



**LICENSING COMMITTEE**

**10 MARCH 2023**

**SUPPLEMENTARY AGENDA**

**PART I**

**4. APPLICATION TO VARY A PREMISES LICENCE - TRANQUIL TURTLE**

The attached Witness Statement from the Premises Operator of the Tranquil Turtle has been submitted for consideration at the Committee meeting.

Pages 3 - 30

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BEFORE THE STEVENAGE BOROUGH COUNCIL

IN THE MATTER OF AN VARIATION TO A PREMISES LICENCE

**GREENE KING RETAILING LIMITED**

**Applicant**

**THE TRANQUIL TURTLE, SYMONDS GREEN LANE SYMONDS GREEN SG1 2HP**

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**WITNESS STATEMENT OF BRADLEY KELLY**

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## **INTRODUCTION**

1. My name is Bradley Kelly and I make this statement in relation to the application by Greene King to vary the premises licence at the Tranquil Turtle ('The Premises').
2. I am the operator of The Premises. Whilst Greene King are the premises licence holders, they do not operate the premises on a day-to-day basis. As such, I am better placed to comment on the application and why we are asking for the changes to the licence.
3. I have first- hand knowledge of the operation of the premises and work closely with my management team in relation to the day-to-day running of The Premises. I have personally been involved in discussions with the officers from The Council and Police in relation to events at the premises, as well as liaising directly with Greene King and their solicitors in relation to this application.
4. Liam Liskus is my DPS at the site and I work closely with him in relation to the operation of the premises.

## **TAKING ON THE TRANQUIL TURTLE**

5. I took on the Tranquil Turtle in December 2021. I have invested £900,000 into turning around what had been a failed and closed business. Since opening it, I have not taken a wage nor any money out from the business. I have also invested significant time and energy into the

business. I have improved the look of the building to the benefit of all people who live in the area and visit.

6. I wish to point out that since November 2022 we have employed a new head chef, new kitchen and front of house team of approx. 20 staff and have been working hard to put family and community at the heart of our offer. The food is fresh, sustainable sourced, and everything made in house. The gardens are being redesigned to provide a pleasant, chilled and relaxed atmosphere. Our new menu launched on 2<sup>nd</sup> March. Our will be working closely with local charities and the community and have recently been involved in the following:
  - We hosted an [www.isabelhospice.org.uk/](http://www.isabelhospice.org.uk/) Isabel casino Charity evening at the start of March with 100% of the raised funds going to Charity
  - We have Partnered with [www.enhcharity.org.uk/](http://www.enhcharity.org.uk/) to include family fun days, and many fund raising events throughout the year with all proceeds going to local hospital good causes
  - We have continued to Raise funds for [www.starlight.org.uk](http://www.starlight.org.uk)
  - We are also working on fundraising ideas with [Riding for the Disabled Association \(RDA\) - Enriching lives through horses in digswell](#)
7. Finding and retaining staff can be difficult for any business at the moment, but we have worked hard to make sure our staff are well-trained and our management are conscious of ensuring that as far as possible our customers are well behaved both when they are with us and also when they leave.
8. It is fair to say that there is no other restaurant and bar with the same quality or outside environment in the area. The outside area is pleasant and welcoming and the gardens are a vital ingredient in the business plan to survive and succeed in these difficult times.
9. This has been, I think everyone would agree, one of the most difficult trading periods for hospitality premises in memory. Cost of goods, staffing, energy prices, the cost of living crisis and recovery from Covid have all had serious effects on businesses being able to stay open, let alone trade profitably. In this case, I have had to invest significant funds of my own to keep the business afloat.
10. Like everyone else, I have had to see where I can make up revenue shortfalls, just to keep the business going. This has, on occasion, meant hosting private parties, which is something almost all hospitality businesses do. I accept that on reflection our event with outdoor music last summer on the 7 August could have been better communicated to residents and better managed in terms of noise levels. My team and I have tried to learn from this event, do things



better and build bridges and I have had some success with some residents, but I admit there are others who simply do not want to engage.

11. For instance, I held a residents meeting on the 17 October 2022 to try to reset relations with my neighbours. Only 2 residents (outside of the chair and minute takers, who stated that they had no personal issues/ agenda) attended. However, we had a productive meeting and I felt we all had a better understanding of each other by the end of it. Minutes of the meeting were sent to the council licensing officers.
12. I have also recently invited those local residents who have seemed open to engaging with me to The Premises for Sunday lunch, which proved to be very successful.
13. There does appear to be a core few residents, however, who have no interest in neighbourly conversation. This is, of course, their right. But I do resent false allegations being used on social media as a means of trying to poison others against me and my business. Some of those have been repeated in the representations here- in particular allegations essentially suggesting I have been ripping off suppliers. These are made without any actual knowledge or care as to the harm they do. They are simply designed to portray me in a negative light. It shows the attitude of some parties is not to be fair and open, but to throw whatever they can at me irrespective of truth, accuracy or fairness. This kind of thing, I am afraid, I find not so easy to shrug off; however, as it is not relevant to this licensing matter I will leave it there.

#### **TEMPRARY SCAFFOLDING**

14. Our temporary scaffolding was safely erected by accredited and competent contractors following HSE scaffolding regulations, applying a risk assessment, WAHR and MHSWR. It was put up for the purpose of carrying out maintenance, improvement and building works as per our lease agreement conditions. Unfortunately, the financial situation (as well as staffing issues for building companies) meant that the works could not be undertaken as quickly as I would have wanted. I note the comment about the scaffold being unsightly, however, I would say that a temporary eyesore (to some people's mind) is better that a building falling into ruin.
15. However, after receiving complaints and the council threatening to get an order against me, as an act of goodwill I arranged for the scaffold to be removed. This has cost me more money which could have been better spent as part of the works. It may take further time now for us to be in a position to do these works and I'm afraid they will require a new scaffold to be erected at that time.
16. I have attached a copy of the maintenance agreement in relation to the scaffold that clearly shows it was erected as part of works we are intending to carry out. The cost in removing this

will of course need to be factored into the timing and expense for getting the works that are essential to the maintenance of the building. You can also see on the second page that the installation of soundproof sheeting to assist with noise escape formed part of the works we had intended to carry out.

17. In relation to the allegation that the scaffolding was *harmful to the character of the area*, this was a temporary solution for the proposed works by the appointed maintenance contractor. When erected it was felt that it was not noticeable from Symonds Green Lane to cause any visual harm and only when the trees dropped their leaves, and if people walked up to the building and viewed from a certain location was it noticeable. I must point out that Tranquil Turtle have in fact greatly improved the appearance of the area since taking over derelict site.

## RELATIONS WITH NEIGHBOURS

18. As stated earlier, recently our new management team knocked on the locals doors to introduce themselves, and offer a local community 10% discount card, plus invited them to a complimentary roast dinner in February so they can see for themselves the quality, service, and atmosphere at the Premises. In part, I wanted them to make up their own minds about what we were offering, as opposed to reading what can only be described as untrue and unfair characterisations from a small minority of residents and their social media postings. The Sunday was full, and everyone who attended told us they had a lovely time. I hope at the very least that this will give the vast majority of residents a much better picture of what we are trying to do with The Premises. Certainly the feedback we have received suggests that this might be the case.
19. Our management has also set up a facebook group called TRANQUIL COMMUNITY where newsletters, offers, fund raising ideas, invites, prior notice can be discussed. Anyone is free to join and use it as a polite forum for discussing the part The Premises plays in the community.
20. We have also appointed a very successful local businessman who is assisting with our new business development ideas, to ensure that we can bring something to all members of the community. This is being developed as we speak into four strands:
  - Tranquil Community: Ensuring that The Premises is an ideal hub and venue to offer support to the local community and projects.
  - Tranquil Family: The current cost of living makes it difficult for many to enjoy a family meal, or occasion out. We will provide value for money, best service and suitable events, products, venue and entertainment best suited to families.
  - Tranquil 4U: This allows for a more tailored product marketing for memberships, wellbeing, offers and events according to preference, likes, lifestyle.



- Tranquil Business: local business. Lunches, business meetings, business events, business seminars.
21. Allegations that we are simply 'a nightclub' are wrong-headed and designed to create a misleading Impression of what we do. We are a 'vibe' restaurant, which simply means that we aim to give people more than great food, but music, entertainment, spaces to relax and stay after dining and I accept that this may not be to everyone's taste. However, to effectively cherry pick advertising for some of what we do and suggest that is *all we do* is, with respect offensive to me and my team and the hard work we have put into reviving The Premises and putting it back into use.
22. It pains me to say that we have come to understand that this characterisation of us is not a mistake. On one particular evening late last summer, members of a particular local Facebook group were complaining about noise. At the time, my son and I were carrying out a boundary noise checks and we spoke to a resident who introduced himself as he had decided to walk to the venue to see for himself what the fuss on social media was all about. We met him on Symonds Green Lane at the end of our drive. He said that certain people were very quick to jump on Facebook and wind each other up, encouraging each other to complain. He then said that having visited himself he was happy that there was no noise of concern. He left saying that he would return with his family to try the food one day, now he had a better understanding of what we were doing.

## **WORKING WITH THE AUTHORITY**

23. It is incorrect to suggest, as perhaps some have, that my staff and I have not worked with the local authorities whenever they have asked us to.
24. On 13.01.2022 following the grant of the variation application on 22nd December 2021 Licensing Officers met with the DPS at that time, Andrew Tandy. During the inspection the plan was checked against the premises and all was found to be in order. It was pointed out that we needed a refusals book and incident book and that the licence summary was not displayed. These were rectified quickly to the satisfaction of the officer.
25. On 7th August 2022 we held an event outside which went on until 11pm. There was music provided and I am aware that 20 noise complaints were received into Environmental Health and licensing from local residents and noise app recordings were provided. Officers visited us on the 10 August. The officers confirmed that we had been working within the conditions and timings on their licence, but in their view we had not sufficiently managed the noise levels for this event. I accepted this and still accept that on this occasion we should have done more to ensure the local community was aware of what was being proposed and the music levels managed more effectively.

26. The environment protection officer made recommendations with regards to noise which included the positioning of speakers. We worked with the officers to ensure, that these recommendations were taken into account.
27. On 8 October we held another event. We worked hard to ensure that levels were kept much lower and we carried out all of the necessary checks. Following this, however, we were made aware of multiple complaints from local residents. The officers visited us on 23rd October 2022 to tell us about the complaints, albeit we were already aware that some local residents had been trying to get others to complain via social media. The officers told us that the residents had been accusing us of operating as a club after seeing advertisements focussing on DJ and club nights. We were also told of allegations that we were operating beyond the remit of their licence. One of the residents had suggested the music had continued outside until 01.30hrs. This is simply not true.
28. I was able to confirm that customers were taken inside at 11pm and entertainment continued inside and that customers were dispersed and the premises closed at 01.30hrs, except for staff who were cleaning up.
29. I had invited all residents to a meeting at the Tranquil Turtle to discuss issues and concerns in the hope to find a way forward by contacting the apparent instigator of the social media campaign against us. The meeting was held, with 2 residents in attendance as I set out above. We invited officers to monitor the noise for themselves so that if there was any issue we could work with them.
30. Since that meeting, we have been regularly asking for full information from the officers about the complaints so that we can properly address any concerns that are raised.
31. On the 2 February we received a full response from Julie Dwan about the meetings and discussions we had had with her and colleagues. Her email ended with the following statement:

*'I have undertaken a thorough audit of the premises, the current operation and the licence conditions, aside of the requirement for the variation which is currently in consultation I do not have any evidence that the premises have breached their licence or their conditions, all noise app recordings received with regards to events being held in the outside area seem to of been recorded prior to 11pm therefore conditions relating to music prior to 11pm are not enforceable.'*



## Environmental Health Representation

32. I want to make the following observations about this representation. The officer states:

*There were two incidents when multiple complaints were received from a number of residents on 8/8/2022 and 3/10/2022. The Noise App recordings that were submitted for the incidents on 7/8, 1/10 and 8/10 had very loud music, clearly audible. These recordings where the music is very loud, appear to have been taken outside, as other outside noises were noted such as road traffic noise, birdsong and the recordings affected by wind.*

And:

*Although the majority of the Noise App recordings have been taken outside, the level of music noted on the recording has dropped significantly since the initial complaints.*

Finally in relation to an actual observation by the officer of music from the premises:

*The officer was unable to state that the noise levels witnessed escaping from the premises were excessive and were unlikely to amount to a statutory nuisance. The evening temperature was warm, enabling residents to use/access their outdoor space.*

33. The evidence suggests that the 7 August event was too loud- something we hold our hands up to. Whilst there have been recordings provided on 2 other occasions referred to above (01/10 and 08/10), both appear to be quieter (on the basis of road noise and bird song being heard) and in the opinion of the officer *'unlikely to be a statutory nuisance.'* This speaks to the work that we have done to ensure we can operate successfully but having taken on board all of the comments and suggestions put to us by officers.

## Resident representations

34. There appear to be 8 complainants here. They make points relating various matters, many of which do not appear to relate to the substance of this application or licensing more generally. The variation application was made following discussions with officers from the licensing authority who determined what was required by way of an application to amend the plans to reflect what they saw as relevant changes.

35. To try to expedite the process, we agreed with the licensing authority that some of the matters they had raised could be dealt with by minor variation. This was submitted at the same time as this full application. However, being mindful that some residents might object to both, we included the elements of the minor variation into this application. Needless to say, the minor

variation was rejected following objections from residents to every element of it. This is not to say that residents should not express concerns they may have. Indeed, I welcome the chance to discuss these concerns with residents as I have shown on a number of occasions I am willing to do. I do question whether putting up replacement fences however undermines the licensing objectives.

36. I have been advised to concentrate on those elements of the representations that relate to the application in hand. Which I have done below. However I will also make some more general comments to other allegations where I feel they relate to the licensing objectives.

### **Application and representations**

37. The application can be broken down into the following parts, which I set out with commentary relating to the concerns raised by residents.

#### **a. New fencing**

The new fencing was put on the site of existing fencing and hedging to improve the look of the area. This area has been enclosed for 20 and 30 years or even more so.

When we took it on, the site was a danger and lots of the fencing etc beyond repair. All fencing, structures, the overgrown hedgerow were replaced and worked on to improve the general quality of the area. However, we have agreed to add this to the plans for the avoidance of doubt. I do not see how this does anything other than promote the licensing objective of public safety.

#### **b. Temporary scaffolding (including a cover over part of the external area),**

This has now been removed as discussed above and no longer forms part of the application.

#### **c. External (drinks) servery**

It is correct that we have installed a bar outside. However, this was always within the area where sale of alcohol was permitted and since it has been pointed out to use that the bar structure itself, which in fact can be moved, must be shown on the licence, we have not used it.

There has never been any disturbance associated with it's use, nor indeed any noise nuisance caused by having the bar outside. In fact, it provides an additional point of supervision and prevents pinch points of customers going in and out of the premises with



drinks or to go to the bar inside. We have offered conditions on the use of the bar, set out below. As such, experience suggests that use of the bar in fact promotes the licensing objectives.

**d. fixed seating**

We have added some additional fixed seating into the external area, which again we have been informed needs to be included on the plans. Again, I fail to see how this would undermine the licensing objectives.

**e. Additional conditions**

These relate to the use of the external bar and are:

i. The external bar servery will only be used between the hours of 11:00 hours and 22:30 hours daily.

ii. The external bar servery will be supervised at all times when in use.

iii. The external bar servery will be inaccessible to customers when not in use to ensure they do not have access to alcohol.

38. It should be noted that there are no proposed changes to the hours of operation nor the hours during which licensable activities can take place. We are not adding any other licensable activities and we are not looking to extend what we are currently permitted to do outside. None of these matters form part of the application and as such any allegations about such matters, I respectfully suggest, are not relevant to it.

**Other comments**

39. Whilst on occasion we would like to be able to offer music outside, which plenty of premises do, even with residential property much closer by, we appreciate that this needs to be done correctly and without causing undue disturbance. These would be only on occasion and we take heart that the environmental protection officer has deemed that the levels of events (excepting the first outdoor event) are acceptable insofar as they were not deemed to be a statutory nuisance.

40. In 2022, we held three outside private parties and one ticketed event where music stopped and was moved inside at 11pm at the very latest. These events are not the typical use of the outside gardens area and were not regular (only 4 in 15 months).

41. The gardens are there to be enjoyed from opening hours 12 midday to close (all within licence) and we have had no complaints that we are aware of other than those forementioned occasions where we held events. We are adopting a new garden management plan this spring to ensure that all staff are aware of what is expected of them. I have attached a draft to this statement.
42. Daytime brunches take place once a month inside which like most other restaurants there is a demand. Restaurants are closing quicker than ever and hospitality must adapt to customer needs and demands. There has been no crime or disorder we are aware of associated with any of these brunches and we supervise our customers closely to make sure that they do not get overly intoxicated.
43. Following the first event on Aug 7<sup>th</sup>, we, together with the help and advice from the council officers, put in place a noise management plan which was followed and kept being improved upon. A copy is attached to this statement.
44. It is worth noting that an officer from the council attended in person on the night of our day of the dead event 29 October 2022 and determined that the noise was within acceptable limits.
45. In relation to allegations that we are responsible for littering, it's a part of the team's job to do a walk around at opening and close to ensure the area is clean. In fact, we often clear up litter from the general public on the common who are not customers. The area has been kept maintained and looked after since we took over the lease.
46. We have not been made aware of any poor driving relating to Tranquil Turtle. We are a booking restaurant so we keep names and details of guests. On one occasion in the summer, one idiot was caught on camera driving on the grass and was subsequently contacted and banned. We will continue to work with residents if they encounter issues and notify us.
47. On two occasions in 15 months we had to manage parking outside due to being fully booked. The first was as part of a Family Fun Day during the day. Cars did park in a safe and orderly fashion on the green and as it was summer, no damage to the green occurred. We could have directed cars to park in the streets around but felt more respectful to keep vehicles managed on site. The second was a ticketed event in October: Again, a paid attendant was appointed to manage parking in our car park, and the overspill was safely parked along our driveway and green so vehicles could still enter and exit. As before, we could have directed cars to nearby streets, but we knew the backlash this would have caused.
48. As far as I am aware, no fight has ever happened at Tranquil Turtle. In relation to the specific allegation made, the couple had attended Tranquil Turtle with no issues. The fight happened

in the public space out on Symonds Green Lane and the man was found to have assaulted his partner on a number of occasions, and it was our assistance by providing the police with high quality night time external security cameras video which captured the evidence that helped put him away.

- 49. Just so it has been said, we have never cut trees! The individual is referring to national power/national grid coming into our land as part of their pylon management, to keep trees a certain distance away from the overhead power lines. They have a duty to cut trees.
- 50. We have seen numerous accusations that we had destroyed bird's nests and cut trees which I am sorry to say demonstrates the length that some people are prepared to go to in misrepresenting us for whatever their own interest is. Had they come and asked, we would have happily let them know what was going on.

**Conclusion**

- 51. We have worked very hard with officers to ensure that the mistakes we made with our first outside event did not recur. We have invested heavily in reaching out to the local community and have had some real success. We also accept that there are other people who simply will not be happy until the Tranquil Turtle is closed down and they have absolute silence. This is a shame. However, we will keep trying to improve what we do and make sure we keep liaising with residents.
- 52. However, I struggle to see how an additional point of supervision via an outside bar in our excellent garden and other improvement works to the general look and feel of the external area undermines the licensing objectives.

SIGNED.....

BRADLEY KELLY

DATED.....March 2023



## **Tranquil Turtle Garden Management Plan**

### **General duties in relation to noise from customers using the outside areas in general**

We acknowledge that we have a responsibility to ensure that our premises do not generate unreasonable noise disturbance. The purpose of this plan is to detail the procedures to ensure, as far as possible, the minimisation of disturbance by activities in and around the use of the external areas.

They are implemented as standard procedures to ensure that effective controls are in place at the premises.

We want to ensure that whilst our customers enjoy their visit, they do not act in a way that would be considered either rude or likely to disturb our neighbours. Remember, if they are acting in this way, it is also likely to be off-putting to our other customers too.

### **Specific Duties**

The following must be adhered to:

1. No serving of alcohol to unruly or intoxicated customers.
2. Any groups who in the opinion of a member of staff are being unreasonably loud especially later in the evening must be asked to keep the noise down. If they do not wish to comply, then they must be asked to move inside. If they refuse to either comply or move inside, the duty manager must be called to deal with the customers.
3. Staff responsible for working in the external areas will regularly ensure that the outside area is cleared of glasses. This visibility will assist in ensuring customers behave appropriately.

### **Staff expectations**

Any member of staff working in the outside bar must read and comply with the duties set out in this document. They must also sign to say that they have read this document.

### **Complaints**

Complaints about bad behaviour, whether from other customers or from our neighbours must be taken seriously and reported to the manager as soon as possible to ensure that quick action is taken.

Any complaints should be noted in the complaints log, along with the action taken to deal with the complaint.

**Information**

A copy of this plan will be retained in the external bar for staff members to refer to as required.

Signed.....Designated Premises Supervisor

Dated.....

**Staff signatures (PRINT NAME NEXT TO SIGNATURE)**

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# Tranquil Turtle Proposed External Noise Management Policy

## General duties in relation to noise from music and DJ's

We acknowledge that we have a responsibility to ensure that our premises do not generate unreasonable noise disturbance. The purpose of this plan is to detail the procedures to ensure, as far as possible, the minimisation of disturbance to local residents by activities in and around music playing at the premises.

This policy is to be implemented as standard procedures, in conjunction with relevant licence conditions, to ensure that effective controls are in place at the premises.

We have a number of residential properties in the vicinity of the pub and as such we want to ensure that whilst our customers enjoy their visit, any entertainment we provide for them does not disturb local residents.

In addition, the following must be adhered to:

1. Speakers will be positioned in such a way as to minimise likely music escape by, for example, not facing them toward windows or frequently used doors. If outside speakers will face toward the A1 rather than residential properties.
2. DJs are to be told prior to playing that the manager has ultimate say in levels that they play at. If they do not turn down on request, the manager will instruct them to stop playing. The attached music and event agreement document is to be used.
3. During sound check, a manager will tour outside the premises and listen at predetermined points near to residential properties as shown on the attached plan. If the music is audible at a level that in their opinion would be heard inside any residential premises, they will inform the DJ and a further check carried out until a level is reached where the manager deems a nuisance will not be caused from the music.
4. Prior to the start of the entertainment, a check will be undertaken to ensure that all doors and windows are closed and any signs in place where required to inform customers that doors/ windows are not to be opened during the entertainment.
5. A further check will be carried out at the designated points at the start of the entertainment to ensure the agreed levels are maintained and any required adjustment is made.
7. If the manager suspects that levels have been increased, a further check will be undertaken at the designated points.
8. Any artist not complying with instructions to turn down will be given 1 warning before being told to stop playing. A record will be kept in the incident book.
9. Any complaints received as to noise levels will be immediately dealt with and a record made in the incident book.

**A map showing the designated points where checks are carried out will also be kept with log, along with a copy of this policy**



# Noise Management Policy

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## TRANQUIL TURTLE dB LOCATIONS



During special events where noise may be greater than normal, readings must be taken and logged with date and times.

# MUSIC & EVENT AGREEMENT

TODAYS DATE: **THURSDAY 12<sup>TH</sup> DECEMBER**

NAME & ADDRESS OF ORGANISATION / PERSON

.....  
.....  
.....  
.....

NUMBER OF EXPECTED GUESTS:**50-60 PEOPLE**

OCCASION: **JOINT 25<sup>TH</sup> BIRTHDAY**

DATE OF EVENT: **SATURDAY 25<sup>TH</sup> MARCH**

TIMES OF MUSIC: **BETWEEN 7PM AND 11PM**

TIMES GUESTS MUST DISPERSE: **BY 1AM AT THE LATEST**

Tranquil Turtle is based on Symonds Green Common which is surrounded by a residential housing estate. Tranquil Turtle has a duty and responsibility to the local residents to prevent nuisance caused by music or guests and the following measures must be adhered to.

In addition to below, during the event, a member of Tranquil Turtle will carry out periodic walk arounds by the nearest residential properties, and if its considered that the sound level is excessive and causing a nuisance to residents, then you must immediately comply with instructions given regards reducing volumes.

## 1. ORGANISATION/PERSONS OWN SPEAKERS & BASS

- a. Number of speakers: the number of speakers is not relevant. In fact, more speakers will allow for a better contained, quality sound which doesn't travel to nearby properties.
- b. Positions & direction the speakers face: The speaker positions to be agreed prior to the event. No speakers are to face the residential properties (N.E, E, S.E). The main direction of sound must face the A1 (west). See plan attached. There are exceptions where smaller speakers are used to contain the sound levels into the centre.
- c. Volume Testing: volume levels must be tested and agreed (and control volumes set to not go above) prior to the event day. Failure to do this may result in your event not taking place should the sound levels not be met.
- d. Bass can be the biggest contributor to nuisance caused to residence. Should it be considered that the bass is too heavy, you will be asked to reduce the level, and if the bass is still too heavy, the bass may be turned off.

## 2. DJ

- a. It is your responsibility to inform your chosen DJ / person in charge of the sound system so they are fully aware of the importance to stay within this agreement prior to the event
- b. If you are found to not be conforming to requests regards volumes or bass levels or times, (i.e.. if you continue to turn up the volume beyond agreement or refuse to turn the volume down if considered too loud, then music may be turned off.
- c. Start and Finish times: The music must be turned off no later than the time stated with no exceptions. If this is not followed, the DJ power will be isolated.
- d. Location of DJ: The DJ location is set by us. We will always try to accommodate if you would like the DJ located elsewhere but it will be dependent on many factors

## 3. GUESTS DISPERSAL

- a. All of your guests must disperse the premises within times as per licence permits without causing nuisance to residents

I ..... Agree to the above

Signed .....  
Name .....  
Position .....  
Date .....

TT Signed .....  
Name **KELLY HOPPITT**  
Position **OPERATIONS MANAGER**  
Date **15/12/22**

## TRANQUIL TURTLE NOISE MONITORING

LOCATION	DATE	TIME	CONDITIONS & REASON	Av db	Max db	ID
1						
2						
1						
2						
1						
2						
1						
2						
1						
2						
1						
2						



*Figure 1 view from symonds green lane*



*Figure 2 viewed from southern side entering symonds green lane*





Figure 3 view from northern side in symonds green lane



Figure 4 showing enclosed fencing prior to improvements





Figure 5 showing previous fencing in the hedgerow (also showing the large childrens play equipment which was permanent)

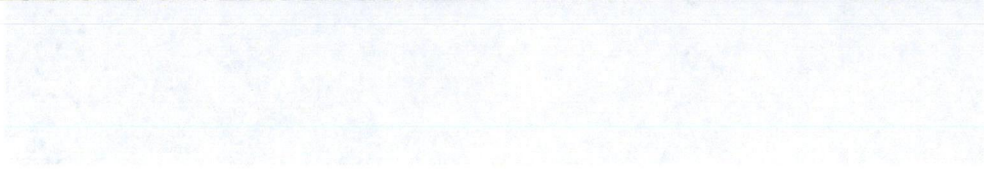


Figure 6 showing previous structure and fencing





Figure 7 showing improved view of figure 6



Figure 8 showing the outside bar under a timber pergola which is in gardens and not in sight





Figure 9 showing bar feet on ground



Figure 10 showing bar feet on ground



Figure 11





Figure 12 (how it used to look)



Figure 9 Improved view of figure 8





Figure 13 (showing the former smoking shelter and shed)

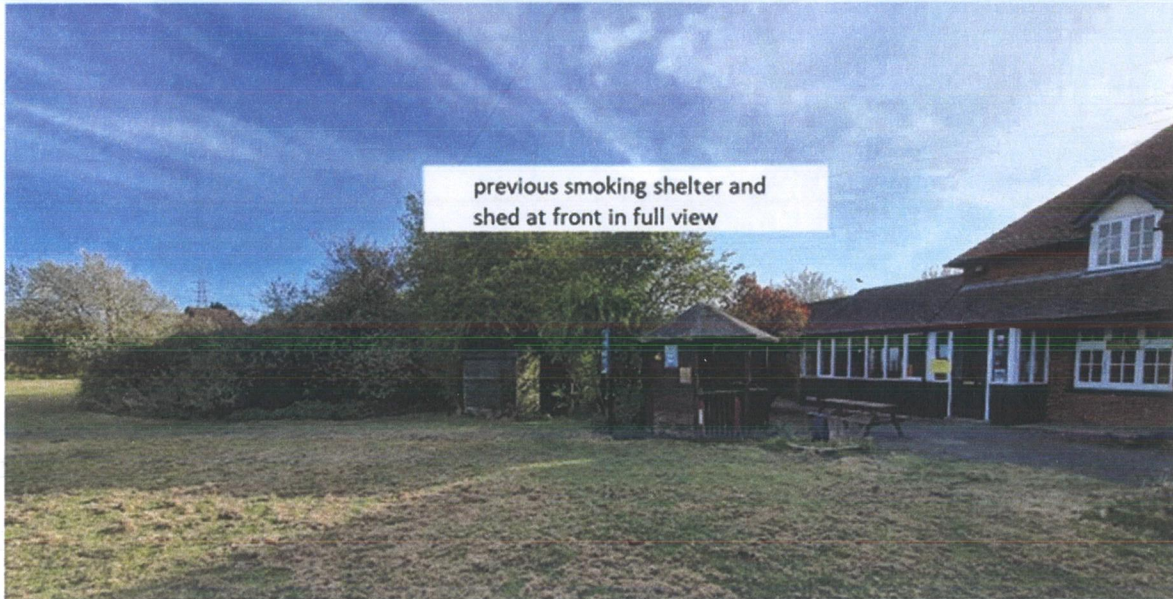


Figure 14 (showing the former timber structure which we replaced under planning approval)





Figure 15 ( upgrade from figure 10)



Figure 16 showing previous structure





Figure 17 showing improved planning approved structure





