

20th November 2018

To Whom it May Concern,

We are writing to acknowledge receipt of your complaint against E Dorado Festival which has been forwarded to us by Herefordshire Council and your request to have our licence reviewed.

We wanted to firstly apologise for any stress that was caused by our event in 2018. This is not at all something we wish the event to cause to anybody in the local area We love and appreciate our home at Eastnor Castle and local relations are very important to us. The event in 2018 was the first year we received such a level of complaints and so we sincerely hope we are given the chance to address and resolve the issues well in advance of the 2019 event and without the need for any review of our licence.

We have spent the last month since our SAG meeting reviewing our site layout and soundsystem designs as well as investing in sound modelling software to give us an accurate idea of the impact our site design changes will have on offsite levels. Together with our acoustics consultants we have devised a Noise Management Plan that will **significantly reduce offsite levels** compared with 2018. In particular we have focused attention to the low frequency levels, as we are aware it was the low frequency or 'bass levels' in particular which were the cause of the complaints.

The Noise Management Plan is commercially sensitive so our consultants have requested it not be shared with persons outside of the Local Authorities however I have included some specific detail below to give you an idea of the steps that have been taken and the changes that have been made. I have included the section of the Noise Management Plan that these have been written into as a reference should you want to discuss further with us or via Herefordshire Council.

- Community Hotline & Response to Complaints (Section 4.2.15)
We will continue to have a community noise line in place which will be advertised more widely this year to those in sensitive areas of noise as prescribed by 2018. If we receive a complaint and address details are given, our consultants will take noise readings at the location, and ensure that levels are sitting within the new lower levels as guided by our software modelling.
- Repositioning of Stages (Figure 2)
The majority of stages have been repositioned to spread directionality much more evenly than in 2018. This will mean that any noise created by the event site in offsite locations will be reduced overall. This has been shown in the modelling which sits within the Noise Management Plan.
- Limiters (section 3.3.3)
All of the soundsystems on site will have appropriate controls for limiting, adjusting and fine-tuning individual third octave frequency bands. Third octave frequency bands are those which are related to the low frequency noise levels.
- Technical Improvements (Table 5.1)

We are investing significantly in sound systems which are specifically designed to reduce offsite noise. These are called 'quad' systems and will be included in three of the stages which are open air outdoor stages. These quad systems are configured so that the overall level of noise caused by this stage will be reduced.

In addition to technical changes made through sound modelling and soundsystem design, we are also reviewing our talent program and booking a lot less talent with a 'bass' heavy element to their music. This information is also included in our Noise Management Plan (section 3.3.4).

This Noise Management Plan will be consistently reviewed and held to account by the Environmental Health team at Herefordshire Council and should we receive any further recommendations from them through the remainder of the planning phases, we will implement these.

We hope that this letter has highlighted our desire and commitment to reducing the sound issues that you and others in the local community encountered due to the event. We want to stress how important our home at Eastnor is to us and how important we believe the venue is to the success of the festival.

To help us stay in the area in what we hope will be our long term home, we are open to all dialogue or suggestions to ensure the ongoing successful operation of the event

Should you find it useful, we would be happy to set up a meeting or site visit to explain the changes we are making on site at Eastnor and so you can see this first hand. Alternatively, if you have questions or want further information from our Noise Management Plan then we are happy to liaise through Herefordshire Council to get that information to you.

Having started planning and working alongside Environmental Health over nine months in advance of the event, we are confident we will be able to get back to the position where the event does not have such an impact on the local area and that we can deliver a successful event for all concerned.

We are setting up a trust in the local area to annually support community projects and local charities starting in 2019 and whilst we appreciate this has no bearing over our noise management strategy, we hope it further demonstrates our desire and commitment to work together with and to invest in the local community.

Yours faithfully,
The El Dorado Team