THE REFRESHMENT ROOMS

Salvington Hill
Worthing BN13 3BE

NOISE MANAGEMENT PLAN — MICRO PUB

Premises: The Refreshment Rooms

Type: Micro pub within a residential area

Operating Hours: 08:30–22:00 (23:00 on Thursday, Friday, Saturday)

Outdoor Area: Tables and chairs (closes at 9 pm)

Music: Occasional indoor live music

Plan Last Updated: 30th January 2026

1. Purpose of the Plan
This Noise Management Plan outlines how the micro pub will operate responsibly within a residential area to minimise noise disturbance caused by customers, live music, outdoor use, and general operations.

2. Site Overview

- The premises is located in a residential setting.
- There is an outdoor seating area consisting of tables and chairs.
- The outdoor area closes at 9:00 pm.
- All live music takes place indoors only.

3. Sources of Noise

- Background indoor music
- Indoor live music performances
- Customers inside and outside
- Outdoor seating activity
- Bottle disposal and waste handling
- Staff closing activities

4. Noise Control Measures

4.1 Background & Live Music

- Live music is performed indoors only.
- Performances finish by 9pm Friday, Saturday and 6pm on Sunday/Bank Holiday Monday.
- Doors and windows remain closed during performances to reduce sound breakout.
- Performers are briefed to keep volume appropriate for a residential location.

4.2 Outdoor Seating Area (Closes 9 pm)

- Outdoor area closes at 9:00 pm (6pm on Sunday/Bank Holiday Monday).
- Staff remind customers from 8:30 pm.
- No drinks permitted outside after 9:00 pm (6pm on Sunday/Bank Holiday Monday).
- Furniture is cleared quietly.

4.3 Customer Management & Closing Procedures

- Staff manage noise through polite communication.
- Background music is reduced 15 minutes before closing.
- Customers are reminded to finish drinks and leave respectfully.
- Staff maintain general awareness of noise.

4.4 Deliveries & Waste Management

- Deliveries are managed to avoid disturbance.
- Bottle bins emptied only between 10:00 am and 8:00 pm.
- Waste handled quietly.

4.5 Building & Equipment

- Door closers maintained.
- Ventilation systems serviced.
- Any noisy fixtures repaired promptly.

5. Monitoring & Logging

- Staff maintain general awareness of noise as part of normal duties.
- Incident log completed only when necessary.

6. Complaints Procedure

- Complaints acknowledged within 24–48 hours.

- Log records: date/time, issue, actions taken, and prevention steps.

7. Staff Training

- All staff trained on noise awareness.
- Includes outdoor closure and customer exit management.
- Performers are briefed on volume expectations.

8. Review of the Plan

Reviewed annually, after complaints, operational changes, or upon licensing request.