

Timings

To be amended to read:

Live music – Saturdays and Sundays start 10.00 except for Cat 1 and Cat 2 events that will commence at 12 noon and Fridays 12 noon

Recorded Music as above

Sale of alcohol – start time 10.00 a.m. everyday

Late Night Refreshment in Camp Site – exempt Act restrictions and will be marked on the plan

Recorded Music for Cat 2 event will cease at 01.00

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1. Stage and Zone Managers will have direct radio contact with medical and emergency services on site
 2. All staff will be fully briefed on evacuation procedures
 3. Age verification checks are undertaken prior to the issue of adult wristbands on entry to the premises
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Categories of event:

Category One

A Category One event is an event taking place on a Friday, Saturday and/or Sunday where:

- Live music is provided indoors and outdoors until 23:00, and indoors only until 03:00 on the Friday and Saturday, and indoors only until 24:00 on the Sunday; or
- Recorded music is provided indoors and outdoors until 23:00 and indoors only until 03:00 on the Friday and Saturday, and indoors only until 24:00 on the Sunday; or
- The capacity of the event (on any given day) is more than 1500, but less than 4999 not including staff and contractors

Category Two

A Category Two event is an event taking place Friday, Saturday and/or Sunday where:

- Live music is provided indoors and outdoors and ceases at 23:00 on the above-mentioned days; or
- Recorded music is provided indoors and outdoors and ceases at 23:00 outdoors on the above-mentioned days and indoors at 01.00 ; or
- The capacity of the event (on any given day) is more than 1500, but less than 4999 not including staff and contractors.

Category Three

A Category Three event is any event taking place on any day or consecutive days where:

- The capacity of the event (on any given day) is less than 1500 not including staff and contractors.
- Live music shall not be provided outdoors after 23:00
- Recorded music shall not be provided outdoors after 23:00

Conditions in relation to categories of events

- The total number of Cat 1 and Cat 2 events to be held at the Premises the total number must not exceed that permitted in the licence granted to Sound and Light Management Ltd and any events run by Sound and Light Management Ltd will be taken into account in determining how many Cat 1 and Cat 2 events can be run by the Premises Licence Holder
- There shall be no more than one (1) Category One event per annum (January to December)
- There shall be no more than two (2) Category Two events per annum (January to December)
- There shall be at least 28 days between the end of any Category One event and any Category Two event
- There shall be at least 28 days between the end of any Category Two event and a second Category Two event
- The duration of any Category One or Category Two event shall not exceed 3 days (72 hours)

- There shall be no restriction on the number of Category Three events
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General – all four licensing objectives

4. The event organiser, contractor and any staff employed thereof shall comply with the conditions of this licence
5. The Premises Licence Holder or their authorised representative shall prepare and submit to the Licensing Authority, Kent Police, **EHO Tunbridge Wells** and KCC Highways for each Category One or Category Two event, at the site a specific Event Management Plan (EMP). The EMP shall deal with, but not be limited to, the following issues:
 - a) Event profile and overview
 - b) Management structure, chain of command, event management responsibilities, emergency liaison team
 - c) Public and worker safety including security and crowd management within the premises
 - d) Major incident plan including emergency vehicle routes, evacuation procedures and places of safety
 - e) Premises information detailing by zone, including but not limited to, fire safety, temporary structures, barriers, fencing, sanitary washing and welfare facilities, lighting and electrical provision, fuel storage and use
 - f) Health and safety policy and specific risk assessments for activities undertaken pre-event, during and post-event
 - g) First aid and medical services plan
 - h) Arrangements for cleansing the premises and the welfare activities to be provided pre-event, during and post event
 - i) Lighting (which shall include a plan detailing suitable and sufficient security, safety and amenity Lighting in respect of all events)
 - j) Camping plan

- k) Signage (including details of signage to be displayed at the entrance and exits of the premises, drinking water points signage and crime prevention measures e.g. location of secure property lockers if provided)
 - l) Traffic management (including a public transport plan and traffic impact assessment)
 - m) Evacuation Plan including forward control facilities
6. The Event Management Plan shall be submitted to the Licensing Authority, **EHO Tunbridge Wells** and Kent Police no later than Calendar 2 months to the event in question or such other period as may be agreed between the Premises Licence Holder, Kent Police and the Licensing Authority
7. The Premises Licence Holder shall comply with the provisions of the Event Management Plan at all times during the event to which it relates

Notice of Events

8. The Premises Licence Holder shall submit to Kent Police and the Licensing Authority a proposed calendar of events at the premises including any events outside the scope of the Licensing Act 2003. This calendar shall be submitted annually in January detailing the events planned for the following 12 months. Any additions, amendments or alterations to the calendar of events shall be notified to Kent Police, **EHO Tunbridge Wells** and the Licensing Authority in writing (by letter, email or fax) as soon as practicable
9. For all category one and category two events the period of notice to be given shall be three months prior to the proposed event unless prior agreement is obtained in writing from Kent Police
10. The Premises Licence Holder or their authorised representative shall attend Safety Advisory Group (SAG) meetings whenever an event to be held at the premises is on the agenda.
11. The Premises Licence Holder shall provide on the request of Kent Police, **EHO Tunbridge Wells** or the Licensing Authority figures for pre-

event ticket allocation, such information to be supplied within 24 hours of any such request so far as possible

12. The Premises Licence Holder shall ensure that risk assessments are produced for each Category One and Category Two event, and that these shall be made available to the Licensing Authority, **EHO Tunbridge Wells** and Kent Police no less than 28 days before the event where practicable
13. The Premises Licence Holder shall ensure that external organisers or promoters are issued with an agreement for hire of the Event Site, or part thereof. That agreement shall include the conditions attached to the Premises Licence and, if relevant, those agreed as a result of meetings of the Safety Advisory Group
14. For Category One and Category Two events the DPS or at least one Personal Licence Holder shall be present during the whole time alcohol is sold. Details of the nominated deputies shall be provided to the Licensing Authority and Police at least 30 days prior to the commencement of a Category One or Category Two event
15. When alcohol is sold at a Category One or Category Two event the following conditions will apply to all bars, both for the public and in hospitality areas:
 - a) Unless otherwise agreed with the relevant members of the Safety Advisory Group, bars will be closed at least 30 minutes before the event finish time **with the exception of the Camp Site Area.**
 - b) Bars will not be permitted to run price promotions, happy hours or other promotions designed to encourage excessive drinking
 - c) Drinks will not be sold or served in glass vessels or containers
16. Where alcohol is sold, the name and contact telephone number of the Designated Premises Supervisor shall be displayed in a prominent position on the premises, so that it is clearly visible
17. Upon reasonable request, authorised enforcement officers of the Responsible Authorities: Environmental Health Team, Kent Police and Fire Service, must be provided with security passes for full and free access at all times to each and every part of the licensed area

18. A communication system must be provided to ensure the effective operation of the site under both normal and emergency evacuation conditions. The Premises Licence Holder must provide an adequate incident control centre and a rendezvous point for the Police and other emergency services
19. Adequate drinking water points in suitable locations must be provided and maintained to the satisfaction of the Safety Advisory Group or their authorised representative
20. Adequate sanitary accommodation must be provided and maintained to serve the licensed event to at least the standards contained within the "Guide to Health, Safety and Welfare at Pop Concerts and Similar Events", or as advised by the Environmental Health Team. Suitable arrangements must be made for the collection and disposal of used hand towels, sanitary towels and other refuse from the sanitary accommodation
21. Details of the proposed location, level of provision and means of effective maintenance and servicing of sanitary accommodation must be submitted to the Safety Advisory Group or their authorised representative if requested

The prevention of crime and disorder

22. For Category One and Category Two events Premises Licence Holder will provide a full list of security numbers for each event including team leader details one week prior to the event opening to the public
23. For Category Three events the Premises Licence Holder shall operate events under a risk assessment. SIA door staff shall be employed on a risk assessed basis. Risk assessments for Category Three events shall be available to the police and Licensing Authority upon request
24. The Premises Licence Holder shall ensure that all Security Staff and Stewards receive a written statement of their duties, which may be electronic

25. All Security Staff and Stewards shall be capable of communicating instantly with one another by way of radio or other simultaneous system of communication
26. All Security Staff shall wear distinctive clothing to clearly identify them as Security Staff
27. For events identified by Kent Police the Premises Licence Holder will provide suitable receptacles to dispose of alcohol, glass, drugs, needles and weapons on entry to such an event and such provision must be made at all entrances to the event. Placement and number of bins must be agreed with Kent Police prior to any area of the event opening to the public
28. Searching as a condition of entry will be mandatory when directed by Police following consultation with the Premises Licence Holder based on audience profile and police intelligence prior to any event
29. Searching with a fully trained drugs dog will be mandatory when directed by Police following consultation with the Premises Licence Holder based on audience profile and police intelligence prior to any event
30. Plain clothed members of staff are to be engaged during Category One and Two events. Their specific and only task is to watch out for incidents and any form of drug consumption sale or supply. Security staff will be informed of such activity as witnessed and procedures agreed with the police in relation to detention and arrest of suspects to be implemented
31. Ticket conditions shall indicate that searching will be undertaken. Signage shall be displayed at all entrances indicating searches will take place
32. The Premises Licence Holder shall put up a clearly visible notice advising those attending that the Police will be informed if anyone is found in possession of controlled substances or weapons
33. A clear and unequivocal message shall be placed on all advertising and publicity material created by the Premises Licence Holder that the

premises operate a zero tolerance policy towards drugs whether it be in relation to possession, dealing or using

34. The Premises Licence Holder shall maintain a register of all drugs found or seized within the premises and notify Kent Police or any such items as soon as practicable. Drugs will be kept within a secure storage facility and will only be removed on collection by a Police Officer or PCSO
35. Crime and disorder prevention advice shall be written in consultation with the Police and any agreed crime prevention advice shall be displayed on signage around the Event Site during Category One and Category Two events and shall also be publicised on the event's website and any agreed appropriate social media sites
36. The Campsites, Car Parks and Event Site shall be patrolled by security and stewards in accordance with the Security and Stewarding Plan during a Category One or Category Two Event
37. No glass containers or bottles shall be allowed inside the Event Site during a Category One or Category Two event, with the exception of approved event traders. Bottle banks shall be located at the entrances to the Event Site to facilitate disposal
38. During Category One or Category Two events all sales of alcohol and other drinks shall be provided in polycarbonate or similar non-glass drinking vessels. All glass bottled drinks shall be decanted at point of sale

The prevention of public nuisance

39. A dedicated telephone line shall be set up and staffed by the Premises Licence Holder at all times during any event when reasonably required by the Licensing Authority so that members of the public can contact the Premises Licence Holder with any problems they may have. The Premises Licence Holder is to log all calls which are received and include what action has been taken, the log is to be available for inspection by authorised officers upon request. The number of this telephone line shall be publicised at least two weeks prior to the start of the event to residents likely to be disturbed by the activities at the event

40. The Premises Licence Holder will take all reasonable steps to ensure that amplified music will not cause a nuisance

41. The Premises Licence Holder shall appoint a suitably competent person(s) who shall prepare and implement on and off site Traffic Management Plans (TMP's) which shall be included as part of the EMP. The Off Site Traffic Management Plan shall include detail on:
 - a. Parking provisions
 - b. Road signage and offsite infrastructure
 - c. Internal signage to car parks and campsite
 - d. Road cleaning
 - e. Bus and coach station provision
 - f. Rail and ride provision
 - g. Road closures
 - h. Contingency plans for ground surfaces
 - i. Provision and management of a public drop off and collection point

42. Any queue which forms outside the premises shall be stewarded at all times to ensure that minimal disturbance is caused

43. The Premises Licence Holder shall encourage customers not to congregate outside the premises after the event has finished

44. Promotional literature and tickets will contain information regarding public transport options and shall request persons to leave the area quietly

45. A sufficient number of easily identifiable, readily accessible receptacles for refuse must be provided, including provisions for concessions/outlets. Arrangements must be made for regular collection. Public areas must be kept clear of refuse and other combustible waste prior to, and so far as is reasonably practicable during events

46. Litter bins shall be provided throughout the Campsites, around the Event Site and in the Car Parks and shall be regularly emptied by the litter teams to prevent a build-up of waste

47. After any event any litter remaining will be collected and removed from the site as soon as physically possible, either overnight or starting daybreak the following day if it is considered impractical to collect the litter in darkness

48. The following noise conditions shall apply:

- a) The Premises Licence Holder shall ensure that a noise control consultant shall be appointed, who shall liaise between all parties including the Premises Licence Holder, promoter, sound system supplier, sound engineer and the Environmental Health Team on all matters relating to noise control prior to the event.
- b) For the purposes of monitoring music noise levels during the event and sound check, the noise control consultant shall contact the Environmental Health Team not less than 14 days before the event unless otherwise agreed in writing and agree noise sensitive locations which are to be used to monitor compliance with conditions (d), (e) and (f).
- c) A noise propagation test shall be undertaken in consultation with representative(s) of the Environmental Health Team prior to each Category One and Category Two event in order to set appropriate control limits at the sound mixer position. The sound system shall be configured and operated in a similar manner as intended for the event. The sound source used for the test shall be similar in character to the music likely to be produced during the event.
- d) The Music Noise Level (MNL) shall be managed to achieve whichever is the lower of background noise + 15dB or 65dB with MNL and background noise as defined in the Pop Code
- e) In addition, the music noise in the 63Hz and 125Hz octave frequency band shall be managed so as not to exceed 15dB above the numerical value of the corresponding MNL
- f) After 23:00 the MNL shall be managed so as to be as low as reasonably practicable but shall not be less than 40dB and not greater than 45dB
- g) Rehearsal and sound check times shall be limited between the hours of 10:00 and 20:00. Notification of the time(s) and duration of sound checks shall be provided to the Environmental Health Team at least 24 hours beforehand.
- h) The Premises Licence Holder shall ensure that the promoter, system supplier and all individual sound engineers are informed of

the sound control limits and that any instructions from the noise control consultant regarding noise levels shall be implemented.

- i) A communications link should be provided to enable condition (g) above to be complied with and any numbers / radios shall be made available to the Environmental Health Team prior to the event starting.
- j) The appointed noise control consultant shall continuously monitor noise levels at the sound mixer position and advise the sound engineer accordingly to ensure that the noise limits are not exceeded. The Environmental Health Team shall have access to the results of the noise monitoring at all times. The Environmental Health Team shall have access and facilities to enable them to carry out their own monitoring.
- k) The speakers must be located to the satisfaction of the Environmental Health Team.

49. The premises licence holder will supply a general noise management plan to the Licensing Authority and **EHO Tunbridge Wells** annually in January alongside the calendar of events. The plan will deal with issues including:

- a. How noise from events will be controlled to prevent public nuisance
- b. How noise from public address systems and other noise sources will be controlled to prevent public nuisance
- c. The contact details for any acoustic consultant(s) appointed for any Category One or Category Two events taking place that year. The acoustic consultant(s) should have appropriate qualifications and experience in undertaking noise monitoring. Should the Licensing Authority disagree with the choice of acoustic consultant(s) then the Licensing Authority shall notify the Premises Licence Holder in writing and an alternative acoustic consultant(s) shall be appointed where practicable
- d. The locations of any noise sensitive premises where noise monitoring is proposed to take place during any Category One or Category Two events
- e. The equipment to be used by any acoustic consultant(s) appointed for any Category One or Category Two events for noise monitoring
- f. Details of how communication between the acoustic consultant(s) and mixing desks or noise control operators will be managed
- g. Details of how communication between the acoustic consultant(s) and the Environmental Health Team will be managed

- h. A proposed format for a post-event report following any Category One or Category two event

- 50. Following any Category One or Category Two Event the premises licence holder shall submit to the Licensing Authority a post-event report giving noise monitoring data and details of any complaints received on the complaints hotline during the event. The report will be submitted to the Licensing Authority within 28 days of the event

- 51. Residential properties and the relevant amenity group(s) in the immediate vicinity of the Event Site will be contacted as soon as reasonably practicable (and in any event no later than 14 days) prior to any Category One or Category Two event advising them of the times of the event and any sound check or rehearsal times and giving them a telephone number to contact in the event that they have any complaints.

- 52. During the build-up and break down of the events site, any activities that might cause noise to be audible outside the Event Site will be limited to the hours of 08:00 to 20:00 Monday - Friday, and 10:00 and 18:00 Saturday – Sunday

- 53. Any generators, refrigerators or other machinery running overnight will be silenced, screened or sited so as not to be audible outside the Event Site

- 54. Unless agreed in writing with the Licensing Authority there shall be no use of fireworks or pyrotechnics at any Category One or Category Two event

- 55. The Premises Licence Holder shall make arrangements, to the satisfaction of the Licensing Authority, for the cleansing of litter and waste in the vicinity of the Event Site during and after Category One and Category Two events

- 56. A Noise Dispersal Plan will be prepared in respect of each event held at the premises

Public safety

57. The Premises Licence Holder shall identify a competent event safety officer for all events and circulate their name to the Licensing Authority and Kent Police in order to provide a specific point of contact in relation to all matters pertaining to safety, before, during and after events. The Event Safety Officer must have the authorisation and an ability to act unhindered on any issues relating to safety
58. Adequate medical and first aid cover and facilities appropriate to the licensed event must be provided
59. Emergency exits and entrances to the event area must be kept clear at all times and must be provided with clearly visible signage
60. Adequate stewarding within the licensed area must be provided at all times during the licensed event
61. Stewards will be easily distinguishable from members of the public and other SIA or Police personnel and shall wear reflective clothing clearly marked "Steward" or other appropriate word signifying their duties
62. For all events all Stewards will be trained in their duties prior to allowing members of the public onto the premises to ensure they have a full understanding of the operation, safety and emergency procedures applicable to the event. All training records will be kept by a responsible person and be available for inspection upon reasonable notice being given
63. No event likely to exceed a capacity of 1500 people shall be held unless there are two operational entrance/exits from the event site onto the adopted road network unless written agreement is obtained from the SAG
64. The Premises Licence Holder will ensure that there are adequate means of control to ensure that only permitted numbers of persons gain access to the event site

65. Details of all marquees, tented structures and temporary structures should be provided including emergency exits and signage, fire warning and firefighting equipment
66. A schedule detailing types and locations of firefighting equipment must be submitted to the Safety Advisory Group or their authorised representative as required
67. For all category one and category two events full structural design details and calculations of all and any structures to be erected within the licensed area, must be submitted to the Licensing Authority 14 days prior to the event unless a shorter time has been agreed in writing. A certificate from a competent person or engineer that a completed structure has been erected in accordance with the structural drawings and design specification must be available for inspection prior to a relevant structure being used during the licensed event
68. The Licensee must maintain a regular fire patrol at all times when the public are present in the licensed area to check for and guard against possible fire hazards. The area underneath the stage to be kept clear of flammable materials
69. All parts of the Event Site intended to be used in the absence of adequate daylight and all essential safety signage shall be suitably illuminated. Details of the locations and level of illumination must be submitted to the Safety Advisory Group
70. Unless otherwise agreed, the Premises Licence Holder must ensure an Egress Management Plan is presented to and agreed by the Safety Advisory Group, or their authorised representative, no later than 28 days prior to the event or as soon as practicable
71. The Premises Licence Holder shall appoint a suitably qualified competent person who shall prepare and implement a Trader Information Management Plan which shall be included as part of the EMP
72. Details of the food and drink outlets shall be provided to the Licensing Authority at least 30 days prior to the event or as soon as practicable, to include:
 - a. Location of each individual outlet on plans provided to the Licensing Authority

- b. Name of each outlet, trading name, food business operator and contact details, local authority with which the outlet is registered
73. Food and drink outlets shall be monitored and managed to comply with food safety legislation, have in place a food safety management system which shall be available for inspection by the festival management and the Licensing Authority and that each is registered with a local authority
74. Any outlet found to be contravening any conditions of this licence or the EMP shall be prohibited from trading on the Event Site during a Category One or Category Two event and asked to leave the site
75. The Premises Licence Holder shall appoint a suitably qualified competent person who shall prepare and implement a Campsite Management Plan which shall be included as part of the EMP
76. In the event of a serious incident the lights will be turned on and the show shall be stopped
77. During Category One and Two Events a suitable physical barrier shall be put in place to prevent patrons gaining access to the body of water on the Event Site. This barrier shall be maintained at all times the Event Site is open to the public

The protection of children from harm

78. There shall be a welfare point (or equivalent area) for the reporting and management of lost children. The welfare point will be staffed by trained (and appropriately certified by the Disclosure and Barring Service) members of staff who will be in radio contact with the head steward and the safety co-ordinator
79. A recognised 'Proof of Age' scheme (Challenge 21 or Challenge 25 as appropriate) shall be implemented to the satisfaction of the Licensing Authority and the Police with signage being displayed in all locations relevant to the sale of alcohol

80. The Designated Premises Supervisor (DPS), or a person on their behalf, shall provide suitable training or instruction to all staff engaged in the sale of alcohol in relation to the prevention of sales to persons under the age of 18 years and to persons who are, or appear intoxicated with alcohol. A written record shall be made of such training and be made available to the Licensing Authority or Police upon request

81. No person under the age of 18 shall be permitted to serve alcohol

82. Soft drinks and free drinking water shall be available on site as an alternative to alcohol.

83. No person under the age of 13 shall be permitted access through the entrances to the main secured site unless they are accompanied by an adult. Persons under the age of 18 shall be supplied with a tamper proof child specific wristband

Glossary of terms:

Event Site means any area for the provision of licensable activities in the form of the supply of alcohol, regulated entertainment and late night refreshment

Campsite(s) means any area set aside for the provision of camping

Car Park(s) means any area set aside for the parking of motor vehicles or other modes of transport

EMP means the Event Management Plan

SAG means the Safety Advisory Group

Licensing Authority means Tunbridge Wells Borough Council

Premises Licence Holder means
