

Aura Tower Bridge

Noise Management Policy

This noise policy outlines how Aura will manage noise in and outside the premises. Noise engages the Prevention of Public Nuisance licensing objective which we must promote at all times. This will help us operate as good neighbours to other businesses and any residents.

Internal Noise

It is important that noise does not escape from inside our premises and therefore we must consider:

- Noise from people
- Noise from amplified and non-amplified sources such as speakers and live musical instruments
- Other noise such as building works

Noise from People

We will tackle noise from people by:

- Keeping external windows closed
- Keeping external doors closed
- Staff and security engaging with customers who may be too loud and asking them to be quiet

For this particular premises, we do not anticipate a big challenge in dealing with this most of the activity in the venue is primarily in the lower ground and lower basement level of the premises. The underground nature will not amplify any such noise, given that we do not have any immediate neighbours nor any windows or doors (save for the one window and one door on the ground floor level (lobby – external pictured below as well)) which will be managed and kept closed when not in use.

Loud customers inside the venue will be managed by trained staff and/or door staff who will engage with any of them causing such issues.

Noise from amplified and non-amplified sources such as speakers and live musical instruments

The area of the premises where music will be played is primarily in the lower ground and lower basement level of the premises. Amplified and live music will be controlled by venue management to ensure there is no music breakout from the venue.

To assist, a plan showing the proposed location of the speakers in the venue are attached.

There will be sound checks before any club nights/event to comply with noise limits which will be set for all nights by the manager with a view of causing as little disturbance to any party that may be affected.

The lobby will be used as an entrance and exit area to the premises. There is no intention to have any speakers in this area. The lobby will be manned at relevant times whereby trained staff will politely ask all leaving customers to be respectful to our neighbours by keeping all noises down. Notices will also be clearly displayed requesting customers to leave quietly.

On club nights, two minutes before closing the DJ shall make an announcement to remind customers to treat our neighbours with respect by leaving the club as quietly as possible and also not forget to collect their free lollipops before they exit.

Music level during club nights will be reduced fifteen minutes before the closure of the venue. The level will be set by the manager of the premises with a view of gradually encouraging customers to disperse from the premises.

Other noise such as building works

Other noise produced by building works and other works individual assessed by the venue and shall follow the guidance for 'Best Practicable Means' as set out in the City of London's Code of Practice for Construction and Deconstruction Sites (9th Edition) or as may be amended.

There is no intention for any structural works or major building works for the venue to start operating. The majority of the works will be cosmetic and non-structural with all noise kept to a minimum.

External Noise

External noise can emanate from a range of sources:

- Noise from people
- Noise from machinery such as aircon units
- Delivery noise
- Noise from glass bin emptying

Noise from people

Dispersal – noise may be generating from customers entering or leaving the venue. The mitigation for this is contained in the Dispersal Policy.

Noise from machinery such as aircon units

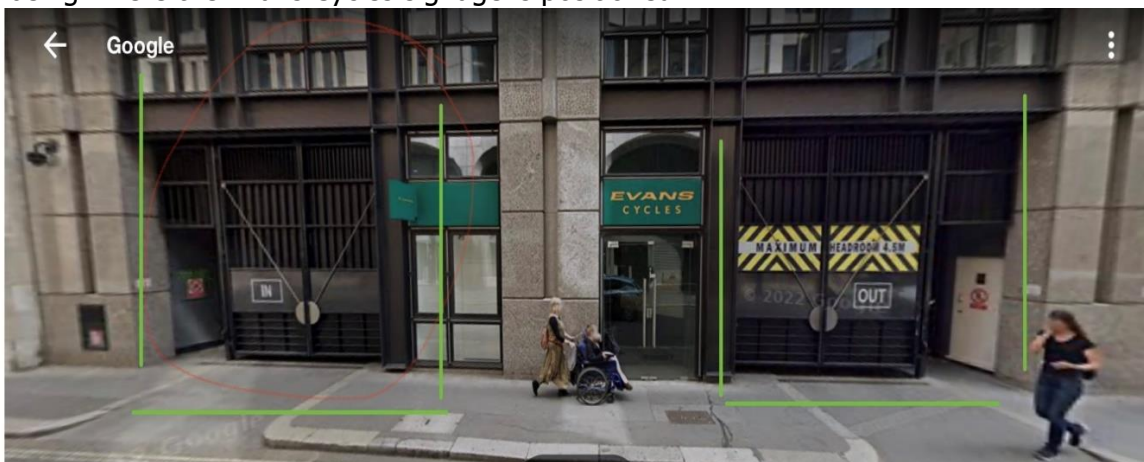
Machinery will be serviced regularly to ensure that it is operating optimally and not creating excess noise. The air conditioning plant is central and maintenance is part of the service charges. Acoustic report will be prepared and maintained to show that the plant noise is managed as per the terms of the planning conditions.

Delivery noise

Deliveries will take place between 07:00-19:00 hrs Monday to Saturday.

Noise from glass bin emptying

Bottling will take place between 07:00-19:00 hrs Monday to Saturday. Bin collections is managed by the Landlord in an area non accessible to the public. The area is located in the middle of the building behind the 'in' and 'out' gates as pictured. The Landlord's area is u shaped behind the lobby. Lobby area being where the Evans Cycles signage is positioned.



Noise Management

The manager of the premises will monitor and have overall control over sound levels and with authority to require others to comply with the noise management policy including finish times.

Noise Complaint Review

If a noise complaint has been made, an evaluation report will be produced within 21 days of the event detailing:

- complaints received
- results of noise monitoring
- any problems that arose and remedial actions taken
- logs completed at the time of the event and noise monitoring results
- recommendations for further events/review of the noise management policy.

City of London's Point of Contact

Details for the person responsible for sound systems with full control over sound levels and authority will be provided to City of London, once trading begins. This will include an on-site contact detail of someone from either City of London Police, Licensing or Environmental Health department can contact during opening hours and an off-site contact detail for any out of hours discussions.