

<u>Component</u>	<u>Noise management plan – measures in place/to be taken</u>
Inside music noise, films etc.	Opening hours are contained to 0900-1600 to insure noise can be contained to a sociable hour and fit with the hours of the other local business that surround the café Noise will be coming from the vocal noises only as we will not be holding and live music or have loud music playing as this is a child and parent friendly café. As we have soft play I have set in place 3 soft play sessions in the day that will be limited to 90minutes at a time and will have a cap on numbers allowed in, this is to ensure that noise level of the children isn't over powering and continuous throughout the day. This area has specifically been placed in an area that is away from a public road and residents. The walls have also been doubled lined to try and contain the levels. The main door of the café will remain closed at the times of the soft play sessions. Another area that may become noisy would be the baby group room, this will only be if the groups use instruments for the children to play with in the session. This room is purposely situated at the rear of the building on the first floor and the times of the classes are only 45minutes long with a small amount of that with instruments if any. There is availability to add a door on the bottom of the stairs if the noise from these groups does become too loud so I will monitor this. Areas within the café that will host the most amount of noise from children all have double glazing in place to avoid issues with surrounding areas.
Outside music	No outside music will be taking place as I only have an inside area.
Deliveries and collections	I have arranged with suppliers to only deliver within our working hours, this is also the case for our bin collection, as I am aware that I am part of a residential area as well as a commercial area. So this will take place between 08300 – 1630 My deliveries are also scheduled to a Tuesday and Thursday avoiding weekends
Smoking and External seating	This section doesn't apply to me as I don't have an outside area and smoking will not be permitted in or around the area due to catering for children and families.
Play area	As I have stated above the play areas are in separate room within the building to avoid noise directly on to the street and controlled with set times and numbers for this level of noise to be controlled. I understand that in the area I will generate more noise from customers coming in and out of the café but this is why I have put a pre booking system in place to make sure that customers are able to come in quickly and efficiently to avoid loitering outside.

Customers and car parks	As I have mentioned in the above section the booking system will be in place to ensure no loitering should take place. The shop front is situated in a busy area around commercial properties and the flow of people should coincide with this. We don't hold any parking for customers this will all be down to the customers using public car parks or infact walking to us if local.
Complaints	We are hoping that as we are keeping our weekly opening hours to 0900 – 1600 we shouldn't receive complaints of an unsociable hourly noise. Any complaints that may come in regarding noise from the business will be taken very seriously and I would hope that we could meet with those that have complained and work out a way to make peace with local residents. I believe our cafe is an asset to Bognor town centre offering a support space for children and families and we are working with local charities to inforce that. I believe I have an understanding manner and would love to accommodate people how I can. I have also reduced the soft play sessions on the weekend to help with the noise level, and our Sunday hours will be 10-4pm.