

Current Hours Dispersal Policy

	SIA present Thursday-Saturday only
Weekend: 8:30pm Weekday: 7:30	<ul style="list-style-type: none"> ● SIA start and Sign into log book ● Put on their SIA BADGE and High visibility vests are worn. ● - Gather clickers and count how many people are already in the venue. ● Set up barriers for later. Make sure the sign with search policy and ID policy is at front near barriers ● Check everyone for ID, Search all bags on entry. ● Every patron's bag is checked on entry. Every person must have an ID.
Weekend 9:00pm Weekday 8:30pm	<ul style="list-style-type: none"> ● Weekend: Staff to advise customers in the garden that the outside area will be closing at 9:30pm ● Weekday: Staff to advise customers that the garden will be closing at 9pm
Weekend 9:15pm Weekday 8:45pm	<ul style="list-style-type: none"> ● Staff to advise customers that there is 15 minutes left in the garden
9:30pm	<ul style="list-style-type: none"> ● A member of staff will advise that the front tables will be closing at 10pm
Weekend 9:25pm Weekday 8:55pm	<ul style="list-style-type: none"> ● Staff to let the customers know the garden is now closed and to make their way inside
Weekend 9:30pm Weekday 9:00pm	<ul style="list-style-type: none"> ● Garden area clear of customers and back door closed.
9pm	<ul style="list-style-type: none"> ● Staff advise the front table will be packed away in 30 mins
9:45pm	<ul style="list-style-type: none"> ● Staff member reminds customers that the front tables close in 15 mins and to staGarden area clear of customers and staff. Entrance door to garden area locked. ● rt making their way inside.

9:55	<ul style="list-style-type: none"> ● Staff members advise any customers left on the tables out the front they are now closed and customers have to make their way inside
10:00pm	<ul style="list-style-type: none"> ● All tables are put away and replaced with barricades for smoking area ● At this point the deck becomes the only smoking area with 12 people max at any one time. If additional people would like to smoke they must wait. At busy times please let smokers know they will only have 5 minutes in order to allow others to smoke too. ● Security prevents people from coming outside or leaving with drinks. No drinks allowed out the front after 10pm. Not even in plastics. ● Please make sure people are keeping their voices down in order to not annoy neighbours. ● Monitor customers' intoxication level and refuse entry to anyone who is already intoxicated. ● Make sure ID's are being checked thoroughly by security and make sure they are enforcing Challenge 25.
Weekend: 11:00pm Weekday: 10:00pm	<ul style="list-style-type: none"> ● If there is still a queue please let the queue know that the bar will be serving last drinks in 20 minutes, as they may not want to wait.
Weekend: 11:20pm Weekday: 10:20pm	<ul style="list-style-type: none"> ● Last Entry ● Last Orders
Weekend: 11:30pm Weekday: 10:30pm	<ul style="list-style-type: none"> ● Security to stay on the door to prevent people leaving with drinks. ● Ask any loud or unruly groups to keep the volume down and respect the neighbours as they leave. ● Last drinks have been served and the bar is now closed. ● PA System volume is reduced.
Weekend: 11:45pm Weekday: 10:45pm	<ul style="list-style-type: none"> ● Customers advised that they have 15 mins drink up time left.
Weekend:	<ul style="list-style-type: none"> ● Lights on, music turned off

11:55pm Weekday: 10:55pm	<ul style="list-style-type: none"> ● Let customers that are left in the venue know that they should start making their way out of the venue as we are closing. ● SIA to stay outside and ensure that no one is being noisy in the street. Keep patrons moving away from the venue and not congregating. ● SIA to assist any customers with transport advice, or where to go for food.
Weekend: 12:00am Weekday: 11:00pm	<ul style="list-style-type: none"> ● All patrons to be out of the premises. ● SIA to stay outside and ensure that no one is being noisy in the street. Keep patrons moving away from the venue and not congregating. ● Bring in barricades.
Weekend: 12:15am Weekday: 11:15pm	<ul style="list-style-type: none"> ● Check that any incidents, accidents or complaints have been logged in the appropriate book and that relevant action has been taken where needed. ● Ensure that all bodies have left the premises. ● SIA to sign out of the log book. ● Duty Manager to fill in an end of night report.

Method of application

By detailing planned and proven steps for our team to implement, we will be proactive in supporting the 4 licensing objectives and ensure customers are lead toward dispersal in an appropriate manner.

Staff and SIA will follow a set plan to make sure they are adhering to our licensing conditions, this set plan will provide ample time for customers to drink up and aid them in leaving quietly and responsibly.

We will do this by:

Time until completed dispersal.	Activity	Desired result
60-30 minutes	Mass effort to clear the venue of all unused drinks and empty receptacles.	Prevents last minute clear up, removes objects which could cause a hazard, prevents 'minesweeping'.

40 minutes	Last orders called.	Manages expectations of customers to purchase their last drink. Triggers those who are thinking of leaving that the premises is winding down.
30 minutes	PA system volume is reduced.	Psychologically trigger the end of the event with lower level music.
30 minutes	Last orders finished and drink up time commences.	Giving patrons 30 minutes to drink their drinks allows for a slower exit plan for dispersal.
15 minutes	Bar staff to remind customers that there is 15minutes left of the evening and to make their way to the exit if possible.	Starting to clear the bar 15 minutes before closing allows for a more spread out dispersal as opposed to all patrons leaving at once.
10 minutes	Last song to be played for the evening.	Informs everyone that this is the end of the night.
5 minutes	Lights on, music off. Let customers that are left in the venue know that they should start making their way out of the venue as we are closing. Thanking everyone for coming and offer help with travel advice and were they could get food.	Customers are fully aware the event is finished at this point.
0- +15 Minutes	Bar is completely clear of patrons and any patrons near the premises are reminded to be respectful and to disperse immediately. Door Supervisor to direct	Moving on patrons, out of and away from the premises greatly reduces the effect on the surrounding community.

	patrons to nearest bus stops, train stations and taxi office next door.	
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Close of business:

Adequate signage is available at the exit asking people to leave quietly and not to congregate outside or in the local area; SIA staff direct patrons' attention to these signs as they leave.

Door Supervisors will be tasked with:

Door management during live bands:

SIA tasked with ensuring the entrance door is closed at all times while live music is playing. Patrons can only enter and leave the venue in between songs.

Dispersal from the premises.

The door supervisor will help to usher customers outside when closing the premises.

Door Supervisors will assist bar staff with the dispersal process. The purpose of an effective dispersal is to ensure that patrons leave the area quickly, quietly and in an orderly manner.

Door Supervisors will be easily identifiable.

The law requires Door Supervisors to display their SIA Licence.

We also ask our security to wear high visibility vests which if they don't have a can provide.

Door Supervisors can expedite the dispersal of patrons with their actions both at closing time and throughout the night by:

Encourage patrons to leave gradually at the end of the night and try to avoid large numbers of patrons all leaving at the same time.

Provide information about the transport options from the premises.

Remind people who are leaving to do so quietly and direct their attention to the signs displayed

Ask patrons not to assemble or loiter outside the premises once they have left; politely reminding people who do not comply that they may be refused entrance in the future if they fail to disperse respectfully.

Dispersal Summary

The most effective approach to dispersal is to be friendly and helpful, understanding that one of the effects of alcohol is to inhibit the effective decision-making ability. What may seem obvious and logical to a sober person, may seem confusing and complicated to a person who has consumed alcohol.

People loitering may be doing so because they are unable to make a decision or easily access the information they require; often they will disperse when they are given this information. Many patrons will move on if they can be helped to achieve one of the following outcomes:

How to get home?

Where can they go next?

Where can they get some food?

By providing this information it can encourage them to leave the immediate area more quickly.