



## **Dispersal Policy**

**The Mermaid  
2 King Street  
Brixham  
TQ5 9TF**

To be implemented in conjunction with  
Premises License, Licensing  
Conditions – maintaining the Licensing  
Objectives

**The Greenway Group Ltd. May 2023**

## **People Arriving, Departing & in the Vicinity Dispersal Policy**

1. The objective of the Dispersal Policy is to ensure a quiet, controlled and swift dispersal of the Premises' customers.
2. The Dispersal Policy promotes a professional and responsible management of customers as they leave the Premises to ensure they make their journey home without any adverse impact on local residents.
3. Despite the Premises' harbourside location, employees are made aware that local residents live close by.
4. This Dispersal Policy will be followed throughout the opening hours, although particular attention will be paid to customers leaving at night – especially on Friday and Saturday.

## **Entrances and Exits**

5. The main entrance/exit of the Premises is located on the Coastal Path on the waters edge of the harbourside. This area will be managed by SIA staff at weekends or overseen by the Duty Manager from inside the Premises during busy periods where deemed necessary.
6. In the event of an emergency, use of the main entrance door, open sliding door and rear exit can be used with access behind the bar.

## **Dispersal**

7. It is anticipated there will be a natural dispersal of patrons throughout the evening. Customers are expected to depart the Premises in a gradual and controlled manner naturally until close – then be monitored more closely after the hours of 11pm.
8. All licensable activities will cease 30 minutes prior to the terminal hour with any customers remaining at that time leaving the Premises in a gradual and controlled manner until close – this should be managed by staff or SIA badged Security.
9. Towards closing time the following measures, where appropriate, are taken to ensure a gradual and quiet closure of the Premises:
  - Raised lighting levels.
  - Politely reminding customers the Premises is about to close.
  - Asking customers if they require a taxi and advising customers to wait inside the Premises.
10. Notices shall be prominently displayed at all exits requesting patrons to respect the needs of local residents and businesses and leave the area quietly.

11. Where appropriate, customers will be directed to nearby transport and requested to leave quietly.

### **SIA Requirement or Duty Manager**

12. SIA licensed door supervisors or Duty Manager based FOH shall be on duty at the Premises on Friday and Saturday evening from 9pm whilst the venue is open and carrying out licensable activities. SIA staff must correctly display their SIA licences when on duty so as to be visible.

### **Transport**

13. Customers arrive and depart by various modes of transport, including by foot and private car.
14. The Premises are serviced by various Taxi options. All staff will be familiar with local taxi services and bus services (if required).
15. In the event a customer is waiting for a car home, the customer will be requested to wait inside the Premises until their car has arrived to ensure a quick and quiet exit.

### **Closing Procedure**

16. Management controls will be implemented to ensure that the closing procedure has no adverse impact on local residents. The procedure promotes a quick and quiet closure of the Premises.
17. Management controls include:
  1. Ensuring all customers will be off the premises by the authorised closing times. There are no exceptions to this rule whatsoever.
  2. A prompt clean and clear up of the Premises as soon as possible after closure.
  3. Employees must leave the Premises quickly and quietly, at all times following the Dispersal Policy set out above.
  4. Employees are not permitted to loiter outside the Premises after closing.
  5. The area immediately outside the Premises shall be swept and cleared, with litter and sweepings collected stored in accordance with the approved refuse storage arrangements by close of business