

Agenda Item 6

Licencing Sub Committee: 16 May 2025

Cambridge Rugby Club Hearing

Additional paperwork supplied by Councillor Clough, Ward Councillor for Newnham.

1. Supplementary Statement
2. Scan of hand written adjustments to the draft licence pages 19-34 of the circulated document pack.

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Cambridge, CB3 9EE

Emails: [REDACTED]
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[REDACTED]

Democratic Services Team -Cambridge City Council

By email to democratic.services@cambridge.gov.uk

14 May 2025

Dear Democratic Services

**Premises Certificate application PRECAM 000975 Cambridge Rugby Football Club –
Supplementary Statement – for Licensing Sub-committee hearing 16 May 2025 10am**

Please can you accept this supplementary statement to our letter of representation and objection dated 25th April and add it to the papers for the hearing on 16 May.

Revised Section 182 Guidance (Feb 2025)

This was referred to in the Decision Notice for the previous 27th January hearing.

Under **Licence conditions – general principles 1.16**, bullet points 5,8 and 9 it states that they:

- must be tailored to the **individual type, location and characteristics** of the premises and events concerned
- be **proportionate**, justified and capable of being met
- cannot seek to manage the behaviour of customers once they are beyond the direct management of the licence holder and their staff, but **may impact on the behaviour of customers in the immediate vicinity of the premises or as they enter or leave**; and should be written in a prescriptive format

The current licence application does not meet these guiding principles:

- it is clear from the details in the very large number representations received from the community that the noise impact from the events in 2023 and 2024 is far wider than the immediately adjacent roads and has caused extensive distress and upset to the community.
The area is flat and the sound travels for long distances and even passes over roof tops to impact the residence beyond.
This is an area of relatively dense housing and in summer people are unable to enjoy the peace in the gardens or indeed escape the noise entirely even by retreating indoors.
- the proposed licensing hours of operation are unreasonably extensive **9:00-23:00** (10:00 to 22:00)
- the lack of restriction for **Rugby Use** events is not logical and is disproportionate. It allows a complete loop hole for anything which has a Rugby branding.
The normal activities on the field mid-week which involve training and matches do not require a license. It is understood and accepted that on scheduled match days that the club's inside bar will be open and spectators may be enjoying a drink while watching the match from the stand. (If there is a concern that is not adequately covered by the Club Premises licence then that should be addressed clearly in a separate application). But other occasions apart from match days should be clearly included with the main restrictions for events and noise control.

Looking at the question of **immediate vicinity**, the size of the events which occurred in 2023 and 2024 and the reported disturbances and traffic chaos, shows that the area extends well beyond the

boundary of the Rugby Club to Grantchester, Fulbrooke, Selwyn, Kings and Barton Road. Setting detailed conditions for the management of ingress, dispersal and poor behaviour in these areas by a substantial team of trained marshalls is entirely reasonable and should be expected by the residents.

Public Nuisance

The Revised Guidance goes on to consider Public Nuisance at paragraph 2.21 onwards:

At 2.21 it states “The 2003 Act enables licensing authority .. through representations to consider what constitutes public nuisance and what is appropriate to prevent it in terms of conditions... “

Clearly what has happened already even at the **65 decibel limits** from the representations received constitutes public nuisance – but there is no reference to noise limits in the licence application. These must be inserted. And in order to remove the risk of public nuisance going forward, limits lower than **65** decibels should be considered ... say **60** decibels at the boundary of the properties on the south side of Fulbrooke and Selwyn Roads.

The Code of Conduct on Environmental Control of Noise at Concerts which was referred to F1 Acoustic's Day management plan and is widely accepted by local authorities and operators – sets a Limit of not more than **three** concert days per year at **65** decibels. The current application seeks to have **seven** days per annum which is clearly far beyond this guidance.

Commercial interests of the applicant .. and the rights of residents

A comment on this was included in the Decision Notice for the 27th January hearing (page 5 paragraph 7 penultimate paragraph). It is not clear whether the Rugby Club will try to introduce any information about their financial position to support this application but if they do - having reviewed their accounts filed with Mutuels Register, I would request the opportunity to submit an appropriate written commentary on what these accounts appear to show.

TENS applications – lack of consultation

In my representation I raised the issue of the failure of the club to consult effectively with the community and taking a disingenuous approach to the information it supplies to residents. Only yesterday we had a meeting with the club about a planning application it is considering re-submitting for Padel Courts. The issue of the current licensing application was and discussed briefly. But there was no mention that the club had submitted **four** Temporary Event Notice (TEN) applications for events mid June and mid July. These were only discovered last night on re-inspecting the licensing register for this statement. This could easily have been mentioned to the residents last night and as this information emerges will hardly encourage the community to believe what it is being told the full truth in communications from the club.

POSSIBLE OPTIONS FOR THE SUB-COMMITTEE

1. Rejection, consultation and re-submission

In view of the wholly excessive nature of this application and the substantial number of objections, it seems that the sub-committee has ample scope within its powers to reject this application completely and or ask the club to withdraw, consult properly with the community on the fine detail and re-submit.

2. Replace Premises Licences with equivalent Licences

Alternatively if the club feel that it wants to take over the arrangements for the existing Premises Licences held by Live Tour Promotions and London Road Events Services, then the scope of the licence should be cut down to match what has already been agreed for these three large event days in 2024 and ideally be set to expire on completion of the events this year. In order for a more considered licence to be agreed with the community for 2026 onwards.

3. Modified version of current application

I have hand adjusted the existing licence application to try to make the hours and event numbers more reasonable to residents. In view of the short timescale involved I have not been able to send this proposal around to gauge a response so Options a and b remain the best approach.

Key points are:

- Licence is restricted to Friday and Saturday events in order to protect the working weekday evenings and also Sunday for residents. 09:00 is replaced by 14:00
- the split between Rugby and Non-Rugby use is removed Page 30 1,2 & 3.
- Small events are limited to ten days per year
- Medium and Large events are limited to 3 days per year in total
- Ward councillors, Street & Road & RA representatives will also be invited to SAG meetings. Page 31 (point 10).
- Page 33 Point 42 ... add 42b Marshalling arrangements along Grantchester Road will be agreed with Councillors, Road and RA representatives. Fulbrooke, Selwyn and Kings Road to be closed.
- Page 34 add point 51 (a) Noise limit for Medium and Large scale events will not exceed 65 decibels as Code of Conduct. 51 (b) Noise limit for Small events will be not more than 10 decibels above background noise level.
- Page 34 add point 54b Road and Street reps will be invited to the Sound test.

Attached reference documents

There were three documents attached to my representation which the sub-committee might wish to have to hand for the hearing.

1. Original Public reports pack (for 27 January hearing)
2. Record of Decision for 27 January hearing
3. Code of Practice on Environmental Control of Noise at Concerts.

I have also attached a scan of my hand written adjustments to the draft licence pages 19-34 of the circulated document pack.

Yours sincerely

Hugh and Elizabeth Jane Clough

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Continued from previous page...
 If 5,000 or more people are expected to attend the premises at any one time, state the number expected to attend

Section 6 of 21
 PROVISION OF PLAYS

See guidance on regulated entertainment
 Will you be providing plays?

☒ Yes ☐ No

Standard Days And Timings

MONDAY
 Start 09:00 End 23:00
 Start End

Give timings in 24 hour clock. (e.g. 16:00) and only give details for the days of the week when you intend the premises to be used for the activity.

TUESDAY
 Start 09:00 End 23:00
 Start End

WEDNESDAY
 Start 09:00 End 23:00
 Start End

THURSDAY
 Start 09:00 End 23:00
 Start End

FRIDAY
 Start 09:00 End 23:00
 Start End

SATURDAY
 Start 09:00 End 23:00
 Start End

SUNDAY
 Start 10:00 End 22:00
 Start End

Will the performance of a play take place indoors or outdoors or both?
☐ Indoors ☐ Outdoors ☒ Both

Where taking place in a building or other structure tick as appropriate. Indoors may include a tent.

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State type of activity to be authorised, if not already stated, and give relevant further details, for example (but not exclusively) whether or not music will be amplified or unamplified.

Traditional and contemporary plays, historical re-enactment, puppet shows, story telling, street theatre, children's activities. The majority of plays will be performed during the period April 1st to 30th October, but plays may take place at other times of year if seasonal conditions permit.

State any seasonal variations for performing plays

For example (but not exclusively) where the activity will occur on additional days during the summer months.

Non standard timings. Where the premises will be used for the performance of a play at different times from those listed in the column on the left, list below

For example (but not exclusively), where you wish the activity to go on longer on a particular day e.g. Christmas Eve.

Section 7 of 21

PROVISION OF FILMS

See guidance on regulated entertainment

Will you be providing films?

☒ Yes

☐ No

Standard Days And Timings

MONDAY

Start

End

Start

End

TUESDAY

Start

End

Start

End

WEDNESDAY

Start

End

Start

End

Give timings in 24 hour clock.
(e.g., 16:00) and only give details for the days of the week when you intend the premises to be used for the activity.

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THURSDAY

Start	09:00	End	23:00
Start		End	

FRIDAY

Start	09:00	End	23:00
Start		End	

SATURDAY

Start	09:00	End	23:00
Start		End	

SUNDAY

Start	10:00	End	22:00
Start		End	

Will the exhibition of films take place indoors or outdoors or both?

☐ Indoors

☐ Outdoors

☒ Both

Where taking place in a building or other structure tick as appropriate. Indoors may include a tent.

State type of activity to be authorised, if not already stated, and give relevant further details, for example (but not exclusively) whether or not music will be amplified or unamplified.

Short films or art films as part of larger events, large screen outdoor film theatre. The majority of events will be taking place during the period April 1st to 30th October, but events may take place at other times of year where seasonal conditions permit.

State any seasonal variations for the exhibition of film

For example (but not exclusively) where the activity will occur on additional days during the summer months.

Non standard timings. Where the premises will be used for the exhibition of film at different times from those listed in the column on the left, list below

For example (but not exclusively), where you wish the activity to go on longer on a particular day e.g. Christmas Eve.

Section 8 of 21

PROVISION OF INDOOR SPORTING EVENTS

See guidance on regulated entertainment

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Will you be providing indoor sporting events?

☐ Yes

☒ No

Section 9 of 21

PROVISION OF BOXING OR WRESTLING ENTERTAINMENTS

See guidance on regulated entertainment

Will you be providing boxing or wrestling entertainments?

☐ Yes

☒ No

Section 10 of 21

PROVISION OF LIVE MUSIC

See guidance on regulated entertainment

Will you be providing live music?

☒ Yes

☐ No

Standard Days And Timings

MONDAY

Start End
Start End

Give timings in 24 hour clock.
(e.g., 16:00) and only give details for the days
of the week when you intend the premises
to be used for the activity.

TUESDAY

Start End
Start End

WEDNESDAY

Start End
Start End

THURSDAY

Start End
Start End

FRIDAY

Start End
Start End

SATURDAY

Start End
Start End

14:00

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SUNDAY

Start End
Start End

Will the performance of live music take place indoors or outdoors or both?

☐ Indoors ☐ Outdoors ☒ Both

State type of activity to be authorised. If not already stated, and give relevant further details, for example (but not exclusively) whether or not music will be amplified or unamplified.

Amplified and un-amplified music to include open air concerts, buskers, bandstand style concerts, smaller concerts and performances, concerts staged inside marquees, military music, performances of church music etc. The majority of events will be taking place during the period April 1st to 30th October, but events may take place at other times of year where seasonal conditions permit.

State any seasonal variations for the performance of live music

For example (but not exclusively) where the activity will occur on additional days during the summer months.

Non-standard timings. Where the premises will be used for the performance of live music at different times from those listed in the column on the left, list below

For example (but not exclusively), where you wish the activity to go on longer on a particular day e.g. Christmas Eve.

Section 11 of 21

PROVISION OF RECORDED MUSIC

See guidance on regulated entertainment

Will you be providing recorded music?

☒ Yes ☐ No

Standard Days And Timings

MONDAY

Start End
Start End

Give timings in 24 hour clock (e.g. 16:00) and only give details for the days of the week when you intend the premises to be used for the activity.

TUESDAY

Start End
Start End

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Day	Start	End
WEDNESDAY	Start <input type="text" value="09:00"/>	End <input type="text" value="23:00"/>
THURSDAY	Start <input type="text" value="09:00"/>	End <input type="text" value="23:00"/>
FRIDAY	Start <input type="text" value="09:00"/>	End <input type="text" value="23:00"/>
SATURDAY	Start <input type="text" value="09:00"/>	End <input type="text" value="23:00"/>
SUNDAY	Start <input type="text" value="10:00"/>	End <input type="text" value="22:00"/>

Will the playing of recorded music take place indoors or outdoors or both?

☐ Indoors

☐ Outdoors

☒ Both

State type of activity to be authorised, if not already stated, and give relevant further details, for example (but not exclusively) whether or not music will be amplified or unamplified.

Amplified recorded music to include open air concerts, bandstand style concerts, smaller concerts and performances, concerts staged inside marquees, military music, performances of church music etc. The majority of events will be taking place during the period April 1st to 30th October, but events may take place at other times of year where seasonal conditions permit.

State any seasonal variations for playing recorded music

For example (but not exclusively) where the activity will occur on additional days during the summer months.

Non-standard timings. Where the premises will be used for the playing of recorded music at different times from those listed in the column on the left, list below

For example (but not exclusively), where you wish the activity to go on longer on a particular day e.g. Christmas Eve.

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Section 12 of 21

PROVISION OF PERFORMANCES OF DANCE

See guidance on regulated entertainment

Will you be providing performances of dance?

☒ Yes ☐ No

Standard Days And Timings

MONDAY

Start 09:00 End 23:00

Start End

TUESDAY

Start 09:00 End 23:00

Start End

WEDNESDAY

Start 09:00 End 23:00

Start End

THURSDAY

Start 09:00 End 23:00

Start End

FRIDAY

Start 09:00 End 23:00

Start End

SATURDAY

Start 09:00 End 23:00

Start End

SUNDAY

Start 10:00 End 22:00

Start End

the performance of dance take place indoors or outdoors or both?

☐ Indoors ☐ Outdoors ☒ Both

Where taking place in a building or other structure tick as appropriate. Indoors may include a tent

type of activity to be authorised, if not already stated, and give relevant further details, for example (but not solely) whether or not music will be amplified or unamplified.

be of activity most likely to take place at art workshops, music festivals, community events, fetes, military festivals, performance, re-enactments etc. The majority of events will be taking place during the period April 1st to 30th

er, but events may take place at other times of year where seasonal conditions permit.

Page 25

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State any seasonal variations for the performance of dance
For example (but not exclusively) where the activity will occur on additional days during the summer months.

Non-standard timings. Where the premises will be used for the performance of dance at different times from those listed in the column on the left, list below
For example (but not exclusively), where you wish the activity to go on longer on a particular day e.g. Christmas Eve.

Section 13 of 21

PROVISION OF ANYTHING OF A SIMILAR DESCRIPTION TO LIVE MUSIC, RECORDED MUSIC OR PERFORMANCES OF DANCE

See guidance on regulated entertainment
Will you be providing anything similar to live music, recorded music or performances of dance?

☐ Yes ☒ No

Section 14 of 21

LATE NIGHT REFRESHMENT

Will you be providing late night refreshment?

☐ Yes ☒ No

Section 15 of 21

SUPPLY OF ALCOHOL

Will you be selling or supplying alcohol?

☒ Yes ☐ No

Standard Days And Timings

MONDAY

Start End
Start End

Give timings in 24 hour clock.
(e.g., 16:00) and only give details for the days of the week when you intend the premises to be used for the activity.

TUESDAY

Start End
Start End

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WEDNESDAY

THURSDAY

FRIDAY

SATURDAY

SUNDAY

Start End
Start

Start End
Start

Start End
Start

Start End
Start

Start End
Start

Will the sale of alcohol be for consumption:

☒ On the premises

☐ Off the premises

☐ Both

If the sale of alcohol is for consumption on the premises select on. If the sale of alcohol is for consumption away from the premises select off. If the sale of alcohol is for consumption on the premises and away from the premises select both.

State any seasonal variations

For example (but not exclusively) where the activity will occur on additional days during the summer months.

Non-standard timings. Where the premises will be used for the supply of alcohol at different times from those listed in the column on the left, list below

For example (but not exclusively), where you wish the activity to go on longer on a particular day e.g. Christmas Eve.

State the name and details of the individual whom you wish to specify on the licence as premises supervisor

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Name
First name Steven
Family name Davies
Date of birth dd mm yyyy

Enter the contact's address
Building number or name
Street
District
City or town
County or administrative area
Postcode
Country
Personal Licence number (if known)
Issuing licensing authority (if known)

PROPOSED DESIGNATED PREMISES SUPERVISOR CONSENT
How will the consent form of the proposed designated premises supervisor be supplied to the authority?
☐ Electronically, by the proposed designated premises supervisor
☒ As an attachment to this application
Reference number for consent

Section 16 of 21

ADULT ENTERTAINMENT
Highlight any adult entertainment or services, activities, or other entertainment or matters ancillary to the use of the premises that may give rise to concern in respect of children

Give information about anything intended to occur at the premises or ancillary to the use of the premises which may give rise to concern in respect of children, regardless of whether you intend children to have access to the premises, for example (but not exclusively) nudity or semi-nudity, films for restricted age groups etc gambling machines etc.

None

If the consent form is already submitted, ask the proposed designated premises supervisor for its 'system reference' or 'your reference'.

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Section 17 of 21

HOURS PREMISES ARE OPEN TO THE PUBLIC

Standard Days And Timings

Day	Start	End
MONDAY	Start <input type="text" value="09:00"/>	End <input type="text" value="23:00"/>
TUESDAY	Start <input type="text" value="09:00"/>	End <input type="text" value="23:00"/>
WEDNESDAY	Start <input type="text" value="09:00"/>	End <input type="text" value="23:00"/>
THURSDAY	Start <input type="text" value="09:00"/>	End <input type="text" value="23:00"/>
FRIDAY	Start <input type="text" value="09:00"/>	End <input type="text" value="23:00"/>
SATURDAY	Start <input type="text" value="09:00"/>	End <input type="text" value="23:00"/>
SUNDAY	Start <input type="text" value="10:00"/>	End <input type="text" value="22:00"/>

Give timings in 24 hour clock (e.g. 16:00) and only give details for the days of the week when you intend the premises to be used for the activity.

State any seasonal variations

For example (but not exclusively) where the activity will occur on additional days during the summer months.

Non standard timings. Where you intend to use the premises to be open to the members and guests at different times from those listed in the column on the left, list below

For example (but not exclusively), where you wish the activity to go on longer on a particular day e.g. Christmas Eve.

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Section 18 of 21

LICENSING OBJECTIVES

Describe the steps you intend to take to promote the four licensing objectives:

a) General – all four licensing objectives (b,c,d,e)

List here steps you will take to promote all four licensing objectives together.

1 – Usage of this Premises License will be categorised as the following: Rugby Use & Non-Rugby Use –

2 – Rugby Use shall be classified as specifically Rugby focused business and events, including but not limited to Rugby Matches, Training Sessions, Tournaments –

3 – Non-Rugby Use shall be classified as non-rugby focused business and events, including but not limited to Charity Events, Outdoor Cinemas, Historical Re-enactments, Music Events, Food & Drink Events, Art Festivals, University and similar Balls –

3 – Non-Rugby Use will be sub-categorised as the following:

Capacity up to 999 persons – Small Event

Capacity 1000-2499 persons – Medium Event

Capacity 2500-4999 persons – Large Event

4 – The number of days usage per annum by category:

Rugby Use – No limit

Small Event – No limit

Medium Event – 4 days per annum

Large Event – 3 days per annum

5 – There will be no more than 3 consecutive days use for Medium & Large Events. These periods will be at a maximum of 1 per calendar month, with a minimum of 2 clear weeks in between.

6 – All existing Premises Licenses for events will be surrendered following the granting of this Premises License.

7 – The Holder of the Premises License, The Designated Premises Supervisor or responsible person over the age of 18 years nominated by them in writing, hereby referred to as 'Relevant Person', shall be in charge of and remain at the Licensed Premises during any event where licensable activities take place. The person in charge shall not be engaged in any duties that will prevent them from exercising general supervision of the premises. They shall be responsible for maintaining good rule and order within the premises under this licence, taking charge of emergency situations and the summoning of emergency services.

8 – All ~~Non-Rugby~~ Use of the Premises License shall be notified in writing to the Local Authority no less than 28 days prior to use of the Premises License.

The following conditions will apply to all usage for Medium & Large Events

9 – All Medium & Large Events shall submit no later than 2 months prior, ideally sooner, to usage dates a draft Event Management Plan (EMP) to the Safety Advisory Group (SAG) (or other body nominated by the Licensing Authority) for comment and discussion. The Draft EMP shall contain, but not be limited to:

a. Event Management Structure

b. Event Risk Assessment

c. Operational Management Plan

d. Site Plan

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Bottles will be decanted into a plastic glass.

34 - The boundaries of the licensed premises will be clearly fenced and marked so that staff, interested parties, police and members of the public can clearly see what areas are being used for licensable activities.

35 - No event shall take place until an Event Management Plan has been submitted to and approved by all other relevant statutory bodies.

36 - All core event staff and personnel will be issued with a radio and will be in contact with event control.

37 - All licensed door staff will use radios to contact each other and will wear hi-visibility arm bands with their S/A badge clearly on display. They will also be in high visibility jackets or similar and should be clearly identifiable as security.

38 - All stewards will wear high visibility jackets or similar and should be clearly identifiable as stewards.

b) The prevention of crime and disorder

39 - For all events, the appointed security contractor will provide S/A registered security staff provision, including the mix of male/female staff will be based on a risk assessment carried out no less than one month before any event.

40 - Outside the permitted hours for alcohol, all alcoholic drinks shall be secured safely to prevent their sale or theft.

41 - Any patrons displaying signs of drunkenness or use of drugs will be ejected from the premises where it is safe to do so or admitted to onsite welfare facilities until they are deemed safe to be ejected. Where anti-social behaviour is observed in connection with alcohol or drugs, the patron will be ejected when safe to do so.

42 - Refusal log books will be completed for any refusal of the sale of alcohol. There will be one book at every bar and will be made available upon request to officers from Cambridgeshire City Council, Trading Standards or Cambridgeshire Constabulary.

c) Public safety

43 - Adequate medical provision will be made available in line with calculations from the "Purple Guide" and following a risk assessment carried out by the PLH/medical provider.

44 - An incident book will be completed for any incident that takes place within the licensed premises. The book will be made available upon request to officers from the Licensing Authority, Trading Standards and Cambridgeshire Constabulary.

45 - Waste management teams, alongside event staff will be engaged to ensure the event site is cleaned and returned to its previous condition.

The following will be valid for Medium & Large Events

46 - Security will be posted at key locations, as identified within the EMP and agreed with all relevant statutory authorities, around the event site to ensure the protection of adjoining residences and businesses.

47 - All drugs or illicit substances found or confiscated on site will be logged via radio at the point of confiscation and then returned to the event HQ where it will be securely stored and logged in a drugs book which shall be made available upon request to Officers from Cambridgeshire Constabulary. All contraband along with seizure records will be handed to Cambridgeshire Constabulary at the end of the event.

48 - A dedicated area in the site, adjacent to the First Aid section, will be provided for welfare provision to treat and ensure the safety of any vulnerable Patrons in the premises.

d) The prevention of public nuisance

Page 33

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49 - All non-rugby use will be communicated with the local community. By way of letter drop, electronic mail, through resident representatives or any other suitable means of communication.

The following will be valid for Medium & Large Events

50 - Attendees will be reminded of the residential location via digital media in advance of the event and clear signage throughout the event site will be used to remind and inform attendees of the proximity of residential areas.

51 - Noise limits will be agreed with local authority noise management agents and adhered to vigorously. All residents within the area will be advised, by way of a letter drop, of any use of the premises, no less than one month before any event. A contact number will be provided in this letter drop for residents to be able to contact the noise management staff to ensure any concerns can be dealt with in a timely fashion.

52 - Sufficient sanitary facilities will be made available within the premises to prevent public urination (as per the Event Management Plan).

53 - Following discussion with Cambridge City Council Environmental Protection Team, noise limits will be set in advance. These limits will be implemented throughout the course of the build, de-rig and live dates.

54 - The organisers will monitor on-site dB noise levels and ensure that set noise limits will be adhered to, with regular reading to be taken and recorded.

55 - A dedicated community 'hotline' will be in place for local residents to contact the festival organisers, enabling them to respond to noise disturbance concerns and react accordingly.

56 - At least 3 months prior to a Medium or Large Event, the PLH, DPS or Relevant Person shall employ a suitably qualified Noise Management Consultant.

57 - The appointed noise consultant shall produce a Noise Management Plan (NMP) to be submitted at least 3 months prior to the event for approval by the licensing authority. The NMP shall propose off-site Music Noise Level (MNL) limits, to include low-frequency criteria (expressed as L_{Ceq,T})

58 - The event organiser & appointed noise consultant shall engage and work closely with the Local Authority Environmental Health Team in all phases of the event to ensure compliance to the Noise Management Plan. This includes pre, during and post event, including sharing any relevant documents and noise monitoring records upon request.

59 - The PLH will provide a direct contact number for a named manager, who will always be on duty at the premises during an event and contactable when the premises is open (Community Hotline). All complaints will be logged and those relating to noise will immediately be relayed to the Noise Management Consultant with details, where provided, of the complainant's name, address and postcode, telephone number and a description of the disturbance. The Noise Management Consultant will visit the complainant's address as soon as reasonably practicable and take a measurement. If Music Noise Levels (MNL) are measured to be above the limit, immediate action will be taken on-site to reduce the level from the event.

60 - The community hotline contact number will be displayed on the Premise's website, provided to the Licensing Authority and displayed clearly and prominently at the entrance to the Premises.

61 - The PLH, DPS or Relevant Person will undertake an assessment and provide a plan with regards to Traffic Management, this will include but not be limited to: Applying for a Temporary Traffic Restriction Order (TTRO), Implementing a one way system on Grantchester Road, Implementing No Parking Signage on Grantchester, Fulbrooke and Selwyn Roads, Managing a dedicated Pick Up/Drop Off area.

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