



Noise Management Plan

Introduction

The Tournerbury Woods Estate has been invited to submit a Noise Management Plan (NMP) in connection with Planning Application APP/21/01310. The NMP is to be a live document and shall be reviewed periodically or as and when required, to address any issues which may arise.

This Noise Management Plan (NMP) is put in place to protect the occupants of nearby residential properties from any noise emanating from this site only. The Tournerbury Woods Estate has always been mindful of this responsibility and has always acted appropriately in relation to sound mitigation.

In devising this NMP advice has been sought from Direct Acoustics, a professional and respected noise specialist with over 12 years of expertise in resolving acoustic issues relating to a range of different venues, but especially marquee and stretch tent soundproofing.

The NMP has been developed following detailed discussions with Mr Mark Moss, Regulatory Officer, Environmental Health, Havant Borough Council. All recommendations suggested by Mr Mark Moss are acceptable to the venue for adherence. Mr Mark Moss has requested the following specific conditions are adhered to. These are acceptable to the Tournerbury Woods Estate.

Condition 1

All recorded or live music to be provided within the marquee area for the entertainment of wedding or function guests, should only be employed within the designated acoustic enclosure sited there-in, and the noise level within this enclosure should not exceed the maximum 95 dBA LAeq as recommended for the dance floor area.

Condition 2: The Noise Management Plan (NMP) is to be submitted to the Local Planning Authority. This is in addition to the Visitor Management Strategy plan already submitted. Once agreed by such Authority, the NMP shall remain a live document and the agreed measures to be implemented to control noise on the site, must be adhered to, at all times. This document shall be reviewed periodically or as and when required, to address any issues which may arise.

The Noise Management Plan detail

1. Point of contact for complaints

There will be single point of contact, pre-, during and post events, to handle any complaints from residential receptors, within proximity of the site.

The single point of contact is: **The Venue Manager**

The dedicated contact telephone number for local residents to call, in the event of them wanting to make a noise related complaint is **07894 401891**. This shall be manned and answered during events (events being defined as any time patrons and / or contractors are on site). Should residents not be able to get through to this number immediately (if it is engaged) there is a messaging service on this number.

A messaging service is available on this telephone number, for any complaints arising post event and / or related to those guests who are staying overnight, either in terms of camping or utilizing any other associated accommodation on the site.

2. Complaint Logging

Any reasonable complaints regarding noise associated with events, whether received directly from residents in the proximity or via the Council's Environmental Health or Planning Departments, will be recorded in a complaints book/log and reviewed either by the applicant or the appointed venue manager. The following details will be logged in the complaints book/log. A format for this log is shown in **Appendix 1**.

- Date and time of call;
- Name, address and contact number / e-mail for the caller;
- Details of the issue being raised; and
- Details of the response and any corrective or remedial actions undertaken, at the time or post event. Also, if any operational methods were reviewed and altered to resolve the issue.

These records will be kept on site/at the Tournurbury Woods Estate office for a minimum of two years and will be made available to Council staff for perusal, and also for determining if any necessary changes are required, to the NMP.

Should any repeat complaints be received, then the applicant or venue manager will invite the Council's Environmental Health team to discuss the complaint, its validity and whether any reasonable measures can be undertaken to reduce the potential for further complaints.

3. Staffing Plan

A Staffing Plan is attached at **Appendix 2**. This details the number of staff present or available on-site pre-, during and post events, for the control of guests, contractors, suppliers, overnight campers or guests using other on-site accommodation; this includes the proposed ratio of staff to the number of guests. The plan indicates the duties and tasks of the various staff members pre-, during and post events. A summary of the main points of the staffing plan is as follows:

From the Visitor Management Strategy document provided with Application APP /21/01310, a Venue Manager is present on site from start of the event to its conclusion when all guests and contractors / suppliers have vacated the site.

The Staffing Plan states the powers of the Venue Manager, if the need should arise to curtail or terminate the event, where noise controls or other restrictions are being breached.

As part of the Staffing Plan, a traffic marshal will be stationed at the exit from the Tournerbury Woods Estate, during the peak leaving hour, to ensure driver compliance with the erected signage requesting exiting guests, suppliers, taxi's and coaches, to drive quietly and considerately.

The Staffing Plan details regular monitoring of the grounds of the venue area, to ensure that guests are not wandering away from the core venue area.

4. Hire of the venue - documentation

A copy of the contract terms covering the hire of the venue, with all its requisite requirements and adherences, e.g. no fireworks, dogs to be on leads and kept under control, no sky lanterns, music limits etc, is included at **Appendix 3**. The contract of hire carefully sets out a number of requirements in relation to noise, visitor management and the NMP:

Please refer to the following relevant sections in the hire contract terms and conditions: 1, 2, 5, 8, 12, 13, 14, 15 18, 19, 20, 21, 22, 23, 26, 27, 29, 32, 33, 34, 35, 36, 37, 38, 39, 40, 41, 42, 43, 44, 46, 50, 51, 57, 59g, 63, 64 and 65.

It is confirmed that elements of the NMP form part of all contracts for hirers of the venue.

The hire contract addresses noise in some detail and as such adheres strictly to the Noise Management Plan. If required, the contract can be updated to account for any additional or new requirements should any breaches of agreement take place.

In addition to the hire contract, all hirers are provided with a specific Music FAQ document well in advance of their event. This is so that expectations can be managed, and no situations may arise at the event of Hirers or Hirers contractors (such as bands and DJ's) pleading ignorance to the noise management policies that they have contracted to and which are clearly described from the point of booking Tournerbury. Music FAQ document is at **Appendix 5**.

In addition to the hire contract and the Music FAQ document, all hirers are also provided with a specific General FAQ document well in advance of their event so that expectations can be managed and no situations may arise at the event of Hirers or Hirers contractors (such as bands and DJ's) pleading ignorance to the noise management policies that they have contracted to and which are clearly described from the point of booking Tournerbury. This is shown at **Appendix 5**.

5. Timings

Venue hire is from 08:00am and contractors are requested not to arrive prior to this. Hirers are made aware of this during multiple pre-event planning meetings, the hire contract terms and conditions and FAQ documents.

Our contracted times:

Music times – music is not permitted after 11.00pm anywhere at the venue or at Woods Cottage. Live bands must conclude their sets in the acoustic enclosure in the marquee by 10.00pm. Any music external to the marquee must conclude by 6.00pm.

Venue hire concludes at 11.30pm, with all guests and suppliers required to have vacated the venue by 11.59pm or as soon thereafter. In this vein contractors are encouraged to tidy and leave as soon as possible following the conclusion of an event. The Venue Manager will remain on site until all contractors and all guests have departed.

Guests remaining on site for camping or using other accommodation, as per their hire contract, are not permitted to have after parties or play music following the end of the event

6. Provision of music inside the marquee and external to the marquee

As per Condition 1 (see above) in respect of music inside the marquee, all recorded or live music to be provided within the marquee area for the entertainment of wedding or function guests, should only be employed within the designated acoustic enclosure sited there-in, and the noise level within this enclosure should not exceed the maximum 95 dBA LAeq as recommended for the dance floor area.

In addition, low volume music is usually provided during ceremonies at the wedding structures i.e. the Gazebo and The Deck, for walking down the aisle etc. Also, acoustic musicians, are sometimes requested to provide music, during post ceremony drinks on the lawns. A noise level imposed by the Tournerbury Woods Estate for this external music should not exceed a maximum 69 dBA LAeq at the monitoring point. There is a 18:00 cut off deadline for any external music and this is strictly adhered to.

Appendix 4 of this NMP includes layout plans for external music, depicting the position of any amplification and related equipment, that are to be used. The plans indicate the areas of use in conjunction with the foreshore serving Tournerbury. The measures to be employed to ensure that the agreed volume levels are not exceeded are detailed in the Staffing plan at **Appendix 2**.

7. Additional proactive measures

Tournerbury management ensure that all bands and DJ's are aware of the site policies regarding the playing of music. Hirers and their contractors (musicians / bands / DJ's) are informed that they are to make sole use of the Zone Array sound ceiling within the acoustic enclosure, when performing in the marquee, and may not use their own front of house (Public Address) speaker systems. Information regarding this is provided to hirers in the General FAQ document and Music FAQ document (**Appendix 5**) which is emailed to Hirers many months in advance of their hired date and then re-iterated in pre-event face-to-face planning meetings with the Venue Manager.

Start and finish times on event days, for and including, deliveries, music termination and all guests and venue related personnel coming to or vacating the site are made clear to all hirers and their guests through the hire process (see contract of hire terms and conditions and FAQ documents **Appendices 3 and 5**).

Regular checks are made by the venue management, to ensure that any music internally and external to the marquee, is kept within agreed noise limits (**see Staffing Plan Appendix 2**). Direct Acoustics suggested that to assist in regulating the internal volume level, in the marquee, that a *sound pressure level meter* with type one or two frequency specific microphone is used, and that all staff should be given suitable training on the use of sound pressure level metres and the methodology when obtaining accurate noise levels. This has already been implemented at Tournerbury, and it is used to ensure any volume levels, including from external music, can be checked and adjusted accordingly.

Control measures are in place to ensure that guests staying overnight at the site, are not holding impromptu after event parties, with or without music (**see Staffing Plan Appendix 2**). These are strictly prohibited and this is made clear to hirers and guests during the hire process, through the hire contract and FAQ documents and at pre-event planning meetings well in advance of the hired date. On the night of an event, guests making use of the camping area are all spoken to by the Venue Manager and these regulations are made clear. Non-adherence results in guests being asked to leave immediately and the offending party being told that their family member or friend (the hirer) will lose their substantial security deposit, due to the offender's non-compliance.

Upon leaving the venue all visitors are repeatedly reminded to be considerate of our neighbours. Signage in the marquee, at the exit to the parking area and at the exit from the Woods asks visitors to drive carefully and slowly mindful of our neighbours and the wildlife. Visitors are reminded not to sound horns, not to play loud music from their vehicles and are kindly requested to dip headlights when travelling through the farmyard. The sign at the exit from the Woods is supplemented by a traffic marshal during the peak leaving hour of any event. The purpose of the traffic marshal is to ensure compliance with the erected signage. The traffic marshal has the authority to record/identify vehicles should a breach occur which would result in the forfeiting of the client's security deposit.

Appendix 1: Complaint Noise log

Event	Date of event
Name (s) of hirer (s)	
Venue Manager	
Event details	
Numbers expected	Day: Night:
External contractors (names and contact details)	
Caterers (names and contact details)	
Other (names and contact details)	
Music	
External (e.g. during ceremony, post ceremony)	Times played/finished
Internal (marquee e.g. band, playlist)	Times played/sets/finished
Noise recordings through the event:	
Complaints during the event	How many?
	From whom – name, contact details: Issue of concern (details):
	Time (s):
	Action/response taken/remedial action: Operation review required yes/no and outcome

Appendix 2:

Staffing plan and responsibilities

Each event will be staffed by a Venue Manager. The Venue Manager will be on site pre, during and after each event.

During each event the Venue Manager is assisted by additional staff (Team Members). There is a base min staff ratio of 1:100 guests, however generally the number of staff on-site exceeds this requirement. Usually the ratio is 1:50 or 1:25 since the Venue Manager is assisted by a team of additional staff members (Team Members) during any event. Additionally to this, this ratio excludes the many extra staff on site that are present from contractors such as catering and bar suppliers (i.e. specifically not guests or clients).

The Venue Manager and all staff present will be fully aware and conversant with the Noise Management Plan.

Pre each event the Venue Manager welcomes contractors and hirers as the set-up process commences. The Venue Manager is on site pre any event in order to advise hirers and contractors in relation to siting of equipment. They will remind them of health and safety requirements on site and also noise related requirements on site.

During each event the Venue Manager is on site to ensure hirers and contractors adhere to the threshold levels of music noise set (95 dBA LAeq) within the designated acoustic enclosure in the marquee, and threshold levels of music noise in relation to music provided external to the marquee (69 dBA LAeq at the monitoring site), for example during a ceremony or post ceremony drinks on the lawns. The Venue Manager will ensure that any speakers or related noise emanating equipment is sited according to the site plans provided.

During an event the Venue Manager will take regular readings from the *sound pressure level meter* to obtain accurate noise levels both in relation to noise in the marquee and external volume levels. In the event that any noise levels require adjustment, the Venue Manager will be able to do this by physically adjusting any equipment or requesting contractors to do so where it is their equipment.

Noise level readings will be documented for each event – to not exceed 95 dBA LAeq inside the designated acoustic enclosure in the marquee and to not exceed 69 dBA LAeq external to the marquee at the monitoring site.

Part way through each event the fire-pit to the rear of the marquee will be lit. This provides a quiet, no music area for guests to sit and chat quietly through the evening. The specific siting of this area ensures that noise from guests does not impact the foreshore area since this is a distance of 160 m and is purposefully situated on the north side of the marquee so that there is a marquee, many substantial mature trees, the deck and the Cottage in between the fire pit area and the foreshore all of which will attenuate any noise generated.

The Venue Manager and other Team Member staff regularly monitor the grounds of the venue area to ensure that guests do not wander away from the core venue area. If guests are seen to be doing so the Venue Manager will encourage them to return to the core venue area. It is highly unusual to see this happen as the vast majority of guests stay where food and drink is being served and do not randomly 'wander off' into the wider landscape. As per

the Visitor Management Strategy Plan signage is also displayed to ensure guests do not enter certain areas of the Estate.

The Venue Manager in conjunction with bar staff/Team Member staff regularly monitor the behaviour of guests in adherence to licensing regulations. If behaviour is inappropriate the Venue Manager and bar staff have the authority to request the behaviour ceases. If this does not happen the Venue Manager and bar staff have the authority to request that the individual (s) leave the venue. If such behaviour persists, the hirer is informed that the offending guest needs to leave the site immediately in order to stop us from closing down the event. If necessary the Venue Manager will ring a local taxi company to safely remove the offending guest from site. If deemed necessary the police may be called.

The Venue Manager and Team Member staff will monitor the control of any dogs/pets on site and ensure that they are kept under control by their owners at all times.

The Venue Manager and Team Member staff regularly litter sweep/pick the venue area throughout an event. This is to ensure that any litter, empty glass wear, crockery, cutlery etc is tidied away immediately.

The Venue Manager and Team Member staff regularly monitor the noise made by guests chatting on the lawn areas. They will assess the noise level and if inappropriate loud and offensive language is used, the Venue Manager has the authority to request that this will cease in order to not disturb our neighbours. A breach of this may result in the hirer forfeiting their security deposit.

Events will be wound down in a professional manner. Taxi firms are kindly requested not to sound their horns on arrival at the venue when picking guests up at the end of an event.

Notices will be displayed on external doors to the marquee asking guests to leave in a quiet and considerate fashion to respect our neighbours. Guests leaving the Estate will see an exit sign at the edge of the Woods encouraging them to travel quietly and considerately through the Tournurbury Farmyard area. During peak leaving times, this sign will be accompanied by a traffic marshal to highlight the requirement to leave with consideration. The purpose of the traffic marshal is to ensure compliance with the erected signage. The traffic marshal has the authority to record/identify vehicles should a breach occur which would result in the forfeiting of the client's security deposit.

If there are any guests remaining on-site over-night, either camping or using other on-site accommodation the Venue Manager will remind those staying that the hirer has specifically contracted not to hold any 'after party events' and that noise limitation restrictions still apply to all guests remaining on site. A breach of this condition will result in the hirer forfeiting a significant damage deposit. The Venue Manager will remain on site until they are assured that all guests are settled for the night.

Following each event the Venue Manager will remain on-site to supervise contractors de-rigging and clearing away. They will remind them of the requirement to adhere to continued noise restrictions even though the event has finished.

The Venue Manager will remain on-site from the start of the event to its conclusion when all guests and contractors/suppliers have vacated the site.

If noise controls or restrictions are being breached the Venue Manager has the authority to request that the breaches cease. There are a number of stages through which escalation measures can be achieved depending on the circumstances of a breach.

- The Venue Manager will initially speak to the source (s) of the breach and seek to stop the breach in a conciliatory manner.
- If the breach should continue, the Venue Manager will speak to the hirer explaining that the breach cannot continue.
- If the breach should continue or persist the Venue Manager can switch the Zone Array mitigation system off completely and all music noise within the marquee will stop.
- If the breach should continue the Venue Manager can request that the hirer conclude their event with the forfeiture of their security deposit.
- If the breach should continue the Venue Manager can contact the venue owners for additional on-site assistance to manage the issue.
- Should further assistance be required, the police may be contacted.

Appendix 3

Hire contract (commercially sensitive material redacted)

Appendix 4

Layout plans (Google Earth images) for music external to the marquee – noise threshold levels to not exceed 69 dBA LAeq at the monitoring point.

- **On the deck (include map in relation to cottage and foreshore)**
- **On the lawns (include map in relation to cottage and foreshore)**

Appendix 5

- **General FAQ document provided to all hirers**
- **Music FAQ document provided to all hirers**