

# Noise Management Plan (NMP)

## Darton Tap, 70 Church Street, Darton, Barnsley

29<sup>th</sup> July 2025

### Site Noise Policy Management

Ownership of the Site Noise Management Policy (SNMP) lies with the General Manager. The General Manager will be responsible for the monitoring of the procedures specified and ensuring their continued compliance.

In instances of potential non-compliance, steps will be taken by the General Manager to ensure that the incident is recorded and the correct procedures put in place.

Regular training will be provided by the General Manager (or a member of the Management Team) to General Staff to ensure that the SNMP is adhered to at all times.

In instances of potential non-compliance, steps will be taken by the General Manager to ensure that the incident is recorded and the correct procedures put in place.

All staff are to be made aware of the importance of preserving good relations with surrounding neighbours, particularly residential neighbours.

### Instructions for Duty Management and General Staff

Doors on the southern boundary of the walled garden must remain closed during opening hours (except for access)

Signs to be located in the walled garden / prominent places asking guests to be quiet and courteous to local residents

No music will be played within the walled garden

Guests will be asked by staff to not loiter outside the premises

The retractable roof is to be closed at 20:30 each day

### General

If a complaint arises, management and employees will follow a set of guidelines which set out how to deal with complaints quickly and effectively and to address any issues raised

Complaints from neighbouring residents (by letter, telephone or in person) should be met with a concerned, polite reply sympathetic to the residents' concerns. The complaint should be logged and reviewed with Site Management and/or General Staff with a noted action taken

Put signs in prominent places asking guests to be quiet when leaving the venue

Annual reviews of the noise management plan will be undertaken by the premises to ensure appropriate action is taken and that the noise management plan is relevant / up to date. Where potential improvements to noise management are identified by the premises, the noise management plan should be updated accordingly