Event ManagementPlan



Sedgewell Barn Ainderby Steeple Northallerton North Yorkshire DL7 9JY



Summary of the Venue

Sedgewell Barn is a small 'barn style' wedding and events venue located half a mile south of the village of Ainderby Steeple near Northallerton, North Yorkshire. The venue is part of a diversification enterprise on a small family-run farm.

The number of guests attending any one event will be a maximum of 150.

Weddings will normally take place on Saturdays from no earlier than 11.00 to no later than 00:00.

Introduction

This management plan has been prepared to minimise the impact of events at Sedgewell Barn on local residents and prevent any public nuisances being caused. This will be achieved by a number of physical works to the venue itself (presented within the supporting noise impact assessment prepared by NJD Environmental Associates Ltd) and the implementation of additional management systems discussed within this report.

Summary of Sources of Potential Noise

- Vehicles arriving to and departing from the venue
- Amplified music
- Patron noise
- Overnight guests returning to their on-site glamping accommodation
- Overnight guests in occupation of their on-site glamping accommodation late at night
- Waste disposal
- Noise from road surfaces

General Noise Management Procedures

- Trained management staff will be on-site throughout operational hours (please see Appendix
 1).
- All staff, suppliers and wedding couples will be fully aware of the conditions attached to the planning permission and relevant licences (please see Appendices 1, 3, 4, 5 and 6).
- In order to ensure consistency of working practices, Sedgewell Barn outsources its bar to one licensee only.
- In order to ensure there is no noise break-out, the bar will only operate inside the Celebration Barn (the bar shall be moved from the Byre building).



Procedure for Vehicles Arriving and Departing During/After an Event

- Suppliers and wedding guests will be given detailed directions and instructions in advance for using the new access arrangements (please see Appendices 1 and 6).
- On-site signage will be used to direct vehicles in and out of the venue.
- Car-parking will be clearly signposted.
- At the end of the event, venue staff will encourage guests to wait inside the Celebration Barn where they will have the opportunity to say their goodbyes (please see Appendix 6). Venue staff will then direct guests to where their cars are parked or to the taxi pick-up point near the east door of the Celebration Barn (please see Appendix 9).
- Guests being collected or leaving the venue by taxi will be strongly encouraged to pre-book taxis in advance. Taxi information will be provided in advance.

Amplified Music

- Without exception all amplified music shall be played via the in-house speaker system and noise limiting device (a full description of the limiting device, how it operates and where it will be positioned will be provided to Hambleton District Council Environmental Health Department, with the ongoing use of this system to be controlled via a planning condition).
- Acoustic drum kits will not be permitted, only electric drum kits which will be played via the in-house speaker system and noise limiting device.
- The playing of amplified music will only be permitted in the Celebration Barn.
- The output volume level of the speaker system within the Celebration Barn will be limited to the agreed level. These levels will be agreed with Hambleton District Council Environmental Health Department before any events take place.
- Between 23:00 and 23:59 amplified music will only be played at conversation level.
- All processing and amplification equipment, including reset controls for the limiting device, shall be installed in a lockable rack in a back-of-house location that can only be accessed by venue management staff.
- All venue management staff shall be trained in the use of, and procedures relating to the inhouse amplification system (please see Appendices 1 and 4).
- The patio doors on the east and west façade (please see Appendix 9) will be closed and locked prior to any amplified music starting and this will be recorded on the Master Event Checklist (please see Appendix 2). These doors will both remain locked until the end of the event and do not form part of the fire escape route.
- The venue management staff will conduct regular assessments of the noise coming from the venue at specific receptor locations during an event and shall take the appropriate steps to reduce the level of noise if it is found to be causing a disturbance to local residents.
- A written record shall be made of all assessments on a Noise Monitoring Sheet (please see Appendix 7). This will include the time and date of the checks, the person making them, the results and any remedial action required. The completed Noise Monitoring Sheets will be made available to Hambleton District Council Environmental Health Department, upon request.



- The timings of all amplified music will be recorded on the Noise Monitoring Sheet (please see Appendix 7).
- There will be a single point of contact for complaints via our main office number which will be manned during each event. A record will be kept of these along with actions taken in the Complaints Log (please see Appendix 8). Following each event these documents will be kept and made available to Hambleton District Council Environmental Health Department, in the event of complaints about noise.
- A record will be kept after each speaker system, service and calibration. This will be made available to Hambleton District Council Environmental Health Department, upon request (please see Appendix 10).
- Except in the case of normal ingress and egress, all external doors shall be kept closed when amplified music is being played and a record kept (please see Appendices 1, 2 and 6). There are no windows with openers.
- In order to access the courtyard area and carparking during an event, when amplified music is being played, the only entrance/exit will be through the Rustic Barn. This will act as a lobby system using self-closing mechanisms on the door. This will mitigate noise breakout from the Celebration Barn when amplified music is being played.
- The self-closing mechanisms on the doors will be tested prior to an event and recorded on the Master Event Checklist (please see Appendix 2).
- The self-closing doors which form part of the lobby system will not be propped open. This will be part of the Events Staff 'Toolbox Talk' Training (please see Appendix 6).

Patron Noise

General Management

- Any excessive noise will be managed by venue staff so that it is adequately reduced as quickly as possible (please see Appendix 6).
- Venue staff, along with appropriate signage, will direct smokers to the designated smoking area (please see Appendices 6 and 9).
- Guests will be encouraged by venue staff and stewards to respect neighbours' amenity by leaving quietly and signs to this effect will also be placed at the exit from the venue (please see Appendix 6).
- In order to discourage gathering of people in the courtyard area the courtyard lighting will be dimmed from 23:00 onwards (please see Appendix 6).
- As stated earlier in the Procedure for Vehicles Arriving and Departing During/After an Event. At the end of the event, venue staff and stewards will encourage guests to wait inside the Celebration Barn where they will have the opportunity to say their goodbyes (please see Appendix 6). Venue staff and stewards will then direct guests to where their cars are parked or to the taxi pick-up point near the east door of the Celebration Barn (please see Appendix 9).



Management of Overnight Guests Returning to their Accommodation After an Event

- At the end of the event, venue staff will encourage guests to wait inside the Celebration Barn where they will have the opportunity to say their goodbyes. Venue staff or stewards will then direct overnight guests down a dedicated, lit footpath which runs directly from venue to the glamping site (please see Appendices 6 and 11).
- Venue stewards will be present on the glamping site to guide guests to their individual cabins. The stewards will, at this point, remind overnight guests about our Low Noise Policy and stay on-site to enforce this (please see Appendices 1 and 6).

Management of On-site Overnight Guests at their Accommodation

- As part of the wedding package at Sedgewell Barn all eleven glamping cabins must be booked by the couple together with the wedding barns. For a weekend wedding, typically guests arrive on-site from 14:30 on Friday and check-out on Sunday morning.
- At the booking stage all wedding couples sign up to our Venue Terms and Conditions which includes our Glamping Site Rules. Our Glamping Site Rules include a Low Noise Policy which reads as follows:-

"Here at Wigwam® Holidays Sedgewell Barn we are located in an idyllic, rural location. We expect all guests to respect other guests and local residents during their stay and as such, we have a Low Noise Policy. This entails no music, loud talking, singing or shouting between the hours of 9pm and 8am so that all our guests can have a restful, peaceful stay. Excessive noise will not be tolerated and we operate a zero tolerance towards loud and rowdy gatherings. We will monitor the glamping site after 9pm and if this Low Noise Policy is not adhered to then guests may be asked to leave the site."

- One week prior to the wedding, we will send the wedding couple a welcome email with a reminder copy of our Glamping Site Rules. We will advise them to carefully re-read these rules prior to their arrival on-site. In particular we ask couples to remind their overnight guests that they must adhere to our Low Noise Policy whilst on-site (please see Appendix 3).
- Prior to the wedding we will gather contact details of overnight guests and send them a
 welcome email with a copy of our Glamping Site Rules. We will ask overnight guests to sign
 up to these rules prior to their arrival, in particular drawing their attention to our Low Noise
 Policy (please see Appendix 3).
- We will, at a pre-arranged time in the week before the wedding, go through the Venue Handover Checklist with the wedding couple. Here again we will reiterate the importance of on-site guests adhering to our Low Noise Policy (please see Appendix 5).
- If there are any overnight guests who are not willing to comply with the instructions of the venue stewards then they will be reminded of the consequences of non-compliance. In the vast majority of cases it is anticipated that this course of action will de-escalate the situation however in the event that it does not then the stewards will have the jurisdiction to ask the guest or guests in question to leave the site with immediate effect and/or remove them from the site.



Waste Disposal

• To minimise the noise associated with the handling of refuse, in particular glass for recycling, no external refuse bins will be filled after 23:00 (please see Appendix 6).

Management of Road Surfaces

 The road finish on our access road will be monitored regularly to assess the condition of the road surface. The surface will be repaired and maintained as required to keep the integrity of the road surface.

Review Process

This document is a working document and as such it will be reviewed regularly. In addition reviews will also take place as follows:-

- when new plant and equipment are proposed
- following a substantiated complaint
- when planning alterations to the building are proposed
- when monitoring procedures identify that controls are either no longer working or inadequate





Event Manager 'Toolbox Talk' Training Crib Sheet

Event Manager/Person Responsible for Event Noise Management Training

- Explain how the emergency plan document works and location of the emergency box.
- Show location of first aid kit and accident book. Training on how to complete accident book.
- Ask them to read and check they have understood the Events Management Plan.
- Explain how the Master Events Checklist system works.
- Double-check that before an event starts all tasks on the 'Week Before' and 'Morning Of' Master Event Checklist MUST BE completed in full.
- Double-check Entertainment Handover Sheet for Couples and Entertainment has been completed.
- Double-check Venue Handover Checklist has been completed. This must be signed off on Master Events checklist.
- Explain how to train event staff using the Event Staff 'Toolbox Talk' Training Crib. This must be signed off by the Trainee/Event Manager in the Event Staff Training Record.
- Explain how to check self-closing doors are working. This must be signed off on Master Events checklist.
- Explain how to close doors and when. This must be signed off on Master Events checklist.
- Explain how to manage the Designated Smoking Area.
- Explain how to brief stewards about their responsibilities for traffic and noise management.
- Explain location of the Taxi Pick-up Point and how the system operates.
- Show the Entertainment how the PA System works and how they plug their equipment into our system.
- Explain what to do if bands do not comply.
- Explain how to adjust the temperature of the ventilation system.
- Explain how to complete the Noise Monitoring Sheet.
- Explain how to complete the Complaints Log.

Trainee/Event Manager	
Signed	
Date	
Trainer/Management	
Signed	
Date	





Master Events Check List (blanked areas relate to matters other than noise, some of which relates to security information such as key lock codes which is not relevant to this management plan)

		Tick Once
Morning of Event Tasks	Who	Completed
Check the handover sheet for couples and entertainment to be		Signature
completed & signed off for all entertainment Band, Disco etc. as well as		
he couple.	Event Planner	
		Signature
Check self closing door mechanisms are working in Rustic Barn and Celebration Barn		
	Event Planner	
Fraining of event staff and stewards using the Event Staff "Toolbox Talk		Signature
Fraining Crib Sheet and record this on the Event Staff Training Record		
heet.	Event Planner	
	z.c.ic i idillici	Signature
show the Entertainment how to plug their equipment into the PA		J
ystem and explain how the noise limiter will work.	Event Diagram	
	Event Planner	



During Event Tasks	Who	Tick Once Completed
		Time
Close and lock the patio doors on the east and west façade prior to any amplified music starting		Signature
•	Event Planner	- Constant
	Event Flanner	
Do noise management checks and record on the Noise Monitoring Sheet. Decibel meter is kept is in Stuart's bottom desk drawer		
Dim courtyard lighting at 23:00		





Wedding Couple's Welcome to Wigwam Holidays Sedgewell Barn

PLEASE ENSURE YOU HAVE READ THIS INFORMATION BEFORE YOUR ARRIVAL. IT LISTS

YOUR ALLOCATED CABIN, CHECK IN/CHECK OUT TIMES AND OTHER IMPORTANT REMINDERS.				
Dear #,				
We are very much looking forward to welcoming you to Wigwam® Holidays Sedgewell Barn for your big day! Here is some important information for you to read prior to arrival.				
Check In/Out Times				
Check in is from 2.30pm .				
A list of things to do before you check out of your Wigwam is shown <u>here</u> .				
Wigwam Allocation and Parking				
You have been allocated our Running Water Deluxe Wigwam with a hot tub called:				
Swinton				
Burneston				
Theakston				
Langton				
Warlaby (please note this is our pet free cabin)				
Newby				
Romanby				
Ainderby				
Darrowby				

You have been allocated our Wigwam Lodge with a hot tub called **Ellerton**

Maunby



Upon arrival you will see the sign for your Wigwam's designated parking space. There is also a map of the site, showing the location of each wigwam <u>here</u>.

We have provided some small torches to help guide you back to your cabin on the evening of the wedding as most of the site is unlit so please remember to take these with you on the day of the ceremony. We would be very grateful if you could leave the torches in your cabin when you check-out.

Directions

Please click here for directions to the site.

Hot Tub Information

Important Information regarding the use of your hot tub can be found <u>here</u>. Please take time to read these instructions before entering the hot tub.

Glamping Site Rules

Here is a reminder of our site rules for guests staying at Wigwam Holidays Sedgewell Barn which can be found here. Please take note of our low noise policy which can be found below:

Low Noise Policy: Here at Wigwam® Holidays Sedgewell Barn we are located in an idyllic, rural location. We expect all guests to respect other guests and local residents during their stay and as such, we have a Low Noise Policy. This entails no music, loud talking, singing or shouting between the hours of 9pm and 8am so that all our guests can have a restful, peaceful stay. Excessive noise will not be tolerated and we operate a zero tolerance towards loud and rowdy gatherings. We will monitor the glamping site after 9pm and if this Low Noise Policy is not adhered to then guests may be asked to leave the site.

We ask that you ensure your overnight guests also adhere to this policy whilst on site.

Bringing Your Dog/s

If you are bringing your dog/s please carefully <u>read the following</u> prior to your arrival. Just a reminder that dogs should never be left unattended in a cabin.

Useful Information

There is a lot of useful information about planning your stay in our online Welcome Folder which you will find here.

You can find a list of the facilities available in the cabins <u>here</u> and please take a look at our FAQs <u>here</u>.



If there is any further information you require then please do not hesitate to let us know. We will be more than happy to help.

Finally, we hope you have a very enjoyable stay here at Wigwam Holidays Sedgewell Barn and please do not hesitate to contact us if you require any further assistance.

Kind regards,

The Sedgewell Barn Team Wigwam® Holidays Sedgewell Barn

Tel: 01609 605605

Email: sedgewellbarn@wigwamholidays.com

Website Facebook Instagram





Wedding Guest's Welcome to Wigwam Holidays Sedgewell Barn

PLEASE ENSURE YOU HAVE READ THIS INFORMATION BEFORE YOUR ARRIVAL. IT LISTS YOUR ALLOCATED CABIN, CHECK IN/CHECK OUT TIMES AND OTHER IMPORTANT REMINDERS.

REMINDERS.
Dear #,
We are looking forward to welcoming you to Wigwam® Holidays Sedgewell Barn as wedding guests of # and #. Here is some important information for you to read prior to arrival.
Check In/Out Times
Check in is from 2.30pm .
A list of things to do before you check out of your Wigwam is shown <u>here</u> .
Wigwam Allocation and Parking
You have been allocated our Running Water Deluxe Wigwam with a hot tub called:
Swinton
Burneston
Theakston
Langton
Warlaby (please note this is our pet free cabin)
Newby
Romanby
Ainderby
Darrowby
Maunby

You have been allocated our Wigwam Lodge with a hot tub called **Ellerton**



Upon arrival you will see the sign for your Wigwam's designated parking space. There is also a map of the site, showing the location of each wigwam here. Please use this map to familiarise yourself with the location of the path to and from the wedding barns which is shown as a blue dashed line.

We have provided some small torches to help guide you back to your cabin on the evening of the wedding as most of the site is unlit so please remember to take these with you on the day of the ceremony. We would be very grateful if you could leave the torches in your cabin when you check-out.

Directions

Please click here for directions to the site.

Hot Tub Information

Important Information regarding the use of your hot tub can be found <u>here</u>. Please take time to read these instructions before entering the hot tub.

Please also be aware that we may need to start draining the hot-tub from 7.30am on your departure day.

Glamping Site Rules

In order for your stay to run smoothly please see our site rules for guests staying at Wigwam Holidays Sedgewell Barn which can be found here. In particular we would draw your attention to our Low Noise Policy, which can be found below:

Low Noise Policy: Here at Wigwam® Holidays Sedgewell Barn we are located in an idyllic, rural location. We expect all guests to respect other guests and local residents during their stay and as such, we have a Low Noise Policy. This entails no music, loud talking, singing or shouting between the hours of 9pm and 8am so that all our guests can have a restful, peaceful stay. Excessive noise will not be tolerated and we operate a zero tolerance towards loud and rowdy gatherings. We will monitor the glamping site after 9pm and if this Low Noise Policy is not adhered to then guests may be asked to leave the site.

Please read these site rules carefully prior to your arrival and send us a short email to confirm you have done this.

Bringing Your Dog/s

If you are bringing your dog/s please carefully <u>read the following</u> prior to your arrival. Just a reminder that dogs should never be left unattended in a cabin.



Useful Information

There is a lot of useful information about planning your stay in our online Welcome Folder which you will find here.

You can find a list of the facilities available in the cabins <u>here</u> and please take a look at our FAQs <u>here</u>. One bedding set and two towel sets will be provided in your cabin unless you have requested extras sets via the Bride & Groom.

If there is any further information you require then please do not hesitate to let us know. We will be more than happy to help.

Finally, we hope you have a very enjoyable stay here at Wigwam Holidays Sedgewell Barn and please do not hesitate to contact us if you require any further assistance.

Kind regards,

The Sedgewell Barn Team Wigwam® Holidays Sedgewell Barn

Tel: 01609 605605

Email: sedgewellbarn@wigwamholidays.com

Website Facebook Instagram







Handover Sheet for Couples and Entertainment

To minimise noise nuisance, we have taken the following steps to meet conditions set by Hambleton District Council.

All couples and visiting acts must note and adhere to:

- Sedgewell Barn has an in-house speaker system and noise limiting device in the Celebration Barn.
- Without exception all amplified music shall be played via the in-house speaker system and noise limiting device.
- The playing of amplified music will only be permitted in the Celebration Barn.
- Acoustic drum kits will not be permitted, only electric drum kits which will be played via the in-house speaker system and noise limiting device.
- Recorded and live music is permitted until 22:59 so bands must finish their sets by this time. The output volume level of the speaker system within the Celebration Barn will be limited to conversation level after 22:59.
- Visiting acts shall connect to the speaker system via and XLR point. Adaptors are available if required.
- Bass equipment all bass equipment shall be connected to the main mix by direct input only. No additional or standalone bass amplification equipment is permitted.
- Monitoring bands shall use in-ear monitoring only.
- No visiting amplification equipment is permitted.
- The decibel level of the system will be monitored by us and is entirely within our control and discretion.

You will appreciate that our livelihood, and your Event, relies on compliance with this Plan and being fair to our neighbours in the locality.

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

We require you to ensure that our Noise Management Plan is complied with and if anyone fails to conform with a reasonable instruction from us (or from the wedding couple) we reserve the right to immediately remove them from the Venue and our property.

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

Tel: 01609 605605 or Email: info@sedgewellbarn.co.uk

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

Couples	VISITING ACTS
Print name:	Print name:
Signed:	Signed:
Date:	Date:





Venue Handover Checklist – To Take with Couple Before Wedding

Glamping Site Rules

- Reminder to couples about they and their overnight guests adhering to Low Noise Policy whilst staying on-site and that this will be policed and if necessary, enforced by venue stewards.
- Explain how overnight guests will be directed to their cabins after wedding by venue stewards.
- Emergency telephone number is placed in all cabins if any overnight guests require assistance.
- Dogs (where applicable) should not be left unattended in any of the cabins. They should be kept on leads and dog faeces disposed of appropriately in the bins provided.
- We'll let you know if any of the cabins are ready to check into before 14:30.

Day before Wedding

- All wedding guests must adhere to our Safe Driving Policy. There is a 10mph speed limit on-site.
- Explain location of first aid kit and, where relevant, alert a member of the management staff so that details can be placed in the accident book.
- Location of kitchen and WCs only one unisex & accessible WC will be available on Fri (nearest rustic barn).
- Ladder use explanation must be safe & competent to use ladders.
- Fire Evacuation Procedure
- Drapes/wind keep doors shut as much as possible.
- Will you be using any fixings for decorations and if so, what/how?
- Photos are you happy for us to put them on social media and at what point?
- Doors to the barns will be locked by 18:00 on day before wedding with no further access until wedding co-ordinator is here on the following day at agreed time.



Day of Wedding

- Point out location of car parking.
- Which suppliers are arriving first and at what time? Confirm that the Event Manager knows when this is.
- Remind couples about Noise Management Policy.
- Terrace Doors and East Doors need to be kept closed once amplified music starts (inc band soundcheck).
- Celebration Barn Doors NOT to be held open once amplified music starts (inc band soundcheck). The auto closing systems must work freely.

Day after Wedding

- Couples can access the barns between 9:00 and 10:30 to collect personal items.
- Explain timings and location for breakfast, if applicable.





Event Staff 'Toolbox Talk' Training Crib Sheet

General Health & Safety

- Overview of event including estimated numbers of guests and staff.
- Explain who event First Aiders are.
- Show where the first aid box is located.
- Brief overview of the Emergency Box location and use if the event manager becomes incapacitated.
- Explain the site speed limit (10mph) and the importance of driving safely and slowly on site.

Fire Safety

- Explain who the Fire Marshals are and what they will do in the event of a fire or emergency (the Fire Marshal will be in hi-vis clothing).
- Explain how to raise the fire alarm if they discover a fire.
- Explain what to do if the fire alarm goes off.
- Explain where the assembly point is (in carpark)
- They can attempt to put the fire out themselves with a fire extinguisher only if it is safe to do so. (Remind them about standing with their back to the building exit etc.)
- Explain different types of extinguishers for different types of fire etc.
- Instruct staff on how to help people to the assembly point, especially vulnerable people, people with disabilities etc.
- Assign responsibility for 'sweeping' the area for which they are responsible and who
 to report to that their part of the building is clear.

Noise Management

- Explain that we need to be respectful towards local residents regarding noise and also how they manage guests who may become unacceptably loud.
- Explain the door closing and locking policy during the playing of amplified music in the Celebration Barn.
- Explain the location of the designated smoking area and how to alert the Event Manager of any noise issues arising from this area.
- Explain how to discourage guests from using the courtyard area later in the evening.
- Staff will be told not to prop open or allow to be propped open any self-closing doors within the lobby system.



- Staff will be told not to load vans with glass bottles or rubbish after 23:00.
- Explain how guests are managed as they leave the event to minimise noise. Explain that guests must wait for vehicles to collect them inside the Celebration Barn and only go outside when they are ready to leave straightaway.
- Venue stewards will be shown around the glamping site to familiarise themselves with the layout of the cabins and paths.
- Explain how to brief stewards about their responsibilities for directing guests to their cabins at the end of the event, policing the Glamping Site Low Noise Policy and what to do if guests do not comply.
- Explain to venue stewards how to manage the one-way traffic management system



Event Staff Training Record

Name of Trainee	Date of Training	Signature of Trainee	Trained By Name
	Hallillig		Ivalile





Noise Monitoring Sheet V4 Sedgewell Barn								
Date				Planner Respons	ible			
Event				Name of Clients				
			Loca	tion (map on other	· side)			
	Time	Church View Nursery DL7 9JX Back Gate (ESR1)	Alpaca View Entrance DL7 9PT (Close to ESR 4)	Mog Cabins DL7 9JX (extra point)	Top of Jervaulx Road Morton on Swale DL7 9RA (ESR 3)	Bottoms Field (Close as possible to ESR 2)	Action Taken	Reading taken by
Example	19: 00 - 19:30	Bass heard	Couldn't be heard	Just audible	No reading	Bass heard	Turn bass down	Stuart
Reading 1								
Reading 2								
Reading 3								
Reading 4								
Go to the locations and listen. Can you hear the music?		No - record your findings.			Amplified Music	Times Start/Finnish	Times Start/Finnish	Times Start/Finnish
		Yes - Can you hear the words?			Reception Music			
		Yes - Can you hear the bass?	Yes - turn the volume down a	nd record your findings.	Disco			
			Yes - turn the bass down and i	record your findings.	Band			







Noise Complaints Log

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

•	Complaint log number:	
•	Name of complainant:	
•	Telephone number:	
•	Email address:	
•	Address:	
•	Event date:	
•	Time:	
•	Reason for complaint:	
•	Was the manager able to resolve the complaint?	
	• If so, how?	
•	Name of person who dealt with complaint:	
•	Signed:	

On-the-day Procedures:

- Reassure complainant that their complaint will be investigated.
- Inform them that their complaint has been logged.
- Provide them with the complaint log number.

Follow-up Procedures:

- If the complaint has been found to be substantiated, recontact the complainant and advise them on what action has been taken.
- The Event Management Plan will be reviewed and if necessary, any amendments will be made.





Plan Showing Taxi Drop-off, Pick -up Point and Designated Smoking Area







PA System and Noise Limiter Checks, Servicing and Calibration Records

A record will be kept after each speaker system service and calibration and made available to Hambleton District Council Environmental Health Department, if required.

Date	
Engineer - Name	
Company	
Serviced	
Limiter Calibrated to	dB
Signed	





