

SUPPLEMENT TO THE AGENDA FOR

Regulatory Sub Committee

Wednesday 20 April 2011

7.00 pm

The Council Chamber, Brockington, 35 Hafod Road, Hereford

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Code of Practice on Environmental Noise Control at Concerts

THE NOISE COUNCIL

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1.0 INTRODUCTION

- 1.1 Large music events involving high powered amplification are held in sporting stadia, arenas, open air sites and within lightweight buildings. These events give pleasure to hundreds and in some cases thousands of people. However, the music from these events can cause disturbance to those living in the vicinity. The purpose of this code is to give guidance on how such disturbance or annoyance can be minimised.
- 1.2 This Code of Practice has been prepared by the Noise Council through a Working Party comprising specialists who are experienced in the particular problems that can arise with environmental noise control at concerts and similar music events. A list of members of the working party is shown in Appendix II and a list of technical papers providing some background data and more detailed information is given in Appendix I.
- 1.3 Various guidelines and criteria are described in this document covering a range of events from the single occasional concert to a full season. It is believed that compliance with the guidelines and the other advice given here will enable successful concerts to be held whilst keeping to a minimum the disturbance caused by noise. It is recognised, though, that full compliance with this code may not eliminate all complaints, and local factors may affect the likelihood of complaints.
- 1.4 This Code is not designed to address the question of environmental noise arising from discotheques, clubs and public houses, nor environmental noise affecting noise sensitive premises which are structurally attached to the venue.

- 1.5 This Code is designed to assist those planning a music event, those responsible for licensing such events and those responsible for enforcing the nuisance provisions of the Environmental Protection Act 1990 (England and Wales) and the Control of Pollution Act 1974 (Scotland). It addresses the environmental problem of noise from the performance and sound checks only. Other environmental impacts of concerts and the question of meeting the requirements of the Noise at Work Regulations 1989 and the guidance given in the Health and Safety Executive's Guide to Health, Safety and Welfare at Pop Concerts and similar events are beyond the scope of this document.
- 1.6 Compliance with this Code of Practice does not of itself confer immunity from legal obligations.
- 1.7 The Noise Council is keen to receive accounts of the practical application of the Code in order to improve and enhance its content.

2.0 DEFINITIONS

Background Noise Level:	The prevailing sound level at a location, measured in terms of the $L_{A90,T}$, on an equivalent day and at an equivalent time when no concert or sound checks are taking place.
dB(A):	The A-weighted sound pressure level whereby various frequency components of sound are weighted (equalised) to reflect the way the human ear responds to different frequencies.
Delay Tower:	An additional set of loudspeakers employed to provide a better spread of sound to the audience.
L_{Aeq} :	The equivalent continuous noise level which at a given location and over a given period of time contains the same A-weighted sound energy as the actual fluctuating noise at the same location over the same period.
$L_{A90,T}$:	The A-weighted sound pressure level exceeded for 90% of the measuring period (T).
Mixer:	The location where the main sound system is controlled. As well as ensuring the correct sound balance between the various performers, the overall level of sound for the audience is controlled at this location.

Music Event:	A concert or similar event where live or recorded music is performed by a solo or group of artists before an audience.
Music Noise:	The noise from the music and vocals during a concert or sound checks and not affected by other local noise sources.
Music Noise Level (MNL):	The L_{Aeq} of the music noise measured at a particular location.
Noise Consultant:	A person given responsibility by the organiser of the event for monitoring noise levels in accordance with the prevailing conditions, and who has the ability and authority to make decisions and implement changes in noise level during the event.
Noise Monitoring Position:	The location of the microphone within the venue from which the level of sound is monitored and controlled. For outdoor venues, this location tends to be at the mixer.
Noise-sensitive Premises:	Includes premises used for residential purposes hospitals or similar institutions, education establishments (when in use), or places of worship (during recognised times and days of worship) or any premises used for any other purposes likely to be affected by the Music Noise.
Other Urban Venue:	An urban park or similar area which is not normally used for major organised events.

Rural Venue: A park, open space or grounds of a country house in a rural area not normally used for major organised events.

Sound Engineer: Person employed to control the sound quality of the music for the audience.

Urban Stadia or Arenas: A regular venue for major sporting or similar events in an urban area.

3.0 GUIDELINES

3.1 The Music Noise Levels (MNL) when assessed at the prediction stage or measured during sound checks or concerts should not exceed the guidelines shown in Table 1 at 1 metre from the façade of any noise sensitive premises for events held between the hours of 0900 and 2300.

TABLE 1

Concert days per calendar year, per venue	Venue Category	Guideline
1 to 3	Urban Stadia or Arenas	The MNL should not exceed 75dB(A) over a 15 minute period
1 to 3	Other Urban and Rural Venues	The MNL should not exceed 65dB(A) over a 15 minute period
4 to 12	All Venues	The MNL should not exceed the background noise level ¹ by more than 15dB(A) over a 15 minute period

Notes to Table 1

1. The value used should be the arithmetic average of the hourly L_{Aeq} measured over the last four hours of the proposed music event or over the entire period of the proposed music event if scheduled to last for less than four hours.
2. There are many other issues which affect the acceptability of proposed concerts. This code is designed to address the environmental noise issue alone.
3. In locations where individuals may be affected by more than one venue, the impact of all the events should be considered.
4. For those venues where more than three events per calendar year are expected, the frequency and scheduling of the events will affect the level of disturbance. In particular, additional disturbance can arise if events occur on more than three consecutive days without a reduction in the permitted MNL.
5. For indoor venues used for up to about 30 events per calendar year an MNL not exceeding the background noise by more than 5dB(A) over a fifteen minute period is recommended for events finishing no later than 2300 hours.

6. Account should be taken of the noise impact of other events at a venue. It may be appropriate to reduce the permitted noise from a concert if the other events are noisy.
7. For venues where just one event has been held on one day in any one year, it has been found possible to adopt a higher limit value without causing an unacceptable level of disturbance.

3.2 For events continuing or held between the hours 2300 and 0900 the music noise should not be audible within noise-sensitive premises with windows open in a typical manner for ventilation.

Notes to Guideline 3.2

1. The use of inaudibility as a guideline is not universally accepted as an appropriate method of control. References 6 & 7 (Appendix 1) set out the various issues. This guideline is proposed as there is insufficient evidence available to give more precise guidance.
2. Control can be exercised in this situation by limiting the music noise so that it is just audible outside the noise sensitive premises. When that is achieved it can be assumed that the music noise is not audible inside the noise sensitive premises.

3.3 The nature of music events means that these guidelines are best used in the setting of limits prior to the event (see 4.0).

3.4 Assessment of noise in terms of dB(A) is very convenient but it can underestimate the intrusiveness of low frequency noise. Furthermore, low frequency noise can be very noticeable indoors. Thus, even if the dB(A) guideline is being met, unreasonable disturbance may be occurring because of the low frequency noise. With certain types of events, therefore, it may be necessary to set an additional criterion in terms of low frequency noise, or apply additional control conditions.

Notes to Guideline 3.4

1. It has been found that it is the frequency imbalance which causes disturbance. Consequently there is less of a problem from the low frequency content of the music noise near to an open air venue than further away.

2. Although no precise guidance is available the following may be found helpful (Ref 8):
A level up to 70dB in either of the 63Hz or 125Hz octave frequency band is satisfactory; a level of 80dB or more in either of those octave frequency bands causes significant disturbance.

- 3.5 Complaints may occur simply because people some distance from the event can hear it and that, consequently, they feel the music must be loud even though the guidelines are being met. In fact topographical and climatic conditions can be such that the MNL is lower at locations nearer to the venue.
- 3.6 Although care has been taken to make these guidelines compatible with what occurs at existing venues, this may not be the case at every location. Where arrangements are satisfactory with either higher or lower noise levels than those contained in the guidelines, these limits should continue.
- 3.7 It has been found that if there has been good public relations at the planning stage between the event organisers and those living nearby, annoyance can be kept to a minimum.
- 3.8 The music noise level should be measured using an integrating-averaging sound level meter complying with type 2 or better of BS6698. The background noise level should be measured using a sound level meter complying with type 2 or better of BS5969. Time weighting F (fast response) should be used.
- 3.9 When measuring L_{Aeq} in order to determine the music noise level, care must be taken to avoid local noise sources influencing the result. When the local noise is intermittent, a series of short term L_{Aeq} measurements should be made of the music noise while the local source is absent or has subsided to typically low or mean minimum values. An average of these short term

readings will give an estimate of the music noise level. A further option would be to measure the A-weighted sound pressure level on a sound level meter complying with type 2 or better of BS5969 with the time weighting set to S (slow response) when the music is loudest and not influenced by local noise. If the local source is continuous, make a measurement of the L_{Aeq} of the local source when the music is not occurring, and make a correction to the measured L_{Aeq} when the music is occurring to obtain an estimate of the music noise level.

- 3.10 The nature of many concerts requires the sound volume level to be increased during the event to enhance the performance. The prevailing noise control restrictions should be borne in mind so that the sound volume at the start of the event is not too high, hence allowing scope for an increase during the event.
- 3.11 Some concerts are accompanied by associated activities (e.g. fairgrounds) which can be noisy. These should be taken into account when setting the limit for the music noise level.
- 3.12 When monitoring the music noise level, the sound of the audience applause can be a significant contributor. It is not possible to address this issue precisely; instead it is recommended that any such effect be noted.

4.0 RECOMMENDED NOISE CONTROL PROCEDURE

4.1 This procedure has been developed over several years and found to provide an effective means of addressing the problem of environmental noise control at events. The main features of the procedure are set out below and references are made to various technical papers which give more details.

Planning

4.2 Determine the sound propagation characteristics between the proposed venue and those living nearby who might be affected by noise, and carry out an appropriate background noise survey. This should be undertaken by a competent person who is experienced in noise propagation and control, particularly from music events.

4.3 Check the viability of the event against the relevant guideline levels. This is achieved by determining from 4.2 above the sound level experienced by the audience which would allow the guidelines to be met. Research shows that the music noise level in the audience by the mixer position at pop concerts is typically 100dB(A), and that levels below 95dB(A) will be unlikely to provide satisfactory entertainment for the audience.

4.4 Prospective licensees should give the local authority as much notice as possible of the proposed event especially if more than one event is planned during a calendar year.

4.5 The local authority should make use of licensing conditions and statutory powers to implement the procedures described in this Code of Practice. Examples of possible conditions are given in Appendix III.

4.6 The Noise Consultant should be appointed.

Before the Event

4.7 Install the loudspeaker system early enough to enable alignment and orientation to be optimised to minimise noise disturbance.

4.8 Carry out a sound test prior to each event to ascertain the maximum level that can prevail at the monitoring position to enable the guidelines to be met. This effectively calibrates the system, taking into account as far as possible prevailing weather conditions, and, for indoor events, the sound insulation of the venue.

Notes to Guideline 4.8

1. It should be remembered that the introduction of an audience to a venue increases the acoustic absorption present. This has the effect of reducing the sound level in the venue for a given amplifier setting compared with the sound test. This should be borne in mind when setting the limit levels.

During the Event

4.9 Advise and operate an attended complaint telephone number through which noise complaints can be channelled. This will enable an immediate response to the complaints to be given and the Noise Consultant to judge whether or not any adjustment to the music noise level is needed.

4.10 Establish a communication network between all those involved in noise

control. This should include the local police authority.

Note to Guideline 4.10

1. It is difficult to communicate effectively in noisy environments, especially in the vicinity of the mixer. It has been found helpful for those involved in the communication network to use head-sets with their two way radio systems.

4.11 Carry out noise monitoring within the venue at the noise monitoring position and at sample locations outside the venue throughout the event. If the event is employing one or more delay towers, additional noise monitoring may be needed inside the venue to control the sound output from them.

4.12 Although the limit value set at 4.8 above would be in terms of 15 minute L_{Aeq} , useful control can be exercised by monitoring the L_{Aeq} over one minute periods. This enables an early warning to be obtained of possible breaches in the 15 minute limit. It is sometimes appropriate to set an additional control limit in terms of the one minute L_{Aeq} (typically some 2-3dB(A) above the 15 minute value) and to use a level recorder display to assist the sound engineer in checking compliance with the limit. The Noise Consultant should advise the sound engineer of any breaches in the prescribed noise limit, to enable a reduction in level as appropriate. The sound engineer should also be advised of occasions when the limit has only just been met.

APPENDIX I

References

1. Noise Control Techniques and Guidelines for Open Air Concerts, J.E.T. Griffiths (ProcIOA, Vol 7, Part 3, 1985).
2. A Noise Control Procedure for Open Air Pop Concerts, J.E.T. Griffiths, S.W. Turner and A.D. Wallis (ProcIOA, Vol 8, Part 4, 1986).
3. Noise Control in the Built Environment, edited by John Roberts and Diane Fairhall, Gower Technical, 1988 (Chapters 1, 2 and 3).
4. Environmental Noise Guidelines proposed for the new Health & Safety Executive Guide for Pop Concerts, J.E.T. Griffiths and A. Dove (ProcIOA, Vol 14, Part 5, 1992).
5. A Survey of Sound Levels at Pop Concerts, J.E.T. Griffiths (HSE Contract Research Report No 35/1991).
6. Inaudibility - an Established Criterion, A.W.M. Somerville (ProcIOA, Vol 13, Part 8, 1991).
7. Noise Control at All-night Acid House Raves, K. Dibble (ProcIOA, Vol 13, Part 8, 1991).
8. A study of Low Frequency Sound from Pop Concerts, J.E.T. Griffiths, J. Staunton and S. Kamath (ProcIOA, Vol 15, Part 7, 1993)

APPENDIX II

Noise Council Working Party Membership

S.W. Turner*	Technical Director, TBV Science
A. Somerville*	Department of Environmental Health, City of Edinburgh District Council
A.D. Wallis*	Cirrus Research Limited
J. Bickerdike	Leeds Polytechnic
K. Dibble	Ken Dibble Acoustics
J.E.T. Griffiths	Director, Travers Morgan Environment
S.S. Kamath	Director, Pollution & Scientific, London Borough of Brent.
J. Sargent	Building Research Establishment
J. Staunton	Associate, Travers Morgan Environment

* Full members of the Noise Council

APPENDIX III

Sample Conditions Concerning Environmental Noise Control at Concerts

- 1.0 The licensee shall appoint a suitably qualified and experienced noise control consultant⁺, to the approval of the Licensing Authority, no later than..... weeks prior to the event. The noise control consultant⁺ shall liaise between all parties including the Licensee, Promoter, sound system supplier, sound engineer and the licensing authority etc. on all matters relating to noise control prior to and during the event.

- 2.0 If not already carried out, the noise control consultant⁺ shall carry out a survey to determine the background noise levels (as defined by the Code of Practice on Environmental Noise Control at Concerts) at..... locations around the venue representative of the noise sensitive premises likely to experience the largest increase in noise/highest noise level* as a result of the concert. The information obtained from this survey shall be made available to the licensing authority..... weeks prior to the event.

- 3.0 A noise propagation test shall be undertaken at least..... hours prior to the start of the event in order to set appropriate control limits at the sound mixer position. The sound system shall be configured and operated in a similar manner as intended for the event. The sound source used for the test shall be similar in character to the music likely to be produced during the event.

- 4.0 The control limits set at the mixer position shall be adequate to ensure that Music Noise Level (MNL) shall not at any noise sensitive premises exceed.....dB(A) over a 15 minute period/the background noise level by more thandB(A) over a 15 minute period* throughout the duration of the concert.
- 5.0 The control limits set at the mixer position shall be adequate to ensure that the MNL shall not at any noise sensitive premises exceed.....dB(A) over a 15 minute period/the background noise level by more thandB(A) over a 15 minute period* throughout any rehearsal or sound check for the event.
- 6.0 The Licensee shall ensure that the promoter, sound system supplier and all individual sound engineers are informed of the sound control limits and that any instructions from the noise control consultant⁺ regarding noise levels shall be implemented.
- 7.0 The appointed noise control consultant⁺ shall continually monitor noise levels at the sound mixer position and advise the sound engineer accordingly to ensure that the noise limits are not exceeded. The Licensing Authority shall have access to the results of the noise monitoring at any time.
- 8.0 Rehearsals and sound checks are permitted only between the following hours:
.....hrs to.....hrs.

9.0 Music from the event is permitted only between the following hours:
.....hrs to.....hrs.

Note: Suitable noise conditions should also be considered with respect to minimising noise exposure to the audience and people working at the event as advised in the HSE document "Guide to Health, Safety and Welfare at Pop Concerts and Similar Events".

*delete as appropriate.

*i.e. the Noise Consultant

THE NOISE COUNCIL

The Noise Council was established by a group of professional bodies concerned with problems relating to noise and vibration in the community and industrial environments. Its aims and objectives are to promote and respond to issues relating to noise and vibration, and to make independent technical and scientific expertise available to international and national agencies, central and local government, commerce and industry.

The Founding Bodies are:

- The Chartered Institute of Environmental Health
- The Institute of Acoustics
- The Royal Environmental Health Institute of Scotland
- The Institute of Occupational Safety & Health

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Mrs S A Dodswell
Little Hill
Evendine Lane
Colwall
Herefordshire
WR13 6DT

1st April 2011

Dear Mrs Dodswell

PREMISES LICENCE APPLICATION – THE BIG CHILL

Following Melvin Benn's letter to you dated 30th March 2011, my colleague Ian Donaldson and I would welcome the opportunity to meet with you to discuss the letter and the Premise Licence Application for the Big Chill in more detail.

Ian and I are going to be in Herefordshire next week - Wednesday 6th, Thursday 7th and Friday 8th April and would be grateful if you could spare us a few minutes at a convenient time to you to have this discussion.

Please do contact me on either 0207 009 3000 or via email on clangmead@festivalrepublic.com to arrange a suitable time.

I look forward to hearing from you

Yours sincerely



Claudia Langmead



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Mrs S A Dodswell
Little Hill
Evendine Lane
Colwall
Herefordshire
WR13 6DT

30th March 2011

Dear Mrs Dodswell

PREMISES LICENCE APPLICATION – THE BIG CHILL

Thank you for your letter of 17 March 2011 making a representation concerning our Application. The licensing guidance encourages applicants to respond to representations in an effort to address concerns which may be raised. I am pleased to respond to your concerns as follows:

Length of Licence

The licensing legislation was dramatically revised by the Licensing Act 2003, which took effect in 2006. The annual Public Entertainment Licence was replaced by a Premises Licence. The Premises Licence which is usually applied for and issued is a licence which continues until revoked or surrendered. In addition, for one-off events, an applicant is able to apply for a time-limited licence. The Big Chill is an annual festival, not a one-off event. Therefore, it is appropriate for us to apply for the licence which continues until revoked or surrendered.

The Licensing Act 2003 provides what is called "a key protection" for the community should problems arise after a licence has been granted. This is the right of review. It enables responsible authorities, such as the police, environmental health officers and interested parties, such as members of the local community, to apply to the Licensing Authority for a review of the licence.

A Licensing Authority, upon review of a licence, has the power to modify conditions of the licence, exclude activities and suspend or revoke the licence.

The old system of applying for an annual Public Entertainment Licence was considered unnecessarily bureaucratic.

There are a number of significant incentives under the new legislation for us to comply with our Licence. If an organiser does not adhere to the conditions of its licence, it commits a criminal offence. In addition, its licence may be reviewed or revoked.

Noise Control

The proposed conditions of the Licence contain a number of measures that will control levels of music noise. A noise management strategy will be produced by our acoustic experts and require the approval of Herefordshire Council each year. We will be required to comply with this noise management strategy. The





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Mrs K Davis
Clerk Colwall Parish Council
Humble Bee Hall
Hollybush
Ledbury
Herefordshire
HR8 1ET

1st April 2011

Dear Mrs Davis

PREMISES LICENCE APPLICATION – THE BIG CHILL

Following Melvin Benn’s letter to you dated 30th March 2011, my colleague Ian Donaldson and I would welcome the opportunity to meet with you to discuss the letter and the Premise Licence Application for the Big Chill in more detail.

Ian and I are going to be in Herefordshire next week - Wednesday 6th, Thursday 7th and Friday 8th April and would be grateful if you could spare us a few minutes at a convenient time to you to have this discussion.

Please do contact me on either 0207 009 3000 or via email on clangmead@festivalrepublic.com to arrange a suitable time.

I look forward to hearing from you

Yours sincerely



Claudia Langmead



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Ms K Davies
Humble Bee Hall
Hollybush
Ledbury
Herefordshire
HR8 1ET

30th March 2011

Dear Ms Davies

PREMISES LICENCE APPLICATION – THE BIG CHILL

Thank you for your letter of 23 March 2011 making a representation on behalf of Colwall Parish Council concerning our Application. The licensing guidance encourages applicants to respond to representations in an effort to address concerns which may be raised. I am pleased to respond to your concerns.

Length of Licence

The licensing legislation was dramatically revised by the Licensing Act 2003, which took effect in 2006. The annual Public Entertainment Licence was replaced by a Premises Licence. The Premises Licence which is usually applied for and issued is a licence which continues until revoked or surrendered. In addition, for one-off events, an applicant is able to apply for a time-limited licence. The Big Chill is an annual festival, not a one-off event. Therefore, it is appropriate for us to apply for the licence which continues until revoked or surrendered.

The Licensing Act 2003 provides what is called "a key protection" for the community should problems arise after a licence has been granted. This is the right of review. It enables responsible authorities, such as the police, environmental health officers and interested parties, such as members of the local community, to apply to the Licensing Authority for a review of the licence.

A Licensing Authority, upon review of a licence, has the power to modify conditions of the licence, exclude activities and suspend or revoke the licence.

The old system of applying for an annual Public Entertainment Licence was considered unnecessarily bureaucratic.

There are a number of significant incentives under the new legislation for us to comply with our Licence. If an organiser does not adhere to the conditions of its licence, it commits a criminal offence. In addition, its licence may be reviewed or revoked.

Length of Festival

You also refer to the length of the festival as being a concern. The first day of the festival (Wednesday) is not a day when entertainment will take place on site. It has been agreed with the responsible authorities that our proposal to open the site a day earlier than before to cater for the early arrival of festivalgoers should be



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We recognise the potential for disturbance, which is why we employ experienced acoustic experts and why they produce a comprehensive noise management strategy.

Your Suggested Conditions

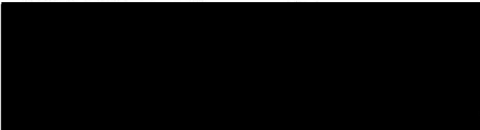
1. You suggest the Licence should be a temporary Premises Licence. This is not necessary or appropriate. We have outlined above that the Licence as applied for has "key protection" for the community, that is the right of review and remedies that could flow from that review if public nuisance is caused by the event. In addition, the proposed conditions of the Licence require us to address the promotion of the licensing objectives each year when we prepare the Event Management Plan. The proposed conditions also require us to consult more widely with the public each year, both before and after the festival.
2. The purpose of the earlier opening of the event (Wednesday) is to enable festivalgoers to arrive earlier and spread arrival times to ease traffic on local roads. There is no proposal for music to start before midday on Thursday.
3. At Glastonbury, the main stages (outdoors) cease at midnight. However, music and other entertainment is still provided within tents and marquees until 05:00 hours. This is achieved without unreasonable disturbance to the local community.

As I have referred to above under the section 'noise control', you will see that the controls in the conditions have been strengthened in our Application. Music noise levels will be regulated by licence conditions throughout the whole period of entertainment.

We will be happy to meet with you and the Parish Council and discuss your concerns further if you wish.

I hope that this letter demonstrates our commitment to address your concerns and that you will draw comfort from the considerable measures that we take to promote the licensing objectives at the festival each year. I also hope that given our commitment, you will consider it appropriate to withdraw your representation.

Yours sincerely


Melvin Benn
Managing Director



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Dr S Cole
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WR14 4DR

1st April 2011

Dear Dr Cole

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30th March 2011

Dear Dr Cole

PREMISES LICENCE APPLICATION – THE BIG CHILL

Thank you for your letter of 21 March 2011 making a representation concerning our Application. The licensing guidance encourages applicants to respond to representations in an effort to address concerns which may be raised. I am pleased to respond to your concern.

The proposed conditions of the Licence contain a number of measures that will control levels of music noise. A noise management strategy will be produced by our acoustic experts and require the approval of Herefordshire Council each year. We will be required to comply with this noise management strategy. The conditions of the Licence will also set music noise levels which are designed to prevent unreasonable disturbance to the local community. Sound checks also take place so that variables such as weather can be taken into account when setting levels. Throughout the festival, noise levels are constantly monitored so that the levels set are not exceeded.

The licence conditions proposed in our current application have been improved and strengthened since the 2010 festival. We have worked with Herefordshire Council to produce a set of conditions that require specific reductions in off-site noise at 00:00 hours to 02:00 and 05:00. In addition, we have agreed a condition that music noise from the festival should not be audible or discernable within any noise sensitive premises with windows and doors closed between 02:00 and 09:00, Thursday to Sunday, and 02:00 and 03:00 on Monday. Entertainment finishes earlier under our current Application than last year – it finishes at 03:00 on Monday. Last year, it finished at 05:00 hours.

The proposed conditions also require us to consult more widely with the public each year, both before and after the festival.

A noise hotline is maintained by us throughout the period of regulated entertainment during the event (this is publicised) and we have trained acoustic consultants who are able to respond to complaints by attending callers at their homes to monitor the music noise levels. Any calls that we receive are notified to officers of Herefordshire Council, who monitor our compliance with noise levels independent of our consultants.

We recognise the potential for disturbance, which is why we employ experienced acoustic experts and why they produce a comprehensive noise management strategy.

I hope that the information above clarifies the noise management that will be in place for each festival. However, we will be happy to meet with you and discuss your concerns further if you wish.

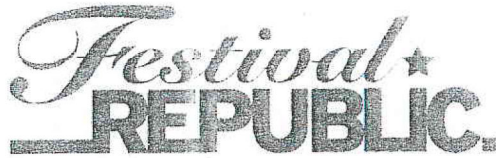


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Mr Andrews
6 Stone Close
Colwall
Herefordshire

1st April 2011

Dear Mr Andrews

PREMISES LICENCE APPLICATION – THE BIG CHILL

Following Melvin Benn's letter to you dated 30th March 2011, my colleague Ian Donaldson and I would welcome the opportunity to meet with you to discuss the letter and the Premise Licence Application for the Big Chill in more detail.

Ian and I are going to be in Herefordshire next week - Wednesday 6th, Thursday 7th and Friday 8th April and would be grateful if you could spare us a few minutes at a convenient time to you to have this discussion.

Please do contact me on either 0207 009 3000 or via email on clangmead@festivalrepublic.com to arrange a suitable time.

I look forward to hearing from you

Yours sincerely



Claudia Langmead



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Mr Andrews
6 Stone Close
Colwall
Herefordshire

30th March 2011

Dear Mr Andrews

PREMISES LICENCE APPLICATION - THE BIG CHILL

Thank you for your e-mail of 18 March 2011 making a representation with regard to our Application. The licensing guidance encourages applicants to respond to representations in an effort to address concerns which may be raised. I am pleased to respond to your concerns as follows:

Length of Licence

The licensing legislation was dramatically revised by the Licensing Act 2003, which took effect in 2006. The annual Public Entertainment Licence was replaced by a Premises Licence. The Premises Licence which is usually applied for and issued is a licence which continues until revoked or surrendered. In addition, for one-off events, an applicant is able to apply for a time-limited licence. The Big Chill is an annual festival, not a one-off event. Therefore, it is appropriate for us to apply for the licence which continues until revoked or surrendered.

The Licensing Act 2003 provides what is called "a key protection" for the community should problems arise after a licence has been granted. This is the right of review. It enables responsible authorities, such as the police, environmental health officers and interested parties, such as members of the local community, to apply to the Licensing Authority for a review of the licence.

A Licensing Authority, upon review of a licence, has the power to modify conditions of the licence, exclude activities and suspend or revoke the licence.

The old system of applying for an annual Public Entertainment Licence was considered unnecessarily bureaucratic.

In your representation, you refer to the incentive that organisers have to adhere strictly to the terms of their licence. There are a number of incentives under the new legislation. If an organiser does not adhere to the conditions of its licence, it commits a criminal offence. In addition, its licence may be reviewed or revoked.

This Application

Our Application has been specifically designed so that each year, prior to the event taking place, we must demonstrate to the Licensing Authority and the responsible authorities that we will continue to satisfactorily promote the licensing objectives. We do this each year by providing an Event Management Plan which must



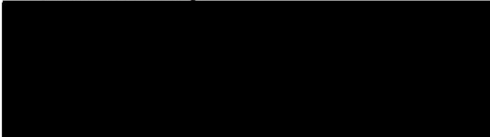
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I hope that this letter demonstrates our commitment to address your concerns and that you will draw comfort from the considerable measures that are in place to promote the licensing objectives at the festival each year. I also hope that given our commitment, you will consider it appropriate to withdraw your representation.

Yours sincerely



Melvin Benn
Managing Director



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Mrs C Leake
Castlemorton Parish Council
Cutlers Farm
Castlemorton
Malvern
Worcestershire
WR13 6LT

1st April 2011

Dear Mrs Leake

PREMISES LICENCE APPLICATION – THE BIG CHILL

Following Melvin Benn's letter to you dated 30th March 2011, my colleague Ian Donaldson and I would welcome the opportunity to meet with you and the Castlemorton Parish Councillors to discuss the letter and the Premise Licence Application for the Big Chill in more detail.

I have spoken to Angus Golightly this morning, and I understand that some members of the Parish Council are away next week – but to be able to explain the situation to anyone that was available would I think be beneficial.

Ian and I are going to be in Herefordshire next week - Wednesday 6th, Thursday 7th and Friday 8th April and would be grateful if you could spare us a few minutes at a convenient time to you to have this discussion.

Please do contact me on either 0207 009 3000 or via email on clangmead@festivalrepublic.com to arrange a suitable time.

I look forward to hearing from you

Yours sincerely



Claudia Langmead



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Mrs C Leake
Castlemorton Parish Council
Cutlers Farm
Castlemorton
Malvern
Worcestershire
WR13 6LT

30th March 2011

Dear Mrs Leake

PREMISES LICENCE APPLICATION – THE BIG CHILL

Thank you for your letter of 23 March 2011 making a representation on behalf of Castlemorton Parish Council concerning our Application. The licensing guidance encourages applicants to respond to representations in an effort to address concerns which may be raised. I am pleased to respond to your concerns.

Length of Licence

The licensing legislation was dramatically revised by the Licensing Act 2003, which took effect in 2006. The annual Public Entertainment Licence was replaced by a Premises Licence. The Premises Licence which is usually applied for and issued is a licence which continues until revoked or surrendered. In addition, for one-off events, an applicant is able to apply for a time-limited licence. The Big Chill is an annual festival, not a one-off event. Therefore, it is appropriate for us to apply for the licence which continues until revoked or surrendered.

The Licensing Act 2003 provides what is called "a key protection" for the community should problems arise after a licence has been granted. This is the right of review. It enables responsible authorities, such as the police, environmental health officers and interested parties, such as members of the local community, to apply to the Licensing Authority for a review of the licence.

A Licensing Authority, upon review of a licence, has the power to modify conditions of the licence, exclude activities and suspend or revoke the licence.

The old system of applying for an annual Public Entertainment Licence was considered unnecessarily bureaucratic.

There are a number of incentives under the new legislation. If an organiser does not adhere to the conditions of its licence, it commits a criminal offence. In addition, its licence may be reviewed or revoked.

This Application

Our Application has been specifically designed so that each year, prior to the event taking place, we must demonstrate to the Licensing Authority and the responsible authorities that we will continue to satisfactorily



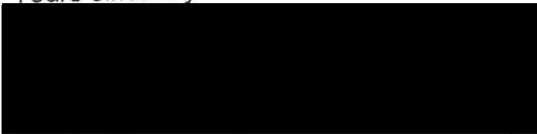
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I hope that this letter demonstrates our commitment to address your concerns and that you will draw comfort from the considerable measures that we take to promote the licensing objectives at the festival each year. I also hope that given our commitment, you will consider it appropriate to withdraw your representation.

Yours sincerely



Melvin Benn
Managing Director



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Mr B R Davis
Humble Bee Hall
Hollybush
Ledbury
HR8 1ET

1st April 2011

Dear Mr Davis

PREMISES LICENCE APPLICATION – THE BIG CHILL

Following Melvin Benn's letter to you dated 30th March 2011, my colleague Ian Donaldson and I would welcome the opportunity to meet with you to discuss the letter and the Premise Licence Application for the Big Chill in more detail.

Ian and I are going to be in Herefordshire next week - Wednesday 6th, Thursday 7th and Friday 8th April and would be grateful if you could spare us a few minutes at a convenient time to you to have this discussion.

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I look forward to hearing from you

Yours sincerely


Claudia Langmead



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Mr B R Davies
Humble Bee Hall
Hollybush
Ledbury
HR8 1ET

30th March 2011

Dear Mr Davis

PREMISES LICENCE APPLICATION – THE BIG CHILL

Thank you for your letter of 23 March 2011 making a representation concerning our Application. The licensing guidance encourages applicants to respond to representations in an effort to address concerns which may be raised. I am pleased to respond to your concerns.

Length of Licence

The licensing legislation was dramatically revised by the Licensing Act 2003, which took effect in 2006. The annual Public Entertainment Licence was replaced by a Premises Licence. The Premises Licence which is usually applied for and issued is a licence which continues until revoked or surrendered. In addition, for one-off events, an applicant is able to apply for a time-limited licence. The Big Chill is an annual festival, not a one-off event. Therefore, it is appropriate for us to apply for the licence which continues until revoked or surrendered.

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A Licensing Authority, upon review of a licence, has the power to modify conditions of the licence, exclude activities and suspend or revoke the licence.

Your understanding that should this Licence be granted there is no opportunity for it to be revoked is a misunderstanding. As set out above, there is “key protection” enshrined in the legislation.

Length of Festival

You also refer to the length of the festival as being a concern. The first day of the festival (Wednesday) is not a day when entertainment will take place on site. It has been agreed with the responsible authorities that our proposal to open the site a day earlier than before to cater for the early arrival of festivalgoers should be supported as it will ease traffic congestion on local roads on the Thursday/Friday arrival days. Also, our Application proposes that entertainment at the festival will end earlier on Monday – 03:00 hours rather than 05:00 hours.



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licensing objectives each year when we prepare the Event Management Plan. The proposed conditions also require us to consult more widely with the public each year, both before and after the festival.

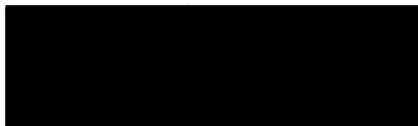
2. The purpose of the earlier opening of the event (Wednesday) is to enable festivalgoers to arrive earlier and spread arrival times to ease traffic on local roads. There is no proposal in our Application for music to start before midday on Thursday.
3. At Glastonbury, the main stages (outdoors) cease at midnight. However, music and other entertainment is still provided within tents and marquees until 05:00 hours. This is achieved without unreasonable disturbance to the local community.

As I have referred to above under the section 'noise control', you will see that the controls in the conditions have been strengthened in our Application. Music noise levels will be regulated by licence conditions throughout the whole period of entertainment.

I hope that the information above clarifies your concerns that arise from our Application. However, we will be happy to meet with you and discuss your concerns further if you wish.

I hope that this letter demonstrates our commitment to address your concerns and that you will draw comfort from the considerable measures that we take to promote the licensing objectives at the festival each year. I also hope that given our commitment, you will consider it appropriate to withdraw your representation.

Yours sincerely



Melvin Benn
Managing Director



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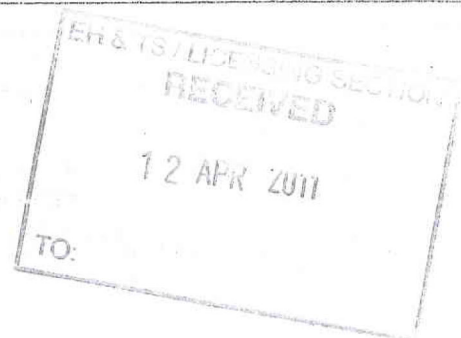
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Mr C Morton
"Rosemead"
Evendine Lane
Colwall
Malvern
WR13 6DT

1st April 2011

Dear Mr Morton

PREMISES LICENCE APPLICATION – THE BIG CHILL

Following Melvin Benn's letter to you dated 30th March 2011, my colleague Ian Donaldson and I would welcome the opportunity to meet with you to discuss the letter and the Premise Licence Application for the Big Chill in more detail.

Ian and I are going to be in Herefordshire next week - Wednesday 6th, Thursday 7th and Friday 8th April and would be grateful if you could spare us a few minutes at a convenient time to you to have this discussion.

Please do contact me on either 0207 009 3000 or via email on clangmead@festivalrepublic.com to arrange a suitable time.

I look forward to hearing from you

Yours sincerely



Claudia Langmead



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Mr C Morton
"Rosemead"
Evendine Lane
Colwall
Malvern
WR13 6DT

30th March 2011

Dear Mr Morton

PREMISES LICENCE APPLICATION – THE BIG CHILL

Thank you for your letter of 17 March 2011 making a representation concerning our Application. The licensing guidance encourages applicants to respond to representations in an effort to address concerns which may be raised. I am pleased to respond to your concerns:

I have already responded to your letter of 17 March 2011 providing information about the 2010 Festival. I will not respond to these points again in this letter but I do attach a copy of my letter of 28 March 2011 for your convenience.

Length of Licence

The licensing legislation was dramatically revised by the Licensing Act 2003, which took effect in 2006. The annual Public Entertainment Licence was replaced by a Premises Licence. The Premises Licence which is usually applied for and issued is a licence which continues until revoked or surrendered. In addition, for one-off events, an applicant is able to apply for a time-limited licence. The Big Chill is an annual festival, not a one-off event. Therefore, it is appropriate for us to apply for the licence which continues until revoked or surrendered.

The Licensing Act 2003 provides what is called "a key protection" for the community should problems arise after a licence has been granted. This is the right of review. It enables responsible authorities, such as the police, environmental health officers and interested parties, such as members of the local community, to apply to the Licensing Authority for a review of the licence.

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The old system of applying for an annual Public Entertainment Licence was considered unnecessarily bureaucratic.

There are a number of incentives under the new legislation. If an organiser does not adhere to the conditions of its licence, it commits a criminal offence. In addition, its licence may be reviewed or revoked.



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I hope that this letter demonstrates our commitment to address your concerns and that you will draw comfort from the considerable measures that we take to promote the licensing objectives at the festival each year. I also hope that given our commitment, you will consider it appropriate to withdraw your representation.

Yours sincerely



Melvin Benn
Managing Director



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Subject: FW: Plan for Big Chill
From: Spriggs, Fred
Sent: 14 March 2011 17:49
To: Claudia Langmead
Cc: Benn, Melvin; Donaldson, Ian; Willimont, Marc; Nicholas, Paul (Public Health)
Subject: Plan for Big Chill
 Hi Claudia

I made a request to you by email on 4th March 2011 for additional information in respect of the plan and whilst some of the information has been forthcoming I am still not in receipt of all of the required information.

Section 17 of the Act states: that an Application for premises licence must be accompanied—
 (b) **by a plan of the premises to which the application relates, in the prescribed form,**
 and

The prescribed form in respect of the plan is laid out in The Licensing Act 2003 (Premises licences and club premises certificates) Regulations 2005 Regulation 23 states:

Plans

23.—(1) An application for a premises licence under section 17 shall be accompanied by a plan of the premises to which the application relates and which shall comply with the following paragraphs of this regulation.

(3) The plan shall show—

- (i) the location and **type** of any fire safety and any other safety equipment including, if applicable, marine safety equipment; and
- (j) **the location of a kitchen, if any, on the premises.**

The above matters still do not appear to be shown on the plan and consequently Section 17 has not been complied with and thus the application is incomplete.

I now require this information to be shown on the plan which is to be in possession of the authority by 5 pm tomorrow. If I am not in receipt of it by that time then I shall have to reject the application as being incomplete and thus we will not be able to make any determination in respect of your application.

Best wishes,
Fred Spriggs
Licensing Officer
Environmental Health & Trading Standards
 01432 260534

Dear Mr Spriggs,

Having had a chance to review the Background Noise Level survey data you provided in relation to Big Chill Festival I have summarised the information below in relation to Valentines Cottage, Hollybush, this being the nearest property to my own, we are separated by approximately 100m.

For 2010 the noise limits were set at:

09:00 – 00:00	Background plus 15 dB
00:00 – 03:00	Background plus 10 dB
03:00 – 05:00	Background plus 5 dB (this being a 5dB increase from 2009)

This year the proposed limits are:

09:00 – 00:00	55 dB
00:00 – 02:00	45 dB
02:00 – 05:00	40 dB

Note that this is a change to an absolute figure rather than figures above the surveyed background noise levels.

Based on the evidence of the 2010 Background Noise Level Survey taken at Valentine Cottage, Hollybush, where the recorded figures were:

19:00 – 23:00	28 dB
23:00 – 02:00	21 dB
02:00 – 05:00	22 dB

what the proposed limits really mean are:

09:00 – 00:00	Background plus 27 dB
00:00 – 02:00	Background plus 24 dB
02:00 – 05:00	Background plus 18 dB

Clearly the applicants proposed limits for this year are significantly higher than previously and to be at the same level as before they should be:

09:00 – 00:00	43 dB
00:00 – 02:00	31 dB
02:00 – 05:00	27 dB (or 22dB based on 2009 licence figures)

Sincerely,

B R Davis
Hollybush

MEMORANDUM

To : LICENSING OFFICER, LICENSING SECTION, ENVIRONMENTAL
HEALTH AND TRADING STANDARDS

From : SARAH OSBORNE, COMMERCIAL SECTION, ENVIRONMENTAL
HEALTH AND TRADING STANDARDS

Tel : 01432 260017 My Ref : 067129/

Date : 8 April 2011 Your Ref : 067129/

LICENSING ACT 2003 APPLICATION FOR NEW OR VARIATION OF PREMISES LICENCE

Subsequent to my memo dated 21st March 2011 with regard to the application for Big Chill, Deer Park, Eastnor Castle Estate, Eastnor Castle, Eastnor, Ledbury, HR8 I would like to inform you that myself and the applicant have agreed the following conditions. I would therefore like to withdraw my representation dated 21st March 2011.

PUBLIC SAFETY - Representation

PUBLIC SAFETY

Event Safety Coordinator

1. The Premises Licence Holder will appoint an Event Safety Co-ordinator who will be able to authorise and supervise safety measures.
2. The Event Safety Co-ordinator will be responsible for:
Monitoring of contractors
Liaison with contractors
Checking of method statements and risk assessments
Preparation and monitoring of site rules
Safety inspections and audits
Collection and checking of completion certificates
Communication of safety information to contractors and employees
Monitoring and coordinating safety performance
Coordinating safety in response to a Major Incident
Liaison with nominated officers from Herefordshire Council.
3. The name and contact details of the Event Safety Co-ordinator will be supplied via the Safety Advisory Group no later than 14 days prior to the start of each Festival.

Responsible Authorities Office

4. The premises Licence Holder will provide a portacabin where one person from each of the Responsible Authorities will be offered a place to maintain a presence on the Licensed Premises.

Electrical wiring and distribution systems

5. Temporary electrical wiring and distribution systems shall be signed off by a competent person prior to any licensable activity taking place at the premises. The competent person must be a member of a recognised electrical association such as NICEIC, NAPIT, ECA or other association as agreed by the licensing authority. The sign off certificates shall be available for inspection in the Licence Compliance Office located on the licensed premises.
6. Any additional electrical work required after the event has commenced shall be signed off by a competent person. The competent person must be a member of a recognised electrical association such as NICEIC, NAPIT, ECA or other association as agreed by the licensing authority. The sign off certificates shall be available for inspection in the Licence Compliance Office located on the licensed premises.

Structures

7. The Premises Licence Holder will ensure that all temporary structures and any other elements of infrastructure or artistic installation have been inspected and signed off as being safe prior to the commencement of its use.
8. A copy of each safety sign off certificate shall be kept at the Licence Compliance Office and shall be made immediately available to an authorised local authority officer.
9. The maximum permitted numbers in each enclosed structure where regulated entertainment activities are to be provided will be submitted and agreed by the Responsible Authorities prior to the commencement of each Festival.
10. The premises licence holder must submit arrangements to the satisfaction of the Responsible Authorities on how such maximum occupancy capacities will be managed.
11. All enclosed structures that the public have entry to will have designated entry/exit points. The numbers of these entry/exit points will be determined by the occupancy capacity and will be listed in the Tent Exit Calculation document submitted in the EMP.

In this licence "enclosed structures" are classed as a structure whether tented or not, which has less than 25% of its sides open to the atmosphere (excluding entrances and exits) and which are accessible to the public when regulated entertainment is provided.

Special Effects

12. The installation and use of laser beams, pyrotechnics or real flames, explosive or highly flammable or smoke/foam producing agent, for any purpose shall not be permitted without prior notification to the Licensing Authority. A detailed description of the method of use, shall be made to the Licensing Authority not less than 14 days prior to the day on which the above equipment is to be used.

Lanterns

13. Paper lanterns will not be sold on site and will be listed within the ticketing terms and conditions as items that may not be brought to the venue.

Sanitary Facilities

14. A Sanitation Management Strategy will be provided to the satisfaction of Herefordshire Council's Environmental and Trading Standards Service at least 60 days prior to commencement of each Festival. Once agreed, the strategy will be implemented throughout the Festival.

Water

15. A Water Management Strategy for the provision of drinking water will be provided to the satisfaction of Herefordshire Council's Environmental and Trading Standards Service at least 60 days prior to commencement of each Festival. Once agreed, the strategy will be followed throughout the Festival. No significant changes will be made without consultation with Herefordshire Council.

**SARAH OSBORNE
ENVIRONMENTAL HEALTH OFFICER
ENVIRONMENTAL HEALTH AND TRADING STANDARDS**

Part 2 – to be completed by the applicant or applicant’s representative

Consent for proposed controlled measures under the Licensing Act 2003

Name & Address of Premises: The Big Chill Festival, Deer Park - Eastnor Castle Estate, Eastnor Castle, Eastnor, Ledbury, HR8 1RQ

I/We

confirm that I am / we are the applicant / the applicants representative (delete as appropriate) for the premises as stated above.

In signing this document I/we agree with the above measures proposed by Sarah Osborne – Commercial Section, Environmental Health & Trading Standards, Herefordshire Council and we provide our consent for the Licensing Authority to incorporate the said measures into the operating schedule for the stated premises.

Signed:

Dated:

Noise

A Noise Management strategy as approved by Herefordshire Council must be provided at least 60 days before the commencement of each Festival. The Premise Licence Holder must comply with the Noise Management Strategy.

The Noise Levels (NL) from the event must not exceed the following noise levels when measured in a free field position (defined as 3.5 metres from any reflecting surface other than the ground at a height of 1.2 to 1.5 metres).

Thursday to Sunday

Between 09.00 -00.00 (midnight) LAeq, 5 minutes 55dB

Between 00:00 (midnight) -02:00 LAeq, 5 minutes 45dB

Between 02:00 -05.00 LAeq, 5 minutes 40dB

Monday

00:00 midnight -02:00 LAeq, 5 minutes 45dB

02:00 -03:00 LAeq, 5 minutes 40dB

In addition between 02:00 and 09:00 Thursday to Sunday and 02:00 and 03:00 on Monday 'noise' from the festival should not be 'audible or discernable' within any occupied permanent structure where people normally reside or sleep, when assessed with windows and doors closed. 'In these conditions; 'Noise' -is defined as sound which is created by entertainment consisting of either vocal (recorded or live) or instrumental music (recorded or live) or a combination of both. Audible or discernable' -is defined as 'noise' which is distinct above the general hubbub of activity on the site which can be identified by the human ear as originating from discrete sources from the licensed site'.

NLs are to be checked at the intervals as agreed within the Noise Management Strategy at the following locations:

- Clenchers Mill Lan, Eastnor
- Valentines Cottage, Hollybush
- Caves Folly Nursery, Colwall
- Hancocks Lane, Little Malvern
- Rose Mead, Evendine
- Or at any other location notified by Herefordshire Council to the premise licence holder or his deputy.

Any testing of sound equipment will not take place before 09.00hrs and will last for no more than 2 hours on anyone day.

The Noise Consultant shall be available for daily meetings with EHO Officers from Herefordshire Council.

The Premises License Holder will maintain a noise log and this will be kept in the Licensing Compliance Office and will be available at all times for inspection by Herefordshire Council.

A noise hotline will be installed and publicised so that local residents can report any noise issues directly to the Festival. All calls will be logged by time, location and contact number and address will be requested. The log will be kept in the Licensing Compliance Office.

All calls to the hotline regarding noise will be reported immediately to the on duty representative from the local authority. The log will be available at all times for inspection in the Licence Compliance Office. The noise hotline number will be operational throughout the hours of regulated entertainment.

Liaison with Local Residents and Local Businesses

The premise licence holder or his deputy will communicate with the local Parish Councils of Eastnor and Donnington, Castlemorton, Birtsmorton, Wellington Health, Colwall, Bosbury & Coddington and Ledbury Town Council (and any other parish council added by the Licensing Authority and notified to the premise licence holder in writing) at least 2 months prior to the start of the festival and within 2 months of the last day of the festival.

General

1. The Premises Licence only permits one event per year ('the Festival') to take place on the premises.
2. The dates of the Festival will be notified to the Safety Advisory Group at least six months prior to the Festival or such lesser period as is agreed by the Safety Advisory Group.
3. The Festival will take place over the first or second weekend in August each year subject to unforeseen circumstances (force majeure). In the case of force majeure, dates between 1 June and 1 September must be agreed with the Safety Advisory Group.
4. The Premises Licence Holder or a nominated deputy (in writing) must be on this licensed premises and available to the Responsible Authorities and the Licensing Authority at all times when Licensable activities are taking place.
5. Details of the Premises Licence Holder or his deputy who is on duty when licensable activities are undertaken shall be recorded, on this premises, at the time. These records shall be made available to the Licensing Authority or a Responsible Authority on demand. Such record shall be kept for a period of 12 months after the end of licensable activities. This information post event must be provided to the Licensing Authority or a Responsible Authority within 24 hours of the request.
6. The name and contact details of the Premises Licence Holder's deputy(s) will be provided to the Safety Advisory Group in writing no later than 7 days prior to the festival each year.
7. At all times there shall be one personal licence holder on this premises for each 2 bars which are open for the sale and supply of alcohol.
8. A schedule will be provided of details of the personal licence holder who is on duty and their areas of responsibilities when licensable activities are undertaken on this premises at that time. This will be made available to the Licensing Authority and or other responsible authority during the period of the event on demand. Such record shall be kept for a period of 12 months after the end of licensable activities. This information must be provided to the Licensing Authority or a Responsible Authority within 24 hours of the request.
9. The names and contact details of the personal licence holders will be provided to the Safety Advisory Group no later than 7 days prior to the festival each year.
10. The draft of the Event Management Plan (EMP) will be produced 3 months prior to the first day of the Festival each year and will be submitted to the Licensing Authority and all the members of the Safety Advisory Group (SAG). Following consultation with the SAG, the Licensing Authority shall notify the premises licence holder in writing that the draft EMP is acceptable or unacceptable within one calendar month of receipt. Where notification is not received the draft EMP shall be deemed by the Premise Licence Holder to be agreed. The festival shall not take place until the draft Event Management Plan has been agreed by the Licensing Authority in consultation with the SAG. Once agreed no change shall be made to the draft EMP without the agreement of the Licensing Authority.

11. The final EMP will be submitted to the Licensing Authority and all the Safety Advisory Group at least 14 days prior to the first day of the Festival each year. No further changes shall take place to this document without the agreement of the SAG.
12. Each year, an EMP and updates must be provided to the Safety Advisory Group at the same time as they are provided to the responsible authorities and Licensing Authority. The EMP will be a working document providing details of how the Festival is to be conducted and how safety issues, identified in the event risk assessment, are to be addressed. The EMP will include an event risk assessment and provide specific details on the following areas:
 - Health and Safety Responsibilities
 - Venue and Site Design
 - Fire Safety
 - Major Incident Planning (Emergency planning)
 - Communication
 - Crowd Management (including steward and security numbers and their roles)
 - Transport
 - Management Structures
 - Barriers
 - Electrical Installations and Lighting
 - Food and Alcohol
 - Water
 - Merchandising and Special Licensing
 - Amusements,
 - Attractions and Promotional displays
 - Sanitary Facilities
 - Waste Management
 - Sound: Noise and Vibration
 - Special Effects, Fireworks and Pyrotechnics
 - Camping
 - Facilities for People with disabilities
 - Medical, Ambulance and First Aid Management
 - Information and Welfare
 - Children - including Lost Children's Policy
 - Performers
 - TV and Media
13. Each year the Festival must take place in accordance with the Final agreed EMP produced for the Festival following approval by the Licensing Authority.
14. Prior to each Festival a Table Top Exercise shall take place involving the Premises Licence Holder or nominated deputy together with staff nominated by him and the Safety Advisory Group. Such exercise shall take place within the two weeks prior to the first day of the Festival or a greater period if agreed by the Safety Advisor Group.

THE PREVENTION OF CRIME AND DISORDER

15. The Premises Licence Holder or nominated representative (in writing) will

meet with the on duty operational commander at least once a day during the Festival each year.

16. West Mercia Police and the Premises Licence Holder will agree 28 days prior to the first day of the Festival all issues they required to be reported immediately to them during the duration of the event. This agreement will be provided to the Licensing Authority at least 14 days prior to the first day of the Festival
17. A special policing services request will be made by the Premises Licence Holder to West Mercia Police, this will be submitted at least 3 months prior to the first day of the Festival. From 2012 and subsequent years, this request will be submitted at least 5 months prior to the first day of the Festival.

Security and Stewards

18. A Security Control will be provided on site which will house the CCTV cameras and operator.

Numbers of Personnel

19. A written schedule shall be provided, 3 months prior to the start of the event, of the number and position of SIA Security personnel to be employed on site by hour of day, during the period the premises is licensed for licensable activities. Such schedule must be agreed by the event operational commander of West Mercia Police at least 14 days prior to the first day of the festival
20. A written schedule shall be provided, 3 months prior to the start of the event, of the number and position of personnel to be employed as Stewards on site by hour of day during the period the premises is licensed for licensable activities Such schedule must be agreed by the event operational commander of West Mercia Police at least 14 days prior to the first day of the festival.
21. The Premises Licence Holder or DPS or a person nominated by them in writing for the purpose, shall maintain a register of door supervisors which shall be kept on the premises showing the names and addresses of the door supervisors, their badge numbers. The register shall be made available on demand for inspection by Police, Licensing Authority or an authorised officer of the Security Industries Authority.

CCTV

22. CCTV will be provided in the form of a recordable system, capable of providing pictures of EVIDENTIAL QUALITY in all lighting conditions particularly facial recognition.

Cameras shall encompass all ingress and egress to the premises, external perimeter fire exits (if not staffed by stewards or SIA staff) and public camping areas.

Additionally the Premises Licence Holder will have in place at least one SIA door staff member who will wear and operate 'body worn video' camera or a hand held digital recording camera. They will be located as a default at each licensed bar area during licensable hours where static cameras do not provide cover. They will have the capacity to deploy to any incidents at other locations where required, but must return to their default position afterwards. Camera operators will be trained in use of the equipment and record incidents

where they feel appropriate. The only exception for use of these cameras will be in the area of the 'guest/artists' bars which have restricted and controlled access.

Equipment MUST be maintained in good working order , be correctly time and date stamped , recordings MUST be kept in date order, numbered sequentially and kept for a period of 31 days and handed to Police on demand.

The Premises Licence Holder must ensure at all times a DPS or appointed member of staff is capable and competent at downloading CCTV footage in a recordable format disc to the Police on the direction from the operational commander during the duration of the event or from any other member of West Mercia Police post event or the Local Authority on demand.

The Recording equipment and discs shall be kept in a secure environment under the control of the DPS or other responsible named individual. An operational daily log report must be maintained endorsed by signature, indicating the system has been checked and is compliant, in the event of any failings actions taken are to be recorded.

In the event of technical failure of the CCTV equipment the Premises Licence holder/DPS MUST report the failure to the Police on contact number 0300 333 3000 immediately.

23. Representatives of all security and steward firms will meet with the Security Co-ordinator on site at least once daily throughout the Festival.
24. No person under the age of 18 years will be employed as stewarding personnel.
25. No person under the age of 21 years will be employed as SIA badged staff.
26. No security staff or stewards are to consume or be under the influence of alcohol or drugs whilst working. They shall be fit to carry out the duties required of them.

Security Uniforms and Security Logs

27. All security and stewarding personnel will be readily identifiable by means of a tabard bearing a job title and a conspicuous unique personal identification number. This identification number will be displayed prominently on the front and rear and will be at least 30mm high and the width of the written number shall be at least 10 mm.
28. The details of the uniform(s) to be worn by the security and stewarding personnel will be provided 3 months prior to the first day of the Festival and approval of West Mercia Police be given within 14 days of receiving the information.
29. No person shall perform the role of stewarding personnel without wearing a tabard.
30. No person shall perform the role of security personnel (apart from a plain clothed team) without wearing a tabard. All plain clothes security personnel shall carry an identity badge issued by the Festival Republic confirming that

they are security personnel which shall be produced to a member of the Licensing Authority or Police on demand.

31. West Mercia Police will be informed of onsite security and steward briefings and may attend if they wish.
32. An incident log must be kept at the premises, and made immediately available on request to an authorised officer of the Licensing Authority or the Police, which must record the following:
 - (a) all crimes reported to the venue
 - (b) all ejections of patrons
 - (c) any complaints received
 - (d) any incidents of disorder
 - (e) seizures of drugs or offensive weapons
 - (f) any faults in the CCTV system or searching equipment or scanning equipment
 - (h) any visit by a relevant authority or emergency service
33. Secure and safe systems are to be in place for the storage of items seized. These systems are to include secure methods of storing any drugs or weapons seized or found and procedures for handing the items over to the responsible authority where required. In addition records of seizure are to be kept in the incident book and made available to the Licensing Authority on demand or to the police on authority of the operational commander during the duration of the event or to any authorised person of West Mercia Police post event

Transport

34. A Traffic Management Plan (TMP) will be drawn up for the Festival each year and will be provided to relevant agencies no later than 28 days prior to the festival. Such plan shall be agreed by the Safety Advisory Group. The TMP will cover all aspects of vehicle and pedestrian access to and egress from the site during the 'load in and load out as well as for the Festival itself. The TMP will include arrangements for vehicle routes, emergency service routes, public transport, shuttle buses, taxis, pedestrian issues, a dispersal policy, car parking and a traffic signage plan. In addition it will ensure that sufficient trained marshals are available for the management of public transport (for hire or reward) on site and in particular private hire or licensed taxis.

THE PROTECTION OF CHILDREN FROM HARM

Under 16s

35. Any unaccompanied person under the age of 16 years found on the Licensed Premises will be accompanied to the Welfare Tent. This task will be undertaken by at least 2 members of staff.
36. No unaccompanied person under the age of 16 years shall be permitted on the Licensed Premises.

Criminal Records Bureau (CRB) Check

37. Any personnel whose role involves the looking after of children or vulnerable adults shall have a current CRB (dated within the 9 month period preceding the first day of the Festival).

38. No person shall be involved in this role unless the CRB shows 'None Recorded' against the following categories:
- Police Record of Convictions, Cautions, Reprimands and Warning
 - Information from the list held under Section 142 of the Education Act 2002
 - ISA Children's Barred List Information
 - ISA Vulnerable Adults Barred List Information
 - Other relevant information disclosed at the Chief Police Officer(s) discretion
39. The name, date of birth and address together with a copy of the CRB shall be supplied to the Licensing Authority 2 weeks prior to the first day of the festival.

Lost Children Policy

40. The goal of the Lost Children Policy is to reunite each lost child with its parents or guardians. However if there is any evidence or suspicion of abuse or neglect of children, then this must be reported to the appropriate authority.

Age Verification

41. The premises shall operate a Challenge 21 Policy. Such policy shall be written down and kept at the premises. The policy shall be produced on demand of the Licensing Authority or Police. Prominent, clear and legible signage (in not less than 32 font bold) shall also be displayed at all entrances to the premises as well as at, at least once every 5 metres behind any bar advertising the scheme operated.
42. In conjunction with point (41) above, proof of the attainment of **21** years of age will be required through production of an **approved** national identity photo identity card, full or provisional photo card driving licence, or by a photo passport prior to any alcohol sale taking place or entry to age restricted areas.
43. Bar staff must ask for proof of age ID whenever the customer appears to be under 18. If there is any doubt as to the age of the customer they will be refused service.
44. Prominent, clear and legible signage (in not less than 32 font bold) shall be displayed stating that: It is an offence to purchase or attempt to purchase alcohol if you are under the age of 18 - Section 149 Licensing Act 2003.
45. A register of refusals will be kept by each bar with the names of people who have been unable to provide required Identification to prove their age. These records will be collected on a daily basis by the Designated Premises Supervisor and made available to the Licensing Authority on request.
46. The Designated Premises Supervisor will brief bar security staff in the arena and the campsites bars that they should take reasonable steps to monitor the final destination of the drinks and where it would appear that supply is being made to a person under the age of 18 years take steps to prevent the consumption by that person.
47. No bar servers will be under 18.
48. The Designated Premises Supervisor, the bar manager and other bar supervisors will monitor the performance of the serving staff to ensure adherence to the licensing laws.

49. Any underage persons who are found arriving at or on the Licensed Premises with alcohol will have the alcohol confiscated by security.
50. A selection of soft drinks will be available to buy, along with an ample supply of free drinking water at clearly signed locations throughout the Licensed Premises.
51. Each bar will be run by a bar manager and this person under the direction of the Designated Premises Supervisor will be fully in control of the sale of alcohol from that bar.
52. All staff shall be trained prior to undertaking any sale of alcohol on the premises. The training shall included:
 - Drugs Awareness
 - Conflict resolution
 - Selling to under age person
 - Selling to drunks

Such training will be recorded and records shall be kept at the premises which will be produced to an authorised officer the licensing authority or the police on demand.

