

Appendix E:
Pizza & Ice, 25 High Road, Chadwell Heath, Romford, Essex, RM6 6PU
Dispersal Policy

- 1) It is recognised by the Premises Licence Holder that during permitted licensed hours it is vital that the Licence hours and conditions are strictly observed. The management & staff shall work in close liaison with each other to achieve this.
 - 2) An A4 size notice shall be prominently displayed by the exit door reminding customers to respect nearby residents, to leave the premises and area quietly and as quickly as possible, not to loiter outside Pizza & Ice or in the area and to dispose of litter responsibly.
 - 3) From the last ordering time for dining in the restaurant of 30 minutes before the terminal hour on any night staff shall ensure that no customers are allowed to order food for dining in the premises or to be seated to dine in.
From the last ordering time for collections or home deliveries of 15 minutes before the terminal hour on any night staff shall ensure that no new orders for collection or home delivery are accepted.
Staff shall also ensure that during the last 15 minutes on any night that customers may only enter the premises to collect a pre ordered collection or that delivery drivers or riders may only enter to collect a pre ordered home delivery.
 - 4) During the last 15 minutes before the terminal hour on any night the member of staff tasked for the purpose shall take a proactive role standing in the customer waiting area to ensure that no new customers are allowed to enter the premises or place an order and shall politely ask customers who have completed their meal to leave the premises and area quietly and quickly.
 - 5) At the terminal hour and closing time the member of staff tasked for the purpose shall politely ask all remaining customers to leave the premises and area quietly and quickly.
The nominated staff member shall monitor the frontage to ensure people do not loiter outside politely asking any persons that do to leave quietly and quickly.
 - 6) Staff shall monitor the outside of Pizza & Ice by CCTV and physical checks to ensure that customers outside smoking do not make excessive noise and that a maximum of 4 (four) smokers are allowed outside smoking at any time.
 - 7) An A4 size notice shall be prominently displayed by the exit door advising customers that no more than 4 (four) smokers shall be permitted outside at any one time
 - 8) An A4 size notice shall be prominently displayed by the exit door reminding customers who drove to Pizza & Ice and delivery drivers and riders collecting orders to respect residents and not to bang car doors, play loud music, rev engines, or blow horns. Delivery drivers and riders shall be asked to wait inside the premises within permitted hours.
 - 9) The member of staff tasked for the purpose shall proactively implement the Dispersal Policy which should be included in all staff training.
 - 10) The nominated member of staff should direct customers away from residential properties and towards nearby bus stops.
- Signed for Pizza & Ice

Date 12/03/23

Drafted by Graham Hopkins
GT Licensing Consultants