FR Mark.

We are aware that quite apart from entertainment provision, the noise generated by people socialising in an open Beer Garden can create a threshold of noise that could be regarded as unacceptable.

We will;

(A) Place internal and external signage to advise and persuade customers to be considerate of our neighbours.

(B) Instruct DJs and entertainers to make announcements to customers at the beginning and end of events to be considerate of our neighbours.

(C) Place messages on the plasma screen display to advise and persuade customers to be considerate of our neighbours.

(D) When using social media to advertise events, sign off with a succinct slogan to persuade customers to be considerate of our neighbours.

(E) Employ only door supervisors who are licensed by the Security Industry Authority.

(F) Ensure that all security staff are aware of this strategy.

(G) Ensure all management and other staff are aware of this strategy.

(H) provide adequate door staff oversight for the Beer Garden area which we recognise as being a vulnerable aspect of our noise control strategy. Door staff will have a strict but advisory approach to rowdy elements.

3. Crowd behaviour immediately outside our premises.

We understand that we can exercise little in the way of direct control over people who have exited our premises and continue to mingle outside. However, it is obvious that people who have consumed alcohol to excess will be less responsible and less considerate to the neighbourhood.

We will;

(A) undertake to follow guidance provided in the Pubs of Ulster Voluntary Code of Practice.

(B) employ security staff for a period of at least one hour after an event to assist in customers making an orderly exit and in achieving the message that we desire our patrons to have a responsible and considerate attitude to the neighbourhood.

(C) ensure that our customers do not leave our premises with glasses or bottles.

(D) provide a clean-up squad for the public areas around the perimeter of the site including in to Wellington Park Avenue

(E) on event nights provide trained staff to patrol the environ to ensure patrons are not causing nuisance.

(F) stagger closing times of the nightclub, Botanic Inn and Beer Garden to facilitate the efficient dispersal of patrons.

(G) manage the taxi rank immediately outside the Botanic Inn to ensure that taxis can leave the site as efficiently as possible.

4. Arrival of Taxis

Most taxis companies now provide a text message alert. It is not acceptable for any taxi driver to sound the horn. If that were to occur, we will make formal complaint to the relevant company.

In any event we have the aforementioned taxi rank immediately outside the Botanic Inn and drivers are aware of our arrangements.

5. Dispersal of customers and the coming and going of vehicles in our car park including the slamming of car doors.

The dispersal of people away from our premises and in to the surrounding neighbourhood brings with it a higher risk of noise disturbance.

We will endeavour to persuade our customers to have respect for our residential neighbours. Items (A) to (G) in Sections 2 and 3 above will assist in that regard.

6. The departure of entertainers from the premises.

It is sometimes required that entertainers will need to pack equipment away in vehicles at the end of an event.

We will insist that entertainers and their crews perform their tasks as quietly as possible. This will be supervised and monitored by the Duty Manager.

7. Deliveries and collections

We will;

(A) Seek to ensure that deliveries and collections are made during the hours 9am to 5pm.

(B) Undertake not to empty in to bottle skips until the following day. This will not be permitted before 7am weekdays and 8am at the weekend.

(C) Ensure that empty kegs and other items are not brought in to external areas after 10.00pm.

8. Air-conditioning and ventilation equipment.

No issues identified.

MANAGEMENT OVERSIGHT

The management of the system will be the responsibility of Mr Cathal Sinnott.

He will;

- (A) Ensure that all there is in place formal procedures to record communications and complaints.
- (B) Ensure that complaints are dealt with in a timely way by a senior manager and the outcomes recorded.
- (C) Ensure that all managers are aware of the intricacies of the strategy.
- (D) Ensure that all staff are made aware of the key points of the strategy.
- (E) Provide the information necessary to relevant staff to ensure that the control measures set out in this strategy continue to remain effective
- (F) Provide and maintain in good order all necessary control equipment
- (G) Provide the necessary instruction on the proper use of equipment to relevant staff
- (H) Monitor and periodically review the strategy
- (I) Promote the need for a pro-active approach to the mitigation of noise disturbance